SERVICE BULLETIN

M-1340A July 9, 2013

HARLEY-DAVIDSON PRODUCT RECALL 0151: KBC HELMETS

Reason for Revision

This revision includes information about the disposition of incorrectly returned helmets that are not part of the affected population.

Purpose

Harley-Davidson Motor Company, Inc.'s motorcycle helmet supplier, KBC America, has announced a voluntary safety recall to address a regulatory non-compliance of certain motorcycle helmets identified as Hybrid Ultra-Light Classic Cruiser half helmets, size Large, X-Large, and 2X-Large for the U.S. and certain world markets. These helmets, manufactured in March 2011, may not comply with the impact attenuation and penetration requirements of Federal Motor Vehicle Safety Standards (FMVSS) 218. By wearing a non-compliant helmet, the user may not be adequately protected in the event of a crash, increasing the risk of personal injury.

Helmets Affected

The helmet part numbers are 98336-09VM/000L, 98336-09VM/002L and 98336-09VM/022L. The affected label GM code for these three sizes is: GM00032205. Other helmet sizes or helmets with different GM codes are not affected.

Markets Affected

All U.S. and non-U.S. markets where Harley-Davidson half helmets are sold are affected.

Customer Notification

Harley-Davidson Motor Company has no record of who may have received these helmets at the retail level. It is your responsibility to notify each of your customers that, per your sales records, may have purchased one of the affected helmets. Attached, find the owner notification letter to assist you with the notification process. Print and display the attached poster in an area where customers will be able to see it upon entering the dealership.

Since the recall involves clothing and not a vehicle on record, neither TALON or h-dnet.com will be of assistance with customer notification.

Required Dealer Action

First confirm that the customer's helmet is affected by this recall by inspecting the GM label on the helmet's interior shell under the snap-in liner. See Figure 2 for the location of the label. See the **Helmets Affected** section of this bulletin for a list of helmet part numbers and the label GM code.

To be part of the affected population that requires replacement, the helmet must have all three of the following items (See Figure 2):

1. It must be Part No. **98336-09VM**.
2. It must be size **Large**, **X-Large** or **2X-Large** indicated on sewn-in tag.
3. It must have GM code label **GM00032205** OR have a manufactured date label of **XX Mar 2011**.

Figure 1. KBC Helmet: Hybrid Ultra-Light Classic Cruiser Half Helmet

NOTE

In the interest of preserving customer safety and satisfaction, always check for outstanding recalls whenever any motorcycle is brought into your dealership for either maintenance or service.

ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

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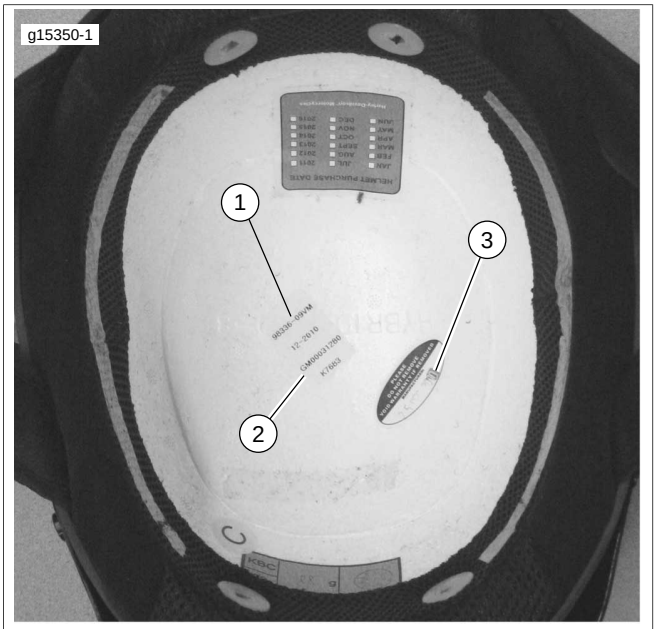

1. **Part number**
2. **GM code**
3. **Date of manufacture**

Figure 2. KBC Helmets: Identification

NOTES

- *Figure 2 shows label location only. The helmet shown is not part of the affected population.*
- *If both the GM code label (2) and the date of manufacture label (3) are missing, confirm the helmet is the affected part number and size. Then process as an affected helmet.*

If the helmet is part of the affected population, replace the customer's helmet with the same model from dealer inventory or order a replacement and notify the customer when it arrives. Return the affected helmet to Harley-Davidson.

Examine the helmet carefully. Helmets returned to Harley-Davidson that are not part of the affected population will be returned to the dealer. A $25.00 NTF fee will be charged to the dealer and the claim will be rejected.

Dealer Inventory Instructions

First confirm that the helmet is affected by this recall by inspecting the GM label on the helmet's interior shell under the snap-in liner. See Figure 2 for the location of the label. See the **Helmets Affected** section of this bulletin for a list of helmet part numbers and the label GM code. Return the affected helmets to Harley-Davidson.

Credit Procedure: Talon/h-dnet.com/Lightspeed Users and All International Non-SAP System Users

For each affected helmet, complete the claim as follows:

Item	Data
Claim Type	SNV
Problem Part Number	98336-09VM/000L, 98336-09VM/002L, or 98336-09VM/022L
Quantity	Could vary
Customer Concern Code*	0151
Condition Code	9981
*This new code may need to be downloaded into your system.	

Part Return Information: U.S. Dealers

Once your claim is approved, print a return label using the Warranty Part Return process on h-dnet.com. Upon the receipt and inspection of the properly tagged part, you will be issued credit for helmets only. Do not submit additional warranty events on these claims.

Helmets with labels that are not part of the affected population will result in a rejected claim.

Be aware that due to system limitations, the part number on your return label may not match the size part number in your claim. We understand this. Use the label to return these helmets via the normal process.

Credit Procedure: All International SAP System Users

Item	Data
Claim Type	PAM - sold or PAM - stock
Problem Part Number	98336-09VM/000L, 98336-09VM/002L, or 98336-09VM/022L
Quantity	Could vary
Customer Concern Code*	0151
Condition Code	9981
*This new code may need to be downloaded into your system.	

Upon receipt of the properly completed claim, credit will be issued for the helmet(s).

Part Return Information: Non-U.S. Markets

Hold all replaced helmets for 60 days from date credit was issued for possible field inspection and/or request for return to factory. After 60 days, destroy and discard the helmets.