

**Part 573 Safety Recall Report****14V-537****Manufacturer Name :** Harley-Davidson Motor Company**Submission Date :** SEP 03,2014**NHTSA Recall No. :** 14V-537**Manufacturer Recall No. :** 0159 & 0160**Manufacturer Information :**

Manufacturer Name : Harley-Davidson Motor Company

Address : 3700 W. Juneau Avenue

Milwaukee WI 53201-0653

Company phone : (414) 343-4056

**Population :**

Number of potentially involved : 105,746

Estimated percentage with defect : 10

**Vehicle Information :**

Vehicle : 2014-2014 Harley-Davidson Electra Glide Ultra Classic (FLHTCU)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Portal would not allow me to input actual dates.

The actual dates are:

Begin - 03/22/2013

End - 07/18/2014

Descriptive Information :

Kits affected for this model include part numbers:

46244-01

41700263

41700263A

Production Dates : AUG 01, 2014 - AUG 02, 2014

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2014-2014 Harley-Davidson Ultra Limited (FLHTK)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Portal would not allow me to input actual dates.

The actual dates are:

Begin - 03/22/2013

End - 07/18/2014

Descriptive Information :

Kits affected for this model include part numbers:

46244-01

41700263  
41700263A

Production Dates : AUG 01, 2014 - AUG 02, 2014

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2014-2014 Harley-Davidson Police Electra Glide (FLHTP)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Portal would not allow me to input actual dates.

The actual dates are:

Begin - 03/22/2013

End - 07/18/2014

Descriptive Information :

Kits affected for this model include part numbers:

46244-01

41700263

41700263A

Production Dates : AUG 01, 2014 - AUG 02, 2014

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2014-2014 Harley-Davidson Street Glide (FLHX)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Portal would not allow me to input actual dates.

The actual dates are:

Begin - 03/22/2013

End - 07/18/2014

Descriptive Information :

Kits affected for this model include part numbers:

46244-01

41700263

41700263A

Production Dates : AUG 01, 2014 - AUG 02, 2014

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2014-2014 Harley-Davidson Street Glide Special (FLHXS)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Portal would not allow me to input actual dates.  
The actual dates are:  
Begin - 03/22/2013  
End - 07/18/2014

Descriptive Information :

Kits affected for this model include part numbers:  
46244-01  
41700263  
41700263A

Production Dates : AUG 01, 2014 - AUG 02, 2014

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2014-2014 Harley-Davidson Tri Glide Ultra (FLHTCUTG)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Portal would not allow me to input actual dates.  
The actual dates are:  
Begin - 03/22/2013  
End - 07/18/2014

Descriptive Information :

Kits affected for this model include part numbers:  
46244-01  
36700081  
36700081A

Production Dates : AUG 01, 2014 - AUG 02, 2014

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2014-2014 Harley-Davidson CVO Limited (FLHTKSE)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Portal would not allow me to input actual dates.  
The actual dates are:  
Begin - 03/22/2013  
End - 07/18/2014

Descriptive Information :

Kits affected for this model include part numbers:  
46244-01  
41700263  
41700263A

Production Dates : AUG 01, 2014 - AUG 02, 2014

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2014-2014 Harley-Davidson CVO Road King (FLHRSE)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Portal would not allow me to input actual dates.

The actual dates are:

Begin - 03/22/2013

End - 07/18/2014

Descriptive Information :

Kits affected for this model include part numbers:

46244-01

41700263

41700263A

Production Dates : AUG 01, 2014 - AUG 02, 2014

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2014-2014 Harley-Davidson CVO Breakout (FXSBSE)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Portal would not allow me to input actual dates.

The actual dates are:

Begin - 03/22/2013

End - 07/18/2014

Descriptive Information :

Kits affected for this model include part numbers:

46244-01

36700081

36700081A

Production Dates : AUG 01, 2014 - AUG 02, 2014

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2014-2014 Harley-Davidson CVO Softail Deluxe (FLSTNSE)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Portal would not allow me to input actual dates.

The actual dates are:

Begin - 03/22/2013

End - 07/18/2014

**Descriptive Information :**

Kits affected for this model include part numbers:

46244-01

36700081

36700081A

Production Dates : AUG 01, 2014 - AUG 02, 2014

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

Not sequential VINs

**Description of Defect :**

Description of the Defect : On both original equipment and Harley-Davidson Parts & Accessories intended for these bike models, the hydraulic clutch system may develop a tear in the primary cup (seal) on the master cylinder piston.

Description of the Safety Risk : If the primary cup (seal) on the master cylinder piston develops a tear, then the system may lose the ability to maintain sufficient lift to keep the clutch disengaged. If this condition remains undetected, it could allow the motorcycle to "creep" forward from a stop, which could lead to a loss of control of the vehicle possibly causing a crash.

Description of the Cause : A tear develops in the primary cup seal.

Identification of Any Warning that can Occur : While at a stop with motorcycle in gear and clutch pulled in, the motorcycle may start to "creep" forward.

**Supplier Identification :**

**Component Manufacturer**

Name : Hayes Brake Performance Systems, Inc.

Address : 5800 W. Donges Bay Road

Mequon WI 53092

Country : US

**Chronology :**

May 20, 2014: The Harley-Davidson Recall Investigation Committee (RIC) was notified of a potential clutch functionality issue by Harley-Davidson Customer Service. The RIC initiated an investigation and analysis of this issue.

June - August 2014: A team was assembled to determine root cause by analyzing returned warranty parts and testing both current production parts and warranty returned parts. Parts replaced as a result of warranty claims were returned and provided to the supplier for tear down and analysis. Based on this analysis, the RIC determined that the primary cup seal in the hydraulic clutch master cylinder could develop a tear.

As of August 19, 2014, there were approximately 632 warranty claims and 266 customer contacts related to clutch functionality issues. 155 of the customer contacts were also identified within warranty claims. From both data sets, there were a total of 19 crashes (low speed tip over) with 3 minor injuries reported. There was also one report of an incident where there was no actual crash, but a reported minor injury.

August 27, 2014: Upon review of the results of the RIC's investigation and analysis, Harley-Davidson's executive management made its determination that a safety related defect exists in the subject population.

**Description of Remedy :**

Description of Remedy Program : Owners of the affected motorcycles will be asked to arrange service with an authorized Harley-Davidson dealer, who will confirm that the motorcycle or part is covered by this recall. If covered, the dealer will rebuild the clutch master cylinder using the recall kit provided. This service will be provided at no charge to the customer.

How Remedy Component Differs from Recalled Component : The remedy is a master cylinder rebuild kit which includes the addition of a plastic retaining ring that decreases the stress in the primary cup seal.

Identify How/When Recall Condition was Corrected in Production : At the beginning of Model Year 2015 production (06/30/2014) the Master Cylinders on the hydraulic clutch systems on the models affected were built with a piston cylinder which included the plastic retaining ring as described above.

**Recall Schedule :**

Description of Recall Schedule : Harley-Davidson will notify the dealer network on or about 09/08/2014 and wave shipments of repair kits to Harley-Davidson's dealer network will begin on or about 09/15/2014. Customer notification letters will be sent beginning on or about 09/17/2014.

Planned Dealer Notification Date : SEP 08, 2014 - SEP 08, 2014

Planned Owner Notification Date : SEP 17, 2014 - SEP 30, 2014

\* NR - Not Reported