

SERVICE BULLETIN



M1383

September 11, 2014

2014 TRIKE AND CVO SOFTAIL HYDRAULIC CLUTCH - SAFETY RECALL 0160

Purpose

Harley-Davidson has determined that a condition affecting motor vehicle safety exists on certain 2014 Trike and CVO Softail motorcycles equipped with original equipment clutch master cylinders or chrome accessory clutch master cylinders.

These motorcycles may develop a tear in the primary cup (seal) on the master cylinder piston. If this condition occurs the system may lose the ability to maintain enough 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.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0160) to remedy this defect. As required by law you may sell but NOT deliver any affected motorcycles to your customers until the recall is performed. Also, you may not sell or install any affected kits until the update kit remedy is performed.

Read this entire bulletin before taking any action or ordering any kits. See Required Dealer Action to perform the recall service.

Motorcycles Affected

Certain 2014 FLHTCUTG, FLSTNSE and FXSBSE model motorcycles built 03/22/2013 through 7/18/2014 (US) and 3/25/13 through 8/20/14 (outside US) are affected. A VIN list specific to motorcycles shipped to your dealership is available via h-dnet.com. This list may be found by following this path:

- [h-dnet.com/Service Toolbox/Warranty Campaign Center/Safety Campaign and Open VIN lists](http://h-dnet.com/Service_Toolbox/Warranty_Campaign_Center/Safety_Campaign_and_Open_VIN_lists).

Select campaign 0160 to view the VIN list.

NOTES

- *If the motorcycle does not appear on your dealer VIN list, refer to the Vehicle Information link to determine if motorcycle is affected.*
- **Canadian Dealers:** *To determine if a vehicle is affected by a recall use the h-dnet.com vehicle information link found on the service tab of UltraComm.*

Markets Affected

The U.S. and some international markets are affected.

Customer Notification

In accordance with Federal regulations administrated by NHTSA, Harley-Davidson Motor Company, Inc. will send a letter to registered owners of affected products in the United States notifying them of this safety-related condition and instructing them to contact their dealer for inspection and service. A sample of the customer letter is attached. Customers outside the United States may receive this notification by other means.

To protect the safety of our riders, it is our mutual responsibility to make sure the recall service is performed on all affected motorcycles. Therefore, we strongly urge you to perform the recall service even if the motorcycle was not purchased from your dealership. You are also required to perform the recall service on all affected motorcycles in your dealership inventory before delivering, renting or leasing those motorcycles.

If you are not sure that a safety recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com.

Ordering Information: U.S. and Canada Market

Initial wave shipments of recall kits (Part No. 91500069) will begin on or before 9/15/2014. All kits will be shipped no charge, transportation paid via UPS1.

NOTES

- *No kit orders will be accepted prior to the termination of the wave shipments. Termination notice of wave shipments will be sent and the order form will be added to the service bulletin on h-dnet.com.*
- *Upon completion of the recall on any vehicle, be certain to follow the instructions listed under 'Credit Procedure' and submit your recall claims promptly.*

Ordering Information: Non-U.S. Markets

Contact your local Harley-Davidson service area representative for authorization, ordering and return instructions.

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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Required Dealer Action

Advise owners of the affected motorcycles of the recall.

Replace Clutch Master Cylinder Piston Assembly

NOTE

Do not reuse any parts removed from the master cylinder piston bore. Use only the parts from the kit.

1. Confirm that the motorcycle is involved in Recall 0160.
2. Obtain the recall kit (Part No. 91500069).
3. Replace the clutch master cylinder piston assembly with parts from the recall kit. This kit is to be used on both original equipment clutch master cylinders and chrome accessory clutch master cylinders (Part No. 41700263 and 41700263A). See CLUTCH MASTER CYLINDER AND RESERVOIR in the service manual.
4. Fill and bleed clutch fluid system. See the service manual.

WARNING

Insufficient clutch-release plate movement can lead to difficulty or inability to shift, causing loss of control, which could result in death or serious injury. (00345a)

Measure Release Plate Movement

1. Attach a dial indicator to measure pushrod axial movement.
2. Squeeze the clutch lever to measure the axial movement of the pushrod and the clutch release plate assembly. The minimum axial movement must be as specified. Refer to Table 1.

NOTE

Proper bleeding of the system will typically yield plate movement greater than minimum specification. If clutch release plate movement is less than specification, bleed system and measure plate movement again.

Table 1. Minimum Release Plate Movement Specification

IN	MM
0.080	2.03

Return to Service

1. Install clutch inspection cover.
 - a. Remove O-ring from cover.
 - b. Install **new** O-ring (provided in recall kit) into cover.
 - c. Install cover fasteners. In a crosswise pattern, tighten to 84-108 **in-lbs** (9.5-12.2. Nm).
2. Install main fuse.

NOTES

- Upon completion of the recall on any motorcycle, be certain to follow the instructions listed under the appropriate credit procedure and submit your recall claims promptly.
- Check inventory for stock of clutch master cylinder assemblies. If stock is found, rebuild the clutch master cylinder using the recall kit and return to dealer inventory. Refer to Table 2. See additional credit procedure for dealer stock parts at the end of this bulletin.
- Check inventory for stock of clutch master cylinder rebuild kit (Part Nos. 46244-01 and 37200096). If stock is found, return to Harley-Davidson as defective stock on a DFS warranty claim. See Additional Credit Procedure for Dealer Stock Parts at the end of this bulletin.

Table 2. Dealer Inventory Master Cylinders to be Rebuilt

MASTER CYLINDER PART NUMBER	
36700060	41700263
36700060A	41700263A
36700024	36700081
36700024A	36700081A
36700024B	

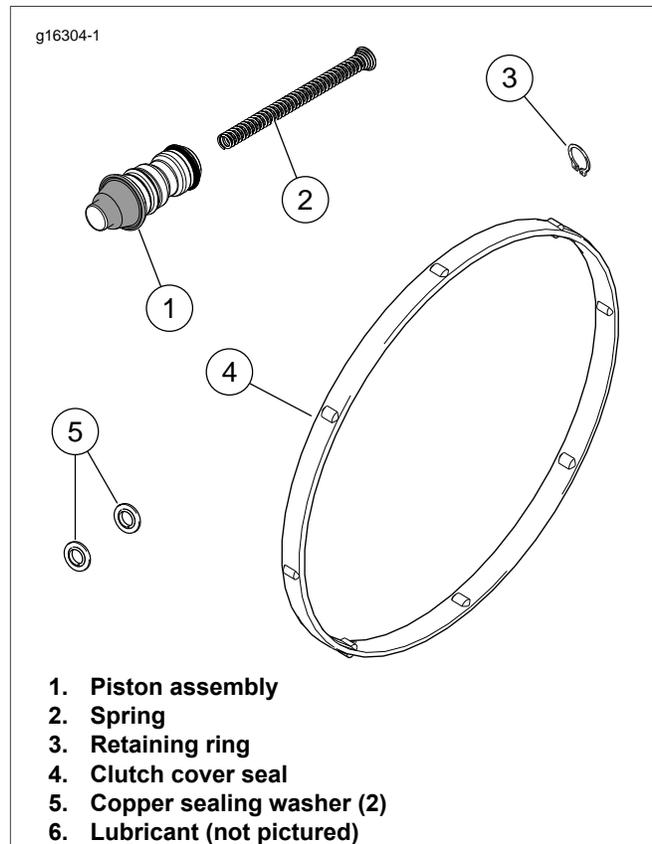


Figure 1. Recall Kit 91500069

Credit Procedure: Talon/h-dnet.com Warranty Claim System Users

For each vehicle involved in this recall (involvement of VIN has been verified), submit a recall claim per the table below.

Table 3. Credit Procedure: Talon/h-dnet.com warranty claim system users

ITEM	DATA
Claim Type	SRC
Problem Part Number	36700024
Quantity	Leave blank
Primary Labor Code*	4069
Time**	0.9 hours
Customer Concern Code*	0160
Condition Code	9981
Replacement Part Number	91500069
Quantity	1
* These items may need to be downloaded to your system.	
** Labor time includes cost of brake fluid needed for each repair.	

Credit Procedure: SAP System Users

For each motorcycle involved in this recall (involvement of VIN has been verified on h-dnet.com), submit a recall claim per the applicable table below.

Table 4. SAP System Users

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	C
Problem Part Number	36700024
Customer Concern Code*	0160
Condition Code	9981
* These items may need to be downloaded to your system.	

Credit Procedure: All Other System Users

- Claim Date
- Campaign Number (0160)
- Fix ID (C)
- Full seventeen character VIN

Upon submission of the properly completed recall claim, you will be credited for labor for performing the safety recall procedure plus appropriate market administrative time. The safety recall record will be updated. Each recall completion must be filed on an individual claim. Do not submit additional warranty events on these claims.

Part Return Information: All Markets

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

Credit Procedure: Repair Dealer Inventory of Affected Dealer Stock

Refer to Table 2 for the list of kit part numbers. For each kit in dealer stock, submit a claim following the credit procedure below.

NOTE

Do not enter a VIN when submitting these claims.

Table 5. Credit procedure: All Non-SAP System Users

ITEM	DATA
Claim Type	SNV
Problem Part Number	Accurate part from list of dealer stock kits in Table 2
Quantity	Leave Blank
Primary Labor Code	Leave Blank
Detail Labor Code	8888
Time	0.2 hrs
Customer Concern Code*	0160
Condition Code	9982
Replacement part number	91500069
Quantity	1
* These items may need to be downloaded to your system.	
Upon submission of the properly completed recall claim, you will be credited for labor for performing the procedure. Each kit must be submitted on it's own claim in order for payment of 0.2 hours to be paid per kit.	

Table 6. Credit Procedure: H-D SAP Dealers

ITEM	DATA
Claim Type	PAM-Stock
Problem Part Number	Accurate part from list of dealer stock kits in Table 2
Quantity	Leave Blank
Labor Code	8888
Time	0.2 Hrs
Customer Concern Code*	0160
Condition Code	9982
Replacement part number	91500069
Quantity	1
* These items may need to be downloaded to your system.	
Upon submission of the properly completed recall claim, you will be credited for labor for performing the procedure. Each kit must be submitted on it's own claim in order for payment of 0.2 hours to be paid per kit.	

**Additional Credit Procedure for Dealer Stock
Parts: Part No. 37200096 and Part No.
46244-01**

Submit a DFS (defective stock) warranty claim for all dealer stock of clutch master cylinder rebuild kits (Part Nos. 37200096 and 46244-01). Use Customer Concern Code 9203 and Condition Code 3109. Also, mention this bulletin number in the claim. A part return label will be issued for each part claimed.