

# SERVICE BULLETIN



M-1403A

April 28, 2015

## 2015 STREET LICENSE PLATE REFLECTOR REGULATORY NON-COMPLIANCE RECALL CODE 0620

### Reason for Revision

All wave shipments have been completed. This revision includes an order form for additional recall kits (Part No. 91500081).

### Purpose

Certain model year 2015 Street family motorcycles built before 3/10/2015 in the Kansas City plant for the North America market (Domestic, California, Mexico and Canada configurations) may have been built without a rear reflector (Part No. 59988-72A). Without this reflector installed, the vehicle does not meet the lighting requirements of FMVSS 108 (U.S.) and CMVSS 108 (CAN). If this reflector is not installed it could reduce the rear conspicuity of the vehicle, possibly increasing the risk of a crash under certain conditions.

### Overview

- **Kit required:** Yes
- **Wave shipments:** Begin on or before April 16, 2015
- **Affected vehicles:** Some 2015 Street model motorcycles.
- **Solution:** Install recall kit.

### Motorcycles Affected

Some 2015 Street models that were produced without rear reflector (Part No. 59988-72A) are affected.

A VIN list specific to motorcycles shipped to your dealership is available via h-dnet. This list may be found by following this path:

- h-dnet.com/Service Toolbox/Warranty Campaign Center/Safety Campaign and Open VIN lists.

Select 0620 campaign to view the VIN list.

#### NOTE

*If the motorcycle does not appear on your dealer VIN list, refer to the Vehicle Information link to verify if motorcycle is affected.*

If you are not sure that a recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com. Many dealers will not have an affected motorcycle.

**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

U.S. (including Puerto Rico and Guam), Canadian and Mexican markets are affected.

### Customer Notification

In accordance with Federal regulations administered 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 regulatory 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. Deeley Harley-Davidson Canada will send a letter to registered owners of affected product in Canada.

To protect the safety of our riders, it is our mutual responsibility to ensure 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 models in your dealership inventory prior to delivering, renting or leasing those models.

#### NOTE

*Because only registered owners appearing on the VIN list located at h-dnet.com will receive notification from us, we request that you contact any owners of affected motorcycles still listed as unregistered. Advise them of the noncompliance recall and make arrangements for them to come in for recall service. We also require that you provide us with their names, addresses and VINs as soon as possible to enable us to mail them an owner's letter, as required by the National Traffic and Motor Vehicle Safety Act (as amended).*

### Kit Ordering Information: U.S. Market

Wave shipments have completed. The order form for recall kit (Part No. 91500081) is attached to this bulletin. All kits will be shipped no charge, transportation paid via UPS1.

#### 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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**Table 1. Recall Code 0620 Kit Contents (Part No. 91500081)**

ITEM	PART NO.	QTY
Reflector, red	59988-72A	1
Bracket, reflector	60907-09	1

### Ordering Information: Non-U.S. Market

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

#### Canada

Wave shipments have completed. The order form for recall kit (Part No. 91500081) is attached to this bulletin.

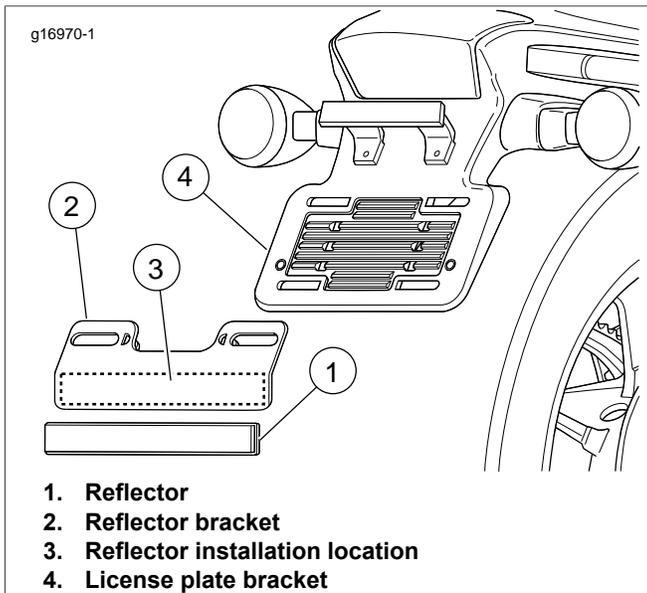
#### Mexico

Contact the local service area representative at Harley-Davidson Mexico.

### Required Dealer Action

1. Verify that the motorcycle is involved in this recall.
2. Remove license plate (if necessary).
3. See Figure 1. Remove adhesive backing from reflector (1). Carefully center and align the reflector with the reflector installation location (3) on reflector bracket (2). Press reflector firmly into place.
4. Install reflector bracket to license plate bracket (4).
5. Install license plate (if necessary).

Upon completion of the recall, follow the instructions listed under the appropriate Credit Procedure. Submit recall claims promptly.



**Figure 1. Reflector**

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

Complete an electronic recall claim referencing this service bulletin number. VIN number is required.

**Table 2. NON-COMPLIANCE RECALL CODE 0620**

ITEM	DATA
Claim Type	SRC
Problem Part Number	59988-72A
Quantity	Leave Blank
Primary Labor Code	2697
Labor Time	0.1 hours
Customer Concern Code*	0620
Condition Code	9981
Replacement Part No.	91500081
Quantity	1

\* These items may need to be downloaded to your system.

### Credit Procedure: All Other System Users

**Table 3. CANADA**

DATA
Claim Date
Campaign Number (0620)
Fix ID C -- Corrected
Full Seventeen Character VIN

Upon submission of the properly completed recall claim, you will be credited for labor including appropriate market administrative time. The non-compliance recall record will be updated. Submit campaign events on their own warranty claim. Do not mix them with other warranty events.



## **DEALER COMMUNICATIONS** **HARLEY-DAVIDSON MOTOR COMPANY**

### **IMPORTANT RECALL INFORMATION**

#### **Non-Compliance (Safety) Recall Campaign 0620-Rear Reflector on Street**

##### **HIGHLIGHTS**

- Harley-Davidson Motor Company, Inc. has decided that certain model year 2015 Street family motorcycles built before 3/10/15 in our Kansas City plant for the North America market (Domestic, California and Canada configurations) may have been built without a rear reflector, P/N 59988-72A.
- In the interest of the safety of our mutual customers and as required by Federal law, you may sell but NOT DELIVER any motorcycles until the remedy is complete.

##### **KEY DATES**

- April 20 – 24: Service Bulletin expected to post this week.
- April 20: Recall kits will begin wave shipments on or before this date.

##### **CONTACT**

- Call (800) 664-7762 and select the appropriate prompts.

April 14, 2015

Dear Dealer:

Harley-Davidson Motor Company, Inc. has decided that certain model year 2015 Street family motorcycles built before 3/10/15 in our Kansas City plant for the North America market (Domestic, California and Canada configurations) may have been built without a rear reflector, P/N 59988-72A. Without this reflector installed, the vehicle does not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No.108, *Lamps, reflective devices and associated equipment* (U.S.) and Canada Motor Vehicle Safety Standard (CMVSS) No. 108, *Lighting System and Retroreflective Devices* (Canada), which could reduce the rear conspicuity of the vehicle, possibly increasing the risk of a crash under certain conditions.

We have voluntarily declared that this condition constitutes a motor vehicle non-compliance to allow us to formally recall (Campaign 0620) all affected motorcycles. The remedy is to first confirm that the motorcycle is covered by this recall. If covered, install the rear reflector subassembly provided in the recall kit (Part No. 91500081). Wave shipments will begin on or before April 20, 2015. A Service Bulletin outlining the repair and credit procedures will follow within seven days; please reference the bulletin for a detailed description of the defect.

In the interest of the safety of our mutual customers and as required by Federal law, you may sell but NOT DELIVER any motorcycles until the remedy is complete. **Please refer to *h-dnet / Service Toolbox / Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select 0620 Campaign to view the VIN list.**

In accordance with Federal regulations administered by NHTSA and other appropriate market-specific government agencies, Harley-Davidson Motor Company, Inc. or authorized Harley-Davidson dealers will provide notice to all owners of record of affected products with direction to arrange for the recall service.

Sincerely,  
Harley-Davidson Motor Company, Inc.  
0620

**For:** Dealer Operator, General Manager, All P&A Roles, All Service Roles, Vehicle Sales Manager

**Sent to:** All Dealers in the US, Canada and Mexico Markets

**HARLEY-DAVIDSON MOTOR COMPANY**  
**P.O. BOX 594, MILWAUKEE, WI U.S.A 53201**  
**RECALL ORDER FORM**

**M-1403A REGULATORY NON-COMPLIANCE RECALL CODE 0620**

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER(S)
RC	RECALL	

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	91500081	Code 0620: Street license plate reflector kit

**NOTES:**

- **Some dealers may have no motorcycles involved.**
- **Maximum of four kits per order per day.**
- For each kit ordered, **you must provide a VIN** of the motorcycle on which the kit will be installed. Orders without VINs or that exceeds the maximum quantity of 4 kits will become invalid and **will not be processed**.
- All orders are subject to approval. You may not receive the total quantity of kits ordered due to parts availability. If this happens, please submit another order for the balance, following all order procedures outlined in the Service Bulletin.
- Fax orders to 414-343-8346. You must include your dealer number.

**ALL ORDERS SUBJECT TO ACCEPTANCE AT MILWAUKEE, WI USA 53201**

**NOTE:** An order acknowledgement is automatically generated and faxed to your dealership's fax number as listed in GDIS the same day as your order is entered at HDMC. This acknowledgement will provide you with the order status and order number. To retrieve order information based on the Harley-Davidson order number, go to P&A Order Inquiry on h-dnet.com under the Parts and Accessories link, select H-D Order Number, enter the order number and click "Submit". At the bottom of the page, click on "Track Part" to view tracking information for the order.



Harley-Davidson Motor Company  
3700 West Juneau Ave., P.O. Box 653, Milwaukee, WI 53201

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, VIN #

April 23, 2015  
Harley-Davidson Recall No. 0620  
NHTSA Recall No. 15V-217

Dear Harley-Davidson Motorcycle Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Harley-Davidson Motor Company, Inc. has decided that certain model year 2015 Street family motorcycles fail to conform to Federal Motor Vehicle Safety Standard No. 108, *Lamps, reflective devices, and associated equipment*. These motorcycles may have been built without a rear reflector, P/N 59988-72A. We are notifying you because our records indicate that you have purchased one of the affected motorcycles.

### **What is the Issue?**

Federal Motor Vehicle Safety Standard No. 108 requires that new motorcycles be equipped with a red reflex reflector on the rear of the motorcycle. Due to a production error, this reflector may have been omitted from your motorcycle. The absence of this reflector could reduce the rear conspicuity of the vehicle, possibly increasing the risk of a crash under certain conditions.

### **What Should You Do?**

Please contact your authorized Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your motorcycle repaired. Your dealer will confirm that your motorcycle is covered by this recall. If covered, the dealer will install the rear reflector bracket subassembly from the recall kit provided by Harley-Davidson at no cost to you. The repair will take less than one half hour to perform. However, due to scheduling, the dealer may require your motorcycle for a longer period of time. To verify that the service has been completed, your dealer will ask you to sign a recall claim.

If you have sold your motorcycle and have an address for the current owner, it is important that you forward this notice to the new owner. Alternatively, you may contact us at the Harley-Davidson phone numbers listed below and provide us the contact information for your purchaser so that we may notify the new owner of this recall. Also, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

### **What If You Have Additional Questions or Concerns?**

If you take your motorcycle to your dealer on a mutually agreed upon date and they are unable to perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at 1-800-258-2464 in the U.S. or 1-414-343-4056 world-wide.

If you are still having difficulty getting your vehicle repaired in a reasonable time, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.  
Recall 0620