

SERVICE BULLETIN



M-1383A

October 8, 2014

2014 TRIKE AND CVO SOFTAIL HYDRAULIC CLUTCH - SAFETY RECALL 0160

Reason for Revision

U.S. wave shipments have been terminated and kit orders are now being accepted. The kit order form is now attached. Follow all instructions on the order form to prevent delays in processing your orders.

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.

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 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 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.

NOTE

Upon completion of the recall on any vehicle, be certain to follow the instructions listed under 'Credit Procedure' and submit your recall claims promptly.

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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Ordering Information: Non-U.S. Markets

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

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	

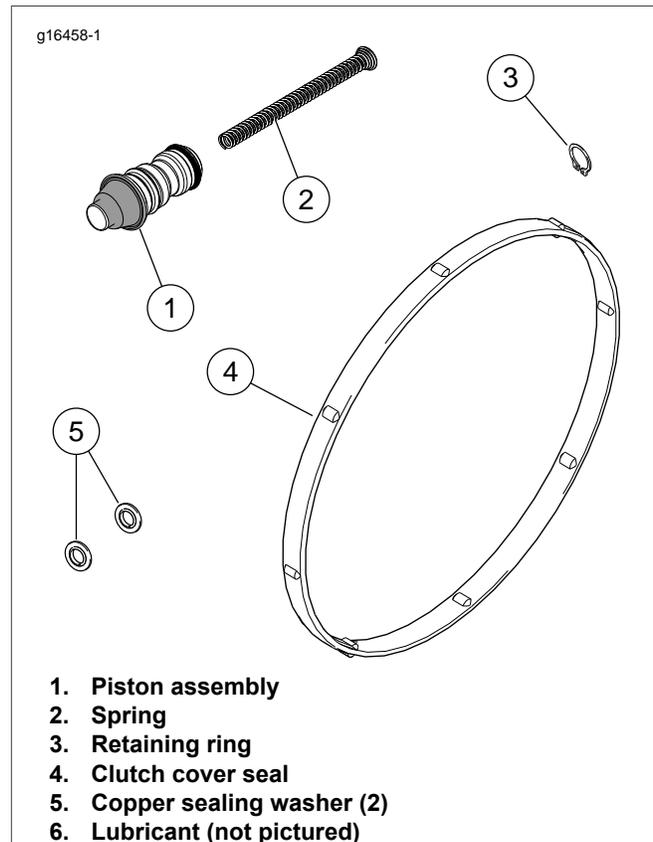


Figure 1. Recall Kit 91500069

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

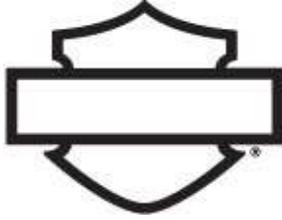
ITEM	DATA
Claim Type	SNV
Problem Part Number	Accurate part from list of dealer stock kits in Table 2
Quantity	Leave Blank
Primary Labor Code	Leave Blank
Detail Labor Code	8888
Time	0.2 hrs
Customer Concern Code*	0160
Condition Code	9982
Replacement part number	91500069
Quantity	1
* These items may need 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.



DEALER COMMUNICATIONS

HARLEY-DAVIDSON MOTOR COMPANY

Safety Recall Campaigns 0159 and 0160

HIGHLIGHTS

- Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety may exist on all model year 2014 Touring, Trike and CVO family motorcycles built March 22, 2013 through August 20, 2014 for the U.S. and world markets.
- On both original equipment and Harley-Davidson Parts & Accessories intended for these models, the hydraulic clutch system may develop a tear in the primary cup (seal) on the master cylinder piston. 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.

KEY DATES

- September 15: Service Bulletin expected to post on or before this date.
- September 15: Recall kits expected to begin shipping in limited quantities on or before this date.

CONTACT

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

September 8, 2014

Dear Dealer:

Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety may exist on all model year 2014 Touring, Trike and CVO family motorcycles built March 22, 2013 through August 20, 2014 for the U.S. and world markets.

On both original equipment and Harley-Davidson Parts & Accessories [kits](#) (Part No. 41700263/A) intended for these model bikes, the hydraulic clutch system may develop a tear in the primary cup (seal) on the master cylinder piston. 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.

We have voluntarily declared this a defect related to motor vehicle safety (Campaign 0159 for model year 2014 Touring and CVO Touring family motorcycles, and Campaign 0160 for 2014 Trike and CVO Softail family motorcycles) to allow us to formally recall all affected

motorcycles. Two recalls are needed to cover all affected models because of a banjo bolt washer difference in the two populations, requiring two different kits.

The remedy is to first confirm that the motorcycle is affected by this recall. If the motorcycle is affected, dealers will rebuild the clutch master cylinder using the recall kit provided. 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. Based on supplier information, we expected to begin recall kit shipments in limited quantities on or before September 15.

In the interest of the safety of our mutual customers and as required by law, you may sell but NOT DELIVER any affected motorcycles until the remedy is complete. Also you may not sell or install any affected kits until the update kit remedy is complete. **Please refer to *h-dnet* / *Service Toolbox* / *Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select 0159 and 0160 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.
0159 and 0160

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

Sent to: All Dealers (Worldwide)

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

M-1383A SAFETY RECALL CODE 0160

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

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	91500069	Code 0160: Softail/Trike Hydraulic Clutch Master Cylinder

NOTES:

- 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 5 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., PO. Box 653, Milwaukee, WI 53201

IMPORTANT SAFETY RECALL

This notice applies your vehicle, VIN # _____

Date 9/23/2014

Harley-Davidson Recall No. 0160

NHTSA Recall No. 14V-537

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 a defect which relates to motor vehicle safety exists in certain model year 2014 CVO Softail (FXSBSE, FLSTNSE) and Trike (FLHTCUTG) motorcycles. We are notifying you because our records indicate that you own one of the affected motorcycles.

What is the Issue?

On some of these motorcycles, the hydraulic clutch system may develop a tear in the primary cup (seal) on the master cylinder piston. If this occurs 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. Harley-Davidson has initiated this recall to correct this condition in the affected motorcycles. Please keep in mind that this applies to your motorcycle even if you have replaced the original equipment clutch master cylinder with a Harley-Davidson Parts and Accessories master cylinder.

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 rebuild the clutch master cylinder with the recall kit at no cost to you. The repair will take less than one 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 0160