

SERVICE BULLETIN



M-1413

August 26, 2015

2015 STREET XG FUEL PUMP SAFETY RECALL 0167

Purpose

Harley-Davidson has learned that the fuel pump module (part no. 61200001) on some model year 2015 Harley-Davidson Street family vehicles (XG500 and XG750) built January 20, 2014 through June 24, 2015 in Kansas City and February 24, 2014 through July 15, 2015 in Bawal may have a poor seal at the fuel pump inlet.

This could allow an interruption to the fuel supply under acceleration at low fuel levels, possibly before the low fuel indicator has illuminated. If this condition remains undetected, under acceleration with the fuel level below 0.8 gal (3.1 L), the motorcycle may briefly hesitate and then restore power abruptly, possibly leading to a loss of control increasing the risk of a crash.

In the interest of motorcycle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0167) 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.

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

Dealers will replace existing fuel pump with a new fuel pump provided in the recall kit.

Overview

- Kits required?: Yes.
- Kit wave shipments begin week of August 24, 2015.
- Repair: All affected. No inspection required.
- Affected components: Fuel pump.
- Solution: Replace fuel pump with recall kit.

Motorcycles Affected

2015 Harley-Davidson Street family vehicles (XG500 and XG750) built January 20, 2014 through June 24, 2015 in Kansas City and February 24, 2014 through July 15, 2015 in Bawal. 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 0167 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 this recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com. Some dealers will not have an affected motorcycle.

Canada 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

All markets where the Harley-Davidson Street™ models are sold.

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. Harley-Davidson Canada will send a letter to registered owners of affected product in Canada. Other 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 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 will receive notification from us, we request that you contact any owners of affected motorcycles still listed as unregistered. Advise them of the safety 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).

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: US Market

An initial wave shipment of recall kit (Part No. 91500085) will begin the week of August 24, 2015. All kits will be shipped no charge, transportation paid via UPS1.

NOTE

No kit orders will be accepted prior to the termination of the wave shipment date. Orders received prior to the termination of the wave shipments will be discarded. An order form will be attached to this bulletin on h-dnet.com after the wave shipments have been completed.

Table 1. Safety Recall Code [0167] Kit (Part No. 91500085) Contents

ITEM	PART NO.	QTY
Clamp	10038A	1
Locknut	10100013	10
Clamp	70345-84	1
Fuel Line	61200024	1
Fuel Pump	61200001A	1
Vent baffle	61100046A	1

Ordering Information: Non-US Market

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

Asia Pacific

Contact your service and customization consultant.

Canada

Initial wave shipments will be conducted by Harley-Davidson Canada following the US timelines.

Europe

Follow standard H-Dnet order process. In case of questions or concerns, contact your local PAM (Parts, Accessories and Motorclothes) representative.

India

Contact your service and customization consultant.

Mexico

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

Japan

Contact the local service department at HDJ.

Required Dealer Action

1. Verify that the motorcycle is involved in this recall.

NOTE

See Figure 1. Do not remove cable strap (1) from new fuel pump (2). The fuel pump is to be installed with the cable strap on the fuel pump.

2. Replace the fuel pump. See the service manual.

3. Remove the fuel tank cap.

NOTE

When removing and installing the vent baffle, cover fuel tank inlet to prevent vent baffle from falling into fuel tank.

4. See Figure 2. Remove the vent baffle (3) from the filler neck (2).
5. Install the **new** vent baffle.
6. Install the fuel tank cap.

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

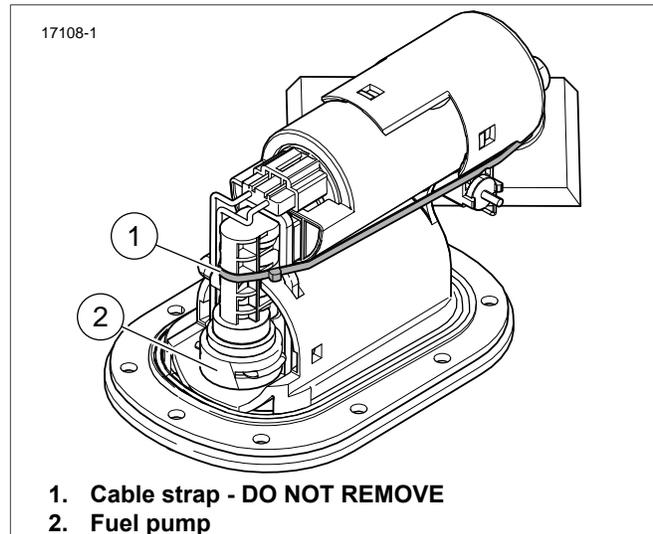


Figure 1. Fuel Pump

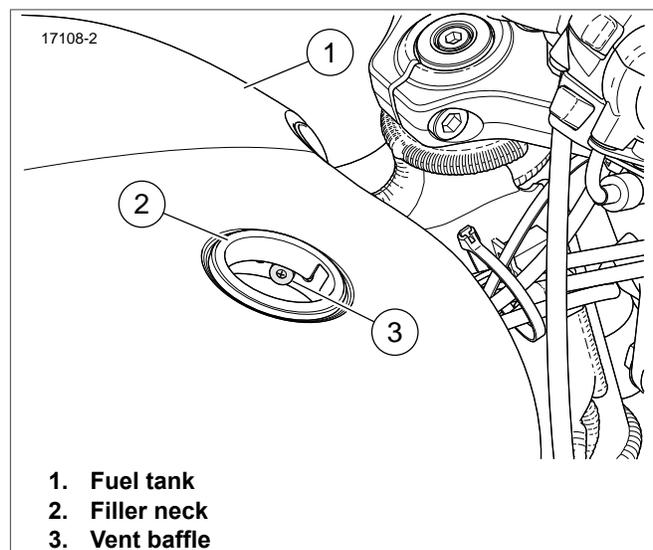


Figure 2. Vent Baffle

Credit Procedure: Talon/h-dnet.com Warranty Claim 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 2. Talon/h-dnet.com Warranty Claim System Users

ITEM	DATA
Claim Type	SRC
Problem Part Number	61200001
Quantity	Leave blank
Primary Labor Code*	3570
Time**	1.0 hours
Customer Concern Code*	0167
Condition Code	9981
Replacement Part Number	91500085
Quantity	1
* These items may need to be downloaded to your system.	
** Labor time includes time coverage for fuel drainage and replacement.	

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 3. SAP System Users

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	C
Problem Part Number	61200001
Customer Concern Code	0167
Condition Code	9981

Credit Procedure: All Other System Users

- Claim Date
- Campaign Number (0167 (labor time 1.0 hour)
- 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.

Table 4. Talon/h-dnet.com and other Non-SAP system Users Dealer Stock Inventory Parts

ITEM	DATA
Claim Type	SNV
Problem Part Number	61200001
Quantity	Will Vary
Customer Concern Code*	0167
Condition Code	9982
* These items may need to be downloaded to your system.	

Table 5. SAP System Users Dealer Stock Inventory Parts

ITEM	DATA
Claim Type	PAM-Stock
Problem Part Number	61200001
Quantity	Will Vary
Customer Concern Code	0167
Condition Code	9982

Part Return Information: All Markets, All Tables

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



DEALER COMMUNICATIONS

HARLEY-DAVIDSON MOTOR COMPANY

IMPORTANT RECALL INFORMATION

Safety Recall Campaign 0167

HIGHLIGHTS

- Harley-Davidson Motor Company, Inc. has decided that a defect which relates to motor vehicle safety exists in the fuel pump of certain 2015 Harley-Davidson Street model motorcycles (XG500 and XG750).
- These motorcycles may have a poor seal at the fuel pump inlet. This could allow an interruption to the fuel supply under acceleration at low fuel levels, possibly before the low fuel indicator has illuminated. If this condition remains undetected, under acceleration with the fuel level below 0.8 gallons, the motorcycle may briefly hesitate and then restore power abruptly, possibly leading to a loss of control.
- Models affected – XG500 and XG750
- The population of affected vehicles was built 1/20/14 through 6/24/15 in the U.S. and 2/24/14 through 7/15/15 in Bawal.

KEY DATES

- September 7 - 11: Service Bulletin expected to post.
- September 14 - 18: Limited quantity wave shipments of recall kits to begin.

CONTACT

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

August 17, 2015

Dear Dealer:

Harley-Davidson has learned that the fuel pump module, P/N 61200001, on some model year 2015 Harley-Davidson Street family vehicles (XG500 and XG750) built 1/20/14 through 6/24/15 in Kansas City and 2/24/14 through 7/15/15 in Bawal may have a poor seal at the fuel pump inlet. This could allow an interruption to the fuel supply under acceleration at low fuel levels, possibly before the low fuel indicator has illuminated. If this condition remains undetected, under acceleration with the fuel level below 0.8 gallons, the motorcycle may briefly hesitate and then restore power abruptly, possibly leading to a loss of control.

We have voluntarily declared that this condition constitutes a safety defect to allow us to formally recall (Campaign 0167) all affected motorcycles. The remedy is to first confirm that the motorcycle is covered by this recall. If covered, perform the recommended service per the service bulletin using the recall kit (Part No. 91500085). Based on supplier information, wave

shipments in limited quantities will begin the week of September 14, 2015. A Service Bulletin outlining the repair and credit procedures will follow within one month of this dealer communication; please reference the bulletin for a detailed description of the defect.

In consideration of kit availability and to allow more recall kits to be routed to customer-owned motorcycles, we recommend the following procedure for dealer-owned motorcycles in the population that are being used in the Riding Academy program until the condition can be remedied with the recall kit:

- Fill motorcycle fuel tank with the appropriate fuel at the beginning of each new class.
 - Note: This is different than the instructions we will be giving to owners, which tells them to fill every 100 miles because of the higher fuel consumption per mile ridden during a Riding Academy class.

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 completed per the service bulletin.

Please refer to *H-Dnet / Service Toolbox / Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select 0167 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.
0167

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

Sent to: All Dealers (Worldwide)



*****AUTO**3-DIGIT 530 P1 C1 ##

[REDACTED]
[REDACTED]
[REDACTED]



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN # 1HD4 [REDACTED]

August 21, 2015

Harley-Davidson Recall No. 0167

NHTSA Recall No. 15V-474

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 the fuel pump of certain 2015 Harley-Davidson Street model motorcycles (XG500 and XG750). We are notifying you because our records indicate that you may own one of the affected motorcycles.

What is the Issue?

Your motorcycle may have a poor seal at the fuel pump inlet. This could allow an interruption to the fuel supply under acceleration at low fuel levels, possibly before the low fuel indicator has illuminated. If this condition remains undetected, under acceleration with the fuel level below 0.8 gallons, the motorcycle may briefly hesitate and then restore power abruptly, possibly leading to a loss of control, increasing the risk of a crash.

What Should You Do?

IMPORTANT: Until the recall repair has been performed on your motorcycle, we recommend:

- o At your next ride, proceed directly to the nearest gas station.
- o Fill your motorcycle fuel tank with the appropriate fuel.
- o Reset your trip odometer – See owner’s manual for instructions.
- o Ride no further than 100 miles without refilling your fuel tank.

Recall kits are expected to begin arriving at dealerships in limited quantities starting the week of September 14, 2015. Please contact your authorized Harley-Davidson motorcycle dealer at that time to confirm recall kit availability 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 perform the recall repair work using the recall kit provided by Harley-Davidson at no cost to you. While your motorcycle is at the dealer for this recall repair, your dealer will also install an updated tank vent tube baffle free of charge. The repair will take approximately 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 0167