RECALL CODE 0110 - HELMETS

Purpose

As recently advised in ML-386, Harley-Davidson has learned that there is a safety defect related to certain helmets. Helmets involved in this campaign may not comply with the penetration and impact attenuation test requirement of Federal Motor Vehicle Safety Standard FMVSS 218. Failure to meet this standard could mean that the helmets would not provide adequate protection in a crash situation. This failure could result in serious injury or death to the rider.

KBC, the helmet manufacturer, has voluntarily declared this a “defect related to motor vehicle safety” to allow Harley-Davidson to formally recall all affected helmets. See REQUIRED DEALER ACTION to perform the recall procedure.

Helmets Affected

Table 1 refers to helmets that are being recalled. Table 2 refers to helmet models involved in the recall that are still produced. Table 3 contains comparable helmets that can be chosen when a helmet model involved in the recall is no longer offered.

NOTE
Do not utilize information from decals other than shown in Figure 1.
See Figure 1. Locate date of manufacture to determine if helmet is involved in recall.

1. Lift helmet liner to expose decal.
2. Date of manufacture is in year/month/day format. For example, 2003, 5, 25 is May 25, 2003.

Table 1. Helmets Affected

<table>
<thead>
<tr>
<th>HELMET</th>
<th>PART NUMBER</th>
<th>EFFECTIVE DATES (year/month/day)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trespasser</td>
<td>97157-01V</td>
<td>manufactured between 2000/04/01 and 2000/12/31</td>
</tr>
<tr>
<td>Phantom Flame</td>
<td>97208-02V</td>
<td>manufactured between 2001/08/01 and 2001/08/31</td>
</tr>
<tr>
<td>Titanium Flame</td>
<td>97224-03V</td>
<td>manufactured between 2002/05/01 and 2002/05/31</td>
</tr>
<tr>
<td>Midnight Flame: Medallion (previously called Black Flame)</td>
<td>97226-02VX</td>
<td>manufactured between 2001/07/01 and 2002/02/28</td>
</tr>
<tr>
<td>Midnight Flame: Decal–Black/Grey</td>
<td>97227-02VX</td>
<td>manufactured between 2001/07/01 and 2002/02/28</td>
</tr>
<tr>
<td>Blade</td>
<td>97231-01V</td>
<td>manufactured between 2000/05/01 and 2000/11/30</td>
</tr>
<tr>
<td>Defiance</td>
<td>97343-01V</td>
<td>manufactured between 2000/12/01 and 2001/01/31</td>
</tr>
<tr>
<td>Classic Cruiser–Gloss Black</td>
<td>98060-00V</td>
<td>manufactured between 1999/11/01 and 2000/11/30</td>
</tr>
<tr>
<td>Classic Cruiser–Flat Black</td>
<td>98061-00V</td>
<td>manufactured between 1999/11/01 and 2000/11/30</td>
</tr>
</tbody>
</table>

NOTE
Do not utilize information from decals other than shown in Figure 1.

See Figure 1. Locate date of manufacture to determine if helmet is involved in recall.

1. Lift helmet liner to expose decal.
2. Date of manufacture is in year/month/day format. For example, 2003, 5, 25 is May 25, 2003.
### Table 2. Helmets Still Available

<table>
<thead>
<tr>
<th>HELMET</th>
<th>PART NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trespasser</td>
<td>97157-01V</td>
</tr>
<tr>
<td>Midnight Flame–Medallion (previously called Black Flame)</td>
<td>97226-02VX</td>
</tr>
<tr>
<td>Defiance</td>
<td>97343-01V</td>
</tr>
<tr>
<td>Classic Cruiser–Gloss Black</td>
<td>98060-00V</td>
</tr>
</tbody>
</table>

### Table 3. Comparable Helmets

<table>
<thead>
<tr>
<th>HELMET</th>
<th>PART NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trespasser (half)</td>
<td>97157-01V</td>
</tr>
<tr>
<td>Midnight Flame: Medallion (half)</td>
<td>97226-02VX</td>
</tr>
<tr>
<td>Defiance (half)</td>
<td>97343-01V</td>
</tr>
<tr>
<td>Spoiler–Gloss Black (half)</td>
<td>97352-01V</td>
</tr>
<tr>
<td>Spoiler–Flat Black (half)</td>
<td>97353-01V</td>
</tr>
<tr>
<td>Classic Cruiser–Gloss Black (half)</td>
<td>98060-00V</td>
</tr>
<tr>
<td>Torque (half)</td>
<td>98813-03V</td>
</tr>
<tr>
<td>Road Classic–Titanium (3/4)</td>
<td>98815-03V</td>
</tr>
<tr>
<td>Road Classic–Gloss Black (3/4)</td>
<td>98816-03V</td>
</tr>
<tr>
<td>Super Glide (full face)</td>
<td>97350-01V</td>
</tr>
</tbody>
</table>
Recall Procedure Chart

See Table 1. Is customer’s helmet listed?

YES

See Table 2. Is customer’s helmet still available?

YES

Is size of helmet in dealership stock?

YES

Exchange helmet with customer.

Fill out required sections of Recall Action Completion form.

Return Recall Action Completion form and recalled helmet to ACE.

Harley-Davidson will ship no-charge helmet to dealer.

NO

Fill out required sections of Customer Cash form.

Exchange helmet with customer.

Return recall form and recalled helmet to ACE.

Fax Recall Action Completion form to SPOC (414-343-7762).

SPOC will fax processed Recall Action Completion form back to dealer.

Harley-Davidson will ship required helmet to dealer.

Exchange helmet with customer.

Return processed Recall Action Completion form and recalled helmet to ACE.

NO

Helmet is not involved in recall.

NO

See Table 3. Is customer willing to exchange for a comparable helmet?

YES

Is comparable helmet in correct size in dealership stock?

YES

Exchange helmet with customer.

SPOC will fax processed Recall Action Completion form to SPOC (414-343-7762).

Harley-Davidson will ship required helmet to dealer.

Return recall form and recalled helmet to ACE.

Fax Recall Action Completion form to SPOC (414-343-7762).

SPOC will fax processed Recall Action Completion form back to dealer.

Harley-Davidson will ship required helmet to dealer.

Exchange helmet with customer.

Fill out required sections of Customer Cash form.

Return processed Recall Action Completion form and recalled helmet to ACE.

NO

Return Customer Cash form and recalled helmet to ACE.

ACE will issue check to customer.
Dealer Parts Inventory
See Table 1. Do not sell any of the helmets listed that fall within the effective dates.

Customer Notification

IMPORTANT NOTE
Because Harley-Davidson has no record of who may have received these helmets at the retail level, it is your responsibility to notify each of your customers. Attached please find a sufficient supply of owner notification letters to assist you with the notification process. Make additional copies as necessary.

Post attached poster in an area where customers will be able to see it upon entry into the dealership.

Since the recall involves parts and not a vehicle on record, neither S.P.O.C., TALON or h-dnet.com will be of assistance with customer notification.

Required Dealer Action
Consult Recall Procedure Chart for exchange and credit procedures. If the customer's helmet involved in recall is still offered, customer must choose same helmet. If the helmet involved in recall is not currently offered, the customer can choose a comparable helmet or request the cash value of the helmet.

Upon approval of the properly completed “Recall Action Completion” form, with the exception of the customer cash refund option, a replacement helmet will be shipped no charge, transportation paid.

Credit/Exchange Procedure
Complete a “Recall Action Completion form” (attached) as it applies to the completion of the recall for customers and/or your dealer stock. Make additional copies or print copies from h-dnet.com as needed. Refer to the “Recall Procedure Chart” on the previous page.

For each helmet requiring exchange, you are required to return the affected helmet to ACE Distribution Center, using label 99364-98V (purple MotorClothes and Collectibles RMA label). Also, affix the “Helmet Recall” peel-off label identifying the shipment as the “0110 recall” to the outside of the carton. Additional labels can be ordered from SPOC.

Upon receipt of the helmet and form, and to minimize dealer paperwork, a warranty claim will be created by Harley-Davidson using the Recall Action Completion Form. Labor in the amount of 0.2 hours will be issued to cover return postage and administrative time. Please note, the claim number on your credit memo will reference the helmet recall and the first five letters of the customers last name, (e.g. HSMITH). Dealer stock helmets will reference HSTOCK. Harley-Davidson will order the replacement, exchanged helmet to replenish your stock. The part will be sent to you at no charge, freight prepaid.

Notes
● If incorrect helmet is returned with “Recall Action Completion Form", you will be billed for the replacement helmet we order and ship to you.
● If a customer refuses to accept a comparable helmet and demands a cash refund, complete the “Recall Action Completion Form—Customer Cash Form”. Return of the affected helmet is still required in order for customer to receive the refund.
— RECALL ACTION COMPLETION —
SERVICE BULLETIN M-1146 -- RECALL CODE 0110

DEALER #: __________________  DEALER NAME: ________________________________________

DEALERSHIP EMPLOYEE COMPLETING FORM: ____________________________________________

Please fill out form and only the appropriate section (either 1, 2 or 3) that applies to the completion of Recall Code 0110 for this customer or for your dealer stock.

**EXACT REPLACEMENT EXISTS:**

<table>
<thead>
<tr>
<th>Recalled Helmet</th>
<th>Model Name</th>
<th>Size</th>
<th>Date of Manufacture</th>
</tr>
</thead>
<tbody>
<tr>
<td>98060-00V</td>
<td>Classic Cruiser – Gloss Black</td>
<td></td>
<td></td>
</tr>
<tr>
<td>97157-01V</td>
<td>Trespasser</td>
<td></td>
<td></td>
</tr>
<tr>
<td>97343-01V</td>
<td>Defiance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>97226-02VX</td>
<td>Black / Midnight Flame</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Customer was given exact replacement out of dealer stock
- Exact replacement not in dealer stock, HDMC to send replacement helmet (fax this form to SPOC)

**COMPARABLE HELMET REPLACEMENT:**

**Customer has the recalled helmet:**

<table>
<thead>
<tr>
<th>Recalled Helmet</th>
<th>Model Name</th>
<th>Size</th>
<th>Date of Manufacture</th>
</tr>
</thead>
<tbody>
<tr>
<td>97231-01V</td>
<td>Blade</td>
<td></td>
<td></td>
</tr>
<tr>
<td>97208-02V</td>
<td>Phantom Flame</td>
<td></td>
<td></td>
</tr>
<tr>
<td>97224-03V</td>
<td>Ttm. Flame</td>
<td></td>
<td></td>
</tr>
<tr>
<td>97227-02VX</td>
<td>Midnight Flame Decal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>98061-00V</td>
<td>Classic Cruiser – Flat Black</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Customer received helmet from dealer stock
- Comparable helmet not in dealer stock, HDMC to send replacement helmet (fax this form to SPOC)

**Customer chooses one of these for replacement:**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Model Name</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>97157-01V</td>
<td>Trespasser</td>
<td></td>
</tr>
<tr>
<td>97226-02VX</td>
<td>Mid. Flame Medallion</td>
<td></td>
</tr>
<tr>
<td>97343-01V</td>
<td>Defiance</td>
<td></td>
</tr>
<tr>
<td>97350-01V</td>
<td>Superglide</td>
<td></td>
</tr>
<tr>
<td>97352-01V</td>
<td>Spoiler – Gloss Blk</td>
<td></td>
</tr>
<tr>
<td>97353-01V</td>
<td>Spoiler – Flat Blk</td>
<td></td>
</tr>
<tr>
<td>98060-00V</td>
<td>Classic Cruis. – Gl. Blk</td>
<td></td>
</tr>
<tr>
<td>98813-03V</td>
<td>Torque</td>
<td></td>
</tr>
<tr>
<td>98815-03V</td>
<td>Road Cl. – Anth.</td>
<td></td>
</tr>
<tr>
<td>98816-03V</td>
<td>Road Cl. – Ft. Blk</td>
<td></td>
</tr>
</tbody>
</table>

NOTE: Any helmet received that is determined NOT to be affected by the recall will result in a billing for the cost of the replacement helmet that was shipped to you free of charge.

CUSTOMER’S NAME & ADDRESS (please print): ____________________________________________

__________________________________________  CUSTOMER’S SIGNATURE: ____________________________

__________________________________________  DATE OF SIGNATURE: ____________________________

ACE OFFICE USE ONLY:

<table>
<thead>
<tr>
<th>HELMET REC’D:</th>
<th>y</th>
<th>n</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATE REC’D:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SPOC USE ONLY:

<table>
<thead>
<tr>
<th>ORDER #:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>INITIIALS:</td>
<td></td>
</tr>
<tr>
<td>DATE:</td>
<td></td>
</tr>
</tbody>
</table>
HARLEY-DAVIDSON KBC HELMET
—RECALL ACTION COMPLETION—
SERVICE BULLETIN M-1146
RECALL CODE 0110
CUSTOMER CASH FORM

DEALER #: ___________________  DEALER NAME: _______________________________________

DEALERSHIP EMPLOYEE COMPLETING FORM: ___________________________________________

Customer refused comparable replacement; reimbursement check to be issued to customer by ACE.

<table>
<thead>
<tr>
<th>Recalled Helmet</th>
<th>Model Name</th>
<th>Size</th>
<th>Date of Manufacture</th>
</tr>
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<td>Blade</td>
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<tr>
<td>97208-02V</td>
<td>Phantom Flame</td>
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<td></td>
</tr>
<tr>
<td>97227-02VX</td>
<td>Midnight Flame Decal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>97224-03V</td>
<td>Titanium Flame</td>
<td></td>
<td></td>
</tr>
<tr>
<td>98061-00V</td>
<td>Classic Cruiser – Flat Black</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CUSTOMER’S NAME & MAILING ADDRESS
(please print):

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

CUSTOMER’S PHONE NUMBER: _____________________________

ACE OFFICE USE ONLY:

HELMET REC’D:  □ Y  □ N

DATE REC’D: ___________________________

Check Issued:

CHECK #: ___________________________
DATE: ___________________________
INITIALS: ___________________________

When check issued, fax (414/343-8346) or deliver this form to Lynette Schneider, Warranty Dept.
Dear Harley-Davidson Customer:

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

Harley-Davidson Motor Company’s helmet supplier, KBC America, has decided that a defect, which relates to customer motor vehicle safety, exists in certain motorcycle helmets marketed under the Harley-Davidson brand. Those helmets are:

<table>
<thead>
<tr>
<th>HELMET</th>
<th>PART NUMBER</th>
<th>EFFECTIVE DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classic Cruiser-Gloss Black</td>
<td>98060-00V</td>
<td>manufactured between 11/01/1999 and 11/30/2000</td>
</tr>
<tr>
<td>Classic Cruiser-Flat Black</td>
<td>98061-00V</td>
<td>manufactured between 11/01/1999 and 11/30/2000</td>
</tr>
<tr>
<td>Trespasser</td>
<td>97157-01V</td>
<td>manufactured between 04/01/2000 and 12/31/2000</td>
</tr>
<tr>
<td>Blade</td>
<td>97231-01V</td>
<td>manufactured between 05/01/2000 and 11/30/2000</td>
</tr>
<tr>
<td>Defiance</td>
<td>97343-01V</td>
<td>manufactured between 12/01/2000 and 01/31/2001</td>
</tr>
<tr>
<td>Phantom Flame</td>
<td>97208-02V</td>
<td>manufactured between 08/01/2001 and 08/31/2001</td>
</tr>
<tr>
<td>Black Flame-Black (previously called Midnight Flame)</td>
<td>97226-02VX</td>
<td>manufactured between 07/01/2001 and 02/28/2002</td>
</tr>
<tr>
<td>Midnight Flame-Black/Grey</td>
<td>97227-02VX</td>
<td>manufactured between 07/01/2001 and 02/28/2002</td>
</tr>
<tr>
<td>Titanium Flame</td>
<td>97224-03V</td>
<td>manufactured between 05/01/2002 and 05/31/2002</td>
</tr>
</tbody>
</table>

Harley-Davidson Motor Company is supporting KBC America’s recall campaign to replace all referenced helmets through Harley-Davidson’s dealer network.

KBC America has determined that the helmets may not comply with the penetration and impact attenuation test requirement of Federal Motor Vehicle Safety Standard FMVSS 218. As a result the helmets may not provide sufficient protection in the event of a crash.

Your dealer’s records indicate you purchased one of the affected helmets.

Please bring your helmet to your Harley-Davidson dealer. If it is verified that your helmet has been manufactured within the dates covered by this recall, your helmet will be replaced at no cost to you. To verify that the appropriate recall action has been performed, your dealer will ask you to sign a recall action completion form, which will then be returned to Harley-Davidson Motor Company, along with your affected helmet.

**WE STRONGLY URGE YOU TO BRING YOUR HELMET IN FOR INSPECTION AND REPLACEMENT IF NECESSARY AS SOON AS POSSIBLE.**
If your dealer does not perform the required service to your satisfaction, please contract Harley-Davidson Motor Company for assistance immediately at the address or telephone number on this letterhead. If your dealer or Harley-Davidson Motor Company fails or is unable to perform the required service without charge within a reasonable time, you may wish to inform the Administration, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free auto safety hotline at 888/237-4326 (Washington, DC area residents may call 202/366-0123).

Thank you for your cooperation. We regret that this recall may cause you some inconvenience. We have taken this action, however, in the interest of your personal safety and satisfaction with our products.

Sincerely,

Harley-Davidson Motor Company
Harley-Davidson/KBC Motorcycle Helmet Safety Recall

KBC America is recalling Harley-Davidson brand motorcycle helmet models which do not comply with certain impact and penetration requirements of Federal Motor Vehicle Safety Standard 218.

If you own a: You will receive a:

- Trespasser
  - Part number 97157-01V
  - Manufactured between 2000/04/01 and 2000/12/31

- Midnight Flame: Medallion (previously called Black Flame)
  - Part number 97226-02VX
  - Manufactured between 2001/07/01 and 2002/02/28

- Defiance
  - Part number 97343-01V
  - Manufactured between 2000/12/31 and 2001/01/31

- Classic Cruiser–Gloss Black
  - Part number 98060-00V
  - Manufactured between 2000/11/01 and 2000/11/30

Decal is located under helmet liner.

**Do not** use information that may be contained on other decals.

Date code is in year/month/day format.

Date of Manufacture Decal Location

If you have any questions, please contact your Harley-Davidson dealer.

Post until August 31, 2004

*You can choose from one of the comparable helmets below:

- Trespasser
  - Part number 97157-01V

- Midnight Flame: Medallion
  - Part number 97226-02VX

- Phantom Flame
  - Part number 97208-02V
  - Manufactured between 2001/08/01 and 2001/08/31

- Titanium Flame
  - Part number 97224-03V
  - Manufactured between 2002/05/01 and 2002/05/31

- Midnight Flame: Decal
  - Part number 97227-02VX
  - Manufactured between 2001/07/01 and 2002/02/28

- Blade
  - Part number 97231-01V
  - Manufactured between 2000/05/01 and 2000/11/30

- Defiance
  - Part number 97343-01V

- Spoiler–Flat Black
  - Part number 97353-01V

- Classic Cruiser–Flat Black
  - Part number 98061-00V
  - Manufactured between 1999/11/01 and 2000/11/30

- Classic Cruiser–Gloss Black
  - Part number 98060-00V
  - Manufactured between 1999/11/01 and 2000/11/30

- Road Classic–Titanium
  - Part number 98815-03V

- Road Classic–Gloss Black
  - Part number 98816-03V
  - Manufactured between 2000/04/01 and 2000/12/31

- Super Glide
  - Part number 97350-01V

* If comparable helmet is not acceptable, the suggested retail price of the helmet will be refunded.

If you own one of the following helmets:

- Classic Cruiser–Gloss Black
  - Part number 98060-00V
  - Manufactured between 1999/11/01 and 2000/11/30

- Road Classic–Titanium
  - Part number 98815-03V

- Super Glide
  - Part number 97350-01V

*If comparable helmet is not acceptable, the suggested retail price of the helmet will be refunded.