

# SERVICE BULLETIN



M-1214

Safety Recall Code 0133

November 8, 2007

## 2008 CALIFORNIA MARKET DYNA EXHAUST SHIELD RECALL

### Purpose

Harley-Davidson has determined that a condition affecting motor vehicle safety exists on certain early production 2008 Dyna model vehicles with catalytic mufflers. These motorcycles were built and shipped to California without the catalytic muffler protective heat shield installed. This condition could allow direct contact with this muffler and cause an injury. If contact occurs while riding, it could cause loss of control of the motorcycle, leading to injury or death.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (0133). Recall 0133 consists of installing the missing exhaust shields on both mufflers. You may sell **but not deliver** any affected motorcycles to your customers until the remedy is completed.

### Motorcycles Affected

This recall applies to all 2008 Dyna FXD, FXDC, FXDL, FXDB, and FXDWG model motorcycles intended for the California market; built from 7/03/07 through 9/06/07. A VIN list specific to vehicles shipped to your dealership is available via h-dnet.com and is no longer attached to mailed bulletins. This list may be found by following this path:

h-dnet.com/Service/SafetyCampaign and Product Campaign/SafetyCampaign and Open VIN lists. Select 0133 campaign to view VIN list.

#### NOTE

*If the vehicle does not appear on your dealer VIN list, refer to Safety and Product Campaign History by VIN link to verify if vehicle is affected.*

### Customer Notification

In accordance with Federal regulations administrated by NHTSA, Harley-Davidson Motor Company, Inc. will provide notice to all owners of record of affected products with direction to bring the vehicle in for the recall service.

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 vehicles in your dealership inventory prior to delivering, renting or leasing those vehicles.

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.

#### IMPORTANT NOTE

***Because only registered owners will receive notification from us, we request that you contact any owners of vehicles that your records show 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 V.I.N.s 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

The only wave shipment of recall kits (Part No. 94593) will begin the week of November 19, 2007. Faxed orders will be accepted beginning the week of November 26, 2007.

All kits will be shipped no charge, transportation paid via UPS1.

If additional kits are needed, fill in the attached order form and fax it to the Warranty department at 414-343-8346. You must include VIN number, your dealer name, and dealer number.

#### NOTES

- Upon completion of the recall on any vehicle, please be certain to follow the instructions listed under "Credit Procedure" and submit your recall claims promptly.*
- You must have submitted claims for 75% of the kit quantities that have been shipped to your dealership, before additional orders will be processed.*

#### IMPORTANT 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	LEAD TECHNICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	WARRANTY PROCESS MANAGER	RETURN THIS TO
INITIAL HERE									

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## Required Dealer Action

### Inspection

If the vehicle is equipped with original mufflers that do not have the shields installed, proceed to the installation instructions.

If the recall is unable to be performed due to non-original exhaust components, file the proper claim recommended under Credit Procedures.

### Install Exhaust Shields

Refer to the 2008 Dyna service manual (Part No. 99481-08), which contains instructions on performing the required procedure, and install heat shields to mufflers.

**Table 1. Safety Recall Code 0133  
Kit 94593 Contents**

Item	Part No.	Quantity
Heat shield	65463-00	2
Clamp	10074	4

### Credit Procedures for all Talon/ h-dnet.com/Lightspeed Warranty Claim Systems Users

For each vehicle on which it is **necessary to install the exhaust shields**, file an electronic recall claim as follows:

Entry Field	Enter
Claim Type	SRC
Event Problem Part	65463-00
Quantity	Leave blank
Primary Labor Code*	2670
Time	0.2 per vehicle
Customer Concern Code*	0133
Condition Code	9981
Replacement Part #	94593
Quantity	1
* These new codes may need to be downloaded into your system.	

Upon the timely receipt and processing of the recall claim for the installation of the heat shields, you will be credited 0.2 hours of labor, plus appropriate administrative time. The recall record will be updated.

For each vehicle on which it is **not possible to perform the recall service due to the installation of non-original components**, file an electronic recall claim as follows:

Entry Field	Enter
Claim Type	SRC
Event Problem Part	65463-00
Quantity	Leave blank
Primary Labor Code*	2671
Time	0.1 per vehicle
Customer Concern Code*	0133
Condition Code	9982
* These new codes may need to be downloaded into your system.	

For each vehicle on which after inspection it is **determined that exhaust shields have already been installed but h-dnet indicates the recall is still open**, file an electronic recall claim as follows:

Entry Field	Enter
Claim Type	SRC
Event Problem Part	65463-00
Quantity	Leave blank
Primary Labor Code*	2672
Time	0.1 per vehicle
Customer Concern Code*	0133
Condition Code	9983
* These new codes may need to be downloaded into your system.	
<b>** Reimbursement for inspections will only apply to vehicles which have not been previously inspected and/or remedied under this recall, based on vehicle's campaign status on h-dnet or TALON.</b>	

Upon the timely receipt and processing of the recall claim, for vehicles with non-original components or inspection indicating the exhaust shields have already been installed, but h-dnet indicates the recall is still open, you will be credited 0.1 hour of labor plus appropriate administrative time. The recall record will be updated.

#### NOTE

*Each vehicle recall completion must be filed on an individual claim. Please do not submit additional warranty events on these claims.*

## **Credit Procedures for all other Warranty Claim System Users**

For each vehicle serviced, file a claim supplying all necessary information as follows.

### **Correction Only Required**

- Dealer Number
- Repair Order Number
- Claim Date
- Product Campaign (0133)
- Fix I.D. (C) - New inner exhaust shield installed
- Full seventeen-character V.I.N.

Upon receipt and processing of the transmitted information, you will receive appropriate credit for your market, including 0.2 hour labor, plus appropriate market administrative time.

### **Unable to Perform Recall Due to the Installation of Non-Original Exhaust Components**

- Dealer Number
- Repair Order Number
- Claim Date
- Product Campaign (0133)
- Fix I.D. (U) - Unable to perform recall
- Full seventeen-character V.I.N.

Upon receipt and processing of the properly completed recall claim information, you will receive appropriate credit for your market, including 0.1 hour labor, plus appropriate market administrative time.

### **Inspection Revealed That Inner Exhaust Shield Already Installed**

- Dealer Number
- Repair Order Number
- Claim Date
- Product Campaign (0133)
- Fix I.D. (I) - Inspection only
- Full seventeen-character V.I.N.

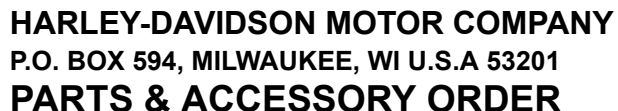
Upon receipt and processing of the properly completed recall claim information, you will receive appropriate credit for your market, including 0.1 hour labor, plus appropriate market administrative time.

#### **NOTE**

*Each vehicle recall completion must be filed on an individual claim. Please do not submit additional warranty events on these claims.*

**NOTES**

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TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER
R	REGULAR	
P	POLICE	
D	DOWN VEHICLE	
W	WARRANTY	
RC	RECALL	

DEALER ORDER	
ORDER DATE	
DEALER NO.	
ORDER TYPE	<b>RC</b>
WARRANTY CLAIM NO.	

FOR OFFICE USE ONLY	
ACCT.	<b>1744133</b>
FRT. ACCT	<b>1744133</b>

[illegible]

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

All goods covered by this order, including goods back-ordered, will be billed at prices current at the time of shipment. Goods are purchased for resale and delivery is made to purchaser F.O.B. factory, Milwaukee, Wisconsin or other point of origin. If accepted, this order as accepted shall be subject to availability of goods to seller for delivery to purchaser. Any delay in shipment shall not relieve purchaser of responsibility for his accepted order and seller shall not be liable for any loss or damage due to delay in shipment or failure to deliver. Any request for cancellation of this order or any part thereof must be received by seller prior to the date of shipment, and in case of rescindment or return of goods to seller, purchaser shall pay the entire cost connected therewith, plus zero, ten or twenty-five percent of selling price, as determined by Company policy from time to time, as liquidated damages for loss of sale. Purchaser will be responsible for collection and payment of all Federal, State and local taxes that apply on the retail sales.

**PLEASE USE PART NUMBERS  
DO NOT USE FOR  
CORRESPONDENCE**

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