

# SERVICE BULLETIN



M-1250

July 17, 2009

## 2009 FLTRSE3 BLADE WHEEL SAFETY RECALL 0140

### Purpose

Harley-Davidson has determined that a condition affecting motor vehicle safety exists on certain 2009 FLTRSE3 and Blade Rear Wheel kits (Part No. 42091-09) installed as an accessory or in current dealer inventory.

The Blade rear wheel may have developed a crack as a result of the heat-treating process. If this crack is present, wheel failure could result during operation. This could result in a crash, which could cause injury or death to the rider.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0140) 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. Do not sell any wheel kits (Part Number 42091-09) until the wheel has been inspected as instructed in this service bulletin.

See Required Dealer Action to perform the recall service.

### Motorcycles Affected

This recall applies to model year 2009 FLTRSE3 vehicles built after October 3, 2008 and shipped before May 14, 2009. This recall also affects vehicles that have Blade Rear Wheel kit (Part No. 42091-09) manufactured between November 3, 2008 and May 5, 2009 installed as an accessory. 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 Toolbox/Safety Campaign and Open VIN lists. Select 0140 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 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 the replacement service. A sample of the customer letter is attached. Customers outside the United States market may not receive this notification.

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 in the United States 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).***

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

©2009 H-D

## Kit Ordering Information

Recall kit (Part No. 94749) will be made available the week of July 20, 2009. No wave shipments will be conducted because the quantity of suspect wheels in the field is 125. We are preparing only 125 wheel replacement recall kits. Do not order a kit for inventory purposes. Please perform the inspection and be certain the wheel has the suspect code prior to ordering the kit. Orders received prior to 10:00 am Central time will be processed the same day. All kits will be shipped no charge, transportation paid via UPS1.

If a kit is required please fill in the attached order form and fax it to the Warranty department at 414-343-8346. To reduce VIN transfer errors and help confirm that the motorcycle has been inspected, please fax a copy of the work/repair order with your kit order. You must include your dealer number on the order form.

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.

**Table 1-1. Safety Recall Code 0140  
Kit 94749 Contents**

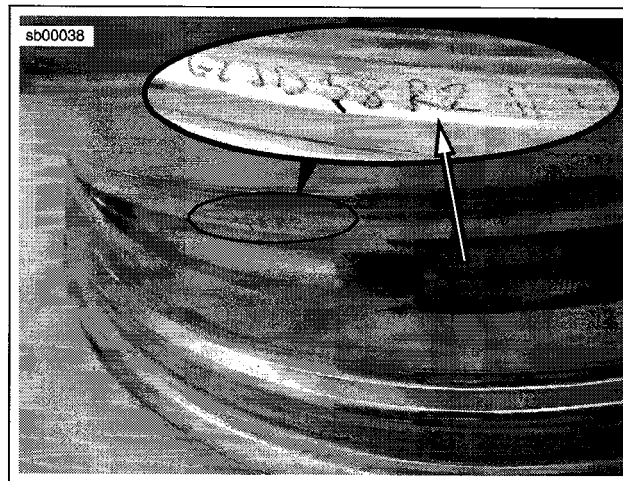
Items in Kit	Part No.	Quantity
Blade wheel	42091-09	1
Valve stem	43157-83A	1
Bearing	9276	2
Bearing	9252	1
Sleeve	41349-07	1
Screw, rotor	43567-92	5
Exhaust clamp	65296-95A	1
Spring clip	41139-02	1

## Required Dealer Action

### IMPORTANT NOTE

Inspect wheels in dealer inventory as well as those installed on vehicles. If any wheel kits were installed and not registered, it is your responsibility to contact the owner of the vehicle with that kit installed.

1. Confirm motorcycle is involved and that Campaign 0140 is open.
2. Remove the rear tire from the wheel. Refer to the service manual for specific steps for this procedure.
3. See Figure 1. The manufacturing code is a hand-engraved number located in the drop-center area of the wheel.
4. Obtain the manufacturing code. Inspect the code carefully. Wheels that are returned and found to not have the suspect codes will result in a charge-back to the dealership for dealer net on the wheel replacement kit.
5. If the wheel has a manufacturing code of R1 or R2, replace the wheel and file a warranty claim as outlined in the appropriate Replacement Credit Procedures that follow. If the manufacturing code is not R1 or R2, file a warranty claim as outlined in the appropriate Inspection Credit Procedures that follow.



**Figure 1. Manufacturing Code Location**

## Credit Procedure - Vehicles Involved in Recall

### Talon/h-dnet.com/Lightspeed Warranty Claim Users

For each vehicle inspected, file an electronic recall claim for inspection ONLY using the appropriate table that follows:

**Table 1-2. Safety Recall Code 0140  
Inspection**

ENTRY FIELD	ENTER
Claim Type	SRC
Problem Part	42091-09
Quantity	Leave Blank
Primary Labor Code*	2122
Time	1.1
Customer Concern Code*	0140
Condition Code	9983
*These new codes may need to be downloaded into your system.	

Upon receipt of the properly submitted claim, you will be issued credit for labor plus appropriate market administrative time. Do not submit additional warranty events on these claims.

For each vehicle serviced, file an electronic recall claim for **replacement ONLY** using the appropriate table that follows:

**Table 1-3. Safety Recall Code 0140 Replacement**

ENTRY FIELD	ENTER
Claim Type	SRC
Problem Part	42091-09
Quantity	Leave Blank
Primary Labor Code*	2126
Time	1.7
Customer Concern Code*	0140
Condition Code	9981
Replacement Kit Part No.	94749
Quantity	1
*These new codes may need to be downloaded into your system.	

Once your claim is approved, print a return label using the Warranty Part Return process on h-dnet.com. Upon the receipt and inspection of the properly tagged wheel you will be issued credit for labor plus appropriate market administrative time. Do not submit additional warranty events on these claims.

## Credit Procedure - All Other Warranty Claim Users

For each vehicle inspected or if replacement is necessary, file a claim supplying all necessary information as follows:

- Dealer Number
- Repair Order Number
- Claim Date
- Campaign Number (0140)
- Fix ID (I) - Inspected  
(C) - Corrected
- Full Seventeen Character VIN

Upon receipt of the properly completed recall claim, you will be credited for labor time for performing the recall procedure plus appropriate market administrative time. The recall record will be updated. Each vehicle recall completion must be filed on an individual claim. Please do not submit additional warranty events on these claims.

Hold all replaced parts for 60 days from date credit is issued for possible field inspection and/or request for return to the factory. After 60 days, destroy and discard the parts.

## Credit Procedure - US Market / Non-US Market - Kits Installed but not Registered to VIN

### Inspection

Complete an electronic recall claim for the **inspection** of a vehicle not involved in this recall with suspect wheel installed but not registered to the VIN. DO NOT enter a VIN in the claim.

**Table 1-4. Safety Recall Code 0140 Inspection**

ENTRY FIELD	ENTER
Claim Type	SNV
Problem Part	42091-09
Quantity	Leave Blank
Event Detail Labor Code	8888
Time	1.1
Customer Concern Code*	0140
Condition Code	9984
*These new codes may need to be downloaded into your system.	

Upon receipt of the properly submitted claim, you will be issued credit for labor plus appropriate market administrative time. Do not submit additional warranty events on these claims.

### Replacement

Complete an electronic recall claim for the **replacement** of a rear wheel sold over the counter and dealer installed but not registered to the VIN. DO NOT enter a VIN in the claim.

**Table 1-5. Safety Recall Code 0140 Replacement**

ENTRY FIELD	ENTER
Claim Type	SNV
Problem Part	42091-09
Quantity	Leave Blank
Event Detail Labor Code	8888
Time	1.7
Customer Concern Code*	0140
Condition Code	9982
Replacement Kit Part No.	94749
Quantity	1
*These new codes may need to be downloaded into your system.	

Once your claim is approved, print a return label using the Warranty Part Return process on h-dnet.com. Upon the receipt and inspection of the properly tagged wheel you will be issued credit for labor plus appropriate market administrative time. Do not submit additional warranty events on these claims.

**Non-US Markets:** Hold all replaced parts for 60 days from date credit is issued for possible field inspection and/or request for return to the factory. After 60 days, destroy and discard the parts.

## Over-the-Counter Sales and Dealer Inventory

For over-the-counter sale and not dealer installed, or kits in dealer inventory, complete an electronic recall claim for each affected rear wheel. DO NOT enter a VIN in the claim.

**Table 1-6. Safety Recall Code 0140**

ENTRY FIELD	ENTER
Claim Type	SNV
Problem Part	42091-09
Quantity	Can vary depending on stock
Customer Concern Code*	0140
Condition Code	9985
*These new codes may need to be downloaded into your system.	

Once your claim is approved, print a return label using the Warranty Part Return process on h-dnet.com. Upon the receipt and inspection of the properly tagged wheel you will be issued credit for labor plus appropriate market administrative time. Do not submit additional warranty events on these claims.

**Non-US Markets:** Hold all replaced parts for 60 days from date credit is issued for possible field inspection and/or request for return to the factory. After 60 days, destroy and discard the parts.

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

**M-1250 SAFETY RECALL CODE 0140**

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER(S)
RC	RECALL	
PC	PRODUCT CAMPAIGN	

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	94749	Code 0140: 2009 FLTRSE3 Blade Wheel
		<b>NOTE:</b> 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 indicated in the Service Bulletin. Fax orders to the warranty department: 414-343-8346. You must include VIN number (if required) and 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.

Dear Harley-Davidson Motorcycle Owner:

This notice is being sent to you in accordance with the requirements of 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 on certain model year 2009 FLTRSE3 model motorcycles manufactured October 3, 2008 through May 5, 2009 and shipped before May 14, 2009, as well as certain "Blade" rear wheel accessory kits manufactured November 3, 2008 through May 5, 2009 for installation on 2009 Touring family motorcycles. Some "Blade" rear wheels, P/N 40788-09, (also part of the "Blade" rear wheel kit P/N 42091-09) manufactured during this timeframe underwent a secondary heat treatment process. Wheels that underwent this secondary process may have a crack. If a crack is present, it could result in wheel failure during use, possibly leading to a crash, which could result in injury or death of the rider.

Our records indicate that you purchased one of the affected motorcycles, or that you may have had one of the affected accessory wheel kits installed on your 2009 Touring motorcycle.

**We strongly urge you to contact your dealer to make arrangements to have the appropriate service performed as soon as possible.**

Please contact your Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your motorcycle inspected and the wheel replaced if necessary. Actual dealer labor time to perform this service will be less than two hours; however, due to scheduling, the dealer may require your motorcycle for a longer period of time. The parts and labor will be free of charge to you.

To verify that the service has been completed, your dealer will ask you to sign a recall claim. If you have sold your motorcycle, please forward the appropriate information about your purchaser. This will enable us to contact him/her and advise that person 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.

If you have had this defect repaired before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with

this recall. For more information contact Harley-Davidson at 1-414-343-4056. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

If you take your motorcycle to your dealer on a mutually agreed upon date and they do not perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Harley-Davidson Motor Company, Inc. fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, The 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 contact NHTSA at <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.  
0140