

# SERVICE BULLETIN



M-1365

April 7, 2014

## XL FORWARD CONTROL KIT BRAKE PEDAL REPLACEMENT

### Purpose

Forward Control Kits (Part No. 50700020), including brake pedal (Part No. 50600111), shipped before February 10, 2014 contained an incorrectly manufactured brake pedal.

Individual brake pedals shipped before February 10, 2014 were also incorrect.

### Motorcycles Affected

2014 and later Sportster models with Forward Control Kit (Part No. 50700020) installed.

### Markets Affected

All U.S. and non-U.S. markets where Forward Control Kit (Part No. 50700020) and brake pedal (Part No. 50600111) are sold are affected.

### Customer Notification

Because the Harley-Davidson Motor Company has no record of who received these Forward Control Kits or brake pedals at the retail level, it is your responsibility to notify each of your customers that, per your sales records, purchased one of the affected items.

Since the bulletin references parts and not a vehicle on record, neither TALON or h-dnet.com can be of assistance with customer notification.

### Required Dealer Action

1. See Figure 1. Inspect affected area (3) of brake pedal. Correct brake pedal (2) has shorter boss.
2. See Figure 2. When installed, incorrect pedal (2) is in position shown.
3. All kits or brake pedals shipped before February 10, 2014 will require a new brake pedal (Part No. 50600111).
4. Inspect current inventory of Harley-Davidson Forward Control Kits (Part No. 50700020 and brake pedals (Part No. 50600111). Contact any retail purchasers of Part No. 50700020 or 50600111 and inspect pedal. Order new brake pedals as needed.
5. Remove and replace the brake pedal in all affected Forward Control Kits, or component brake pedals in your inventory with a **new** pedal. Contact any retail purchasers of Part No. 50700020 or 50600111 and replace the original brake pedal with the **new** brake pedal.

#### 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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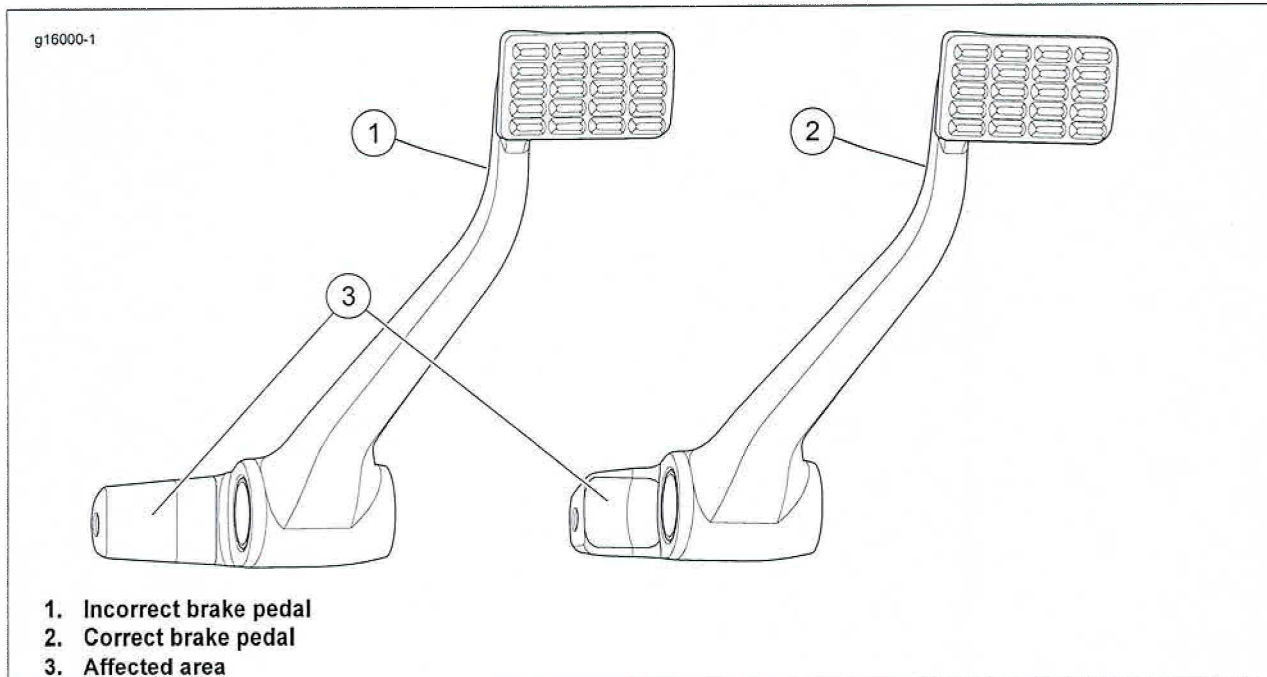


Figure 1. Brake Pedal

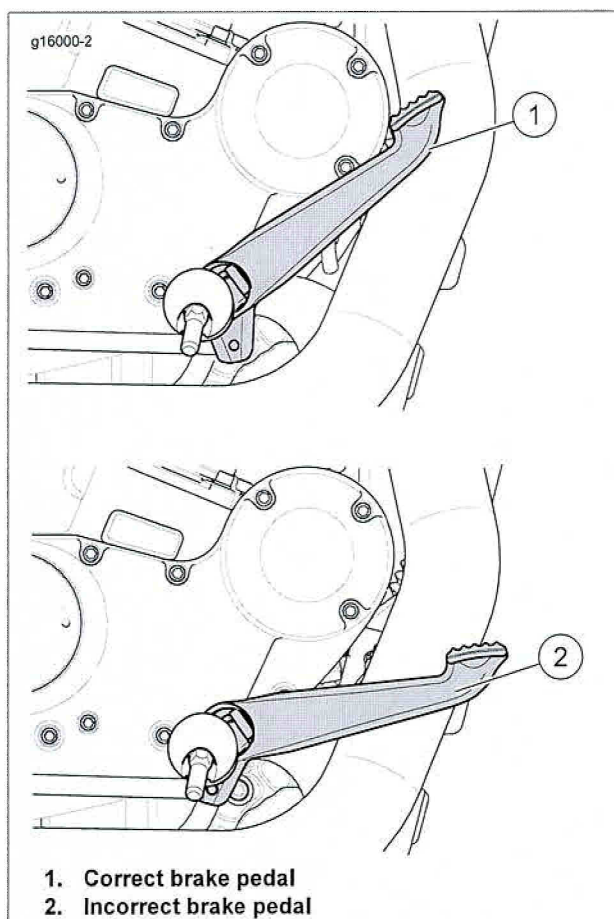


Figure 2. Brake Pedal Position

## Credit Procedure: Dealer Installed at Time of Motorcycle Sale

If the forward control kit is registered as a P&A accessory on the SWR installed at the time of motorcycle purchase, submit an electronic warranty claim referencing Service Bulletin M1365 in the comment section. Fill in the rest of the claim as follows:

Table 1. Service Bulletin M1365

ITEM	DATA
Claim Type	PNA
Event Problem Part Number	50700020
Quantity	Leave blank
Replacement Part Number	50600111
Quantity	1
Detail Labor Code	8304
Time	0.4 hours
Customer Concern Code	9203
Condition Code	9102

## Credit Procedure: Dealer Installed After Motorcycle Sale (Non-SAP System Users)

If the forward control kit is **NOT** registered as a P&A accessory installed at the time of motorcycle purchase, but purchased over the counter and installed, submit an electronic warranty claim using the following information:

Table 2. Service Bulletin M1365

ITEM	DATA
Claim Type	DFS
Event Problem Part Number	50600111
Quantity	1
Event Detail Labor Code	8888
Time	0.4
Customer Concern Code	9203
Condition Code	9102

Upon submitting a properly completed claim, you will be credited for 0.4 hours of labor time for performing the procedure.

## Credit Procedure: Dealer Installed After Motorcycle Sale (SAP System Users)

If the forward control kit is **NOT** registered as a P&A accessory installed at the time of motorcycle purchase, but purchased over the counter and installed, submit an electronic warranty claim using the following information:

Table 3. Service Bulletin M1365

ITEM	DATA
Claim Type	PAM-sold
Event Problem Part Number	50600111
Quantity	1
Customer Concern Code	9203
Labor Code	8888
Time	0.4
Condition Code	9102

Upon submitting a properly completed claim, you will be credited for 0.4 hours of labor time for performing the procedure.

## Dealer Stock

To receive credit for the new brake pedal for kits in dealer stock, submit an RMA (Return Merchandise Authorization) claim using return code "W - Other" for Part No. 50600111. Please cite "XL Forward Control" in the remarks field.

## Parts Return

Retain all replaced parts for 60 days from date credit is issued. After this time, destroy and discard these parts.