

# SERVICE BULLETIN



M-1394A

December 8, 2014

## SAFETY RECALL CAMPAIGN 0162 - 2015 TRI GLIDE REAR BRAKE MASTER CYLINDER RECALL

### Reason for Revision

All wave shipments have been completed. This revision includes an order form for additional kits if required. Due to the small quantity of vehicles involved, a maximum of **one** kit per order.

### Purpose

Harley-Davidson has determined that a condition affecting motorcycle safety exists on certain 2015 Tri Glide motorcycles (FLHTCUTG) built through 10/15/2014.

The rear brake master cylinder on these motorcycles built through the above date may have been assembled with an incorrect piston which does not provide proper support to the primary cup (seal). This could allow a tear to develop in the primary cup. If this condition remains undetected, it could result in a reduction in brake performance, possibly resulting in a crash.

In the interest of motorcycle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0162) 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.**

### Overview

- **Kits required:** Yes
- **Available for order:** 12/08/2014.
- **Repair all affected:** No inspection required.
- **Affected components:** Rear brake master cylinder.
- **Solution:** Replace rear brake master cylinder.

### Motorcycles Affected

Certain 2015 Tri Glide motorcycles built through 10/15/2014 are affected. Due to the small population size, some dealers may have no affected motorcycles. A VIN list specific to motor-

cycles 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 0162 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 a safety recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com. Some dealers may not have an affected motorcycle.

**Canadian 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

Most markets are affected where Tri Glide motorcycles 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. 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,*

#### 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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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).

## Ordering Information: U.S. Market

Wave shipments have completed. The order form is attached to this bulletin. All kits will be shipped no charge, transportation paid via UPS1.

### NOTES

- Order kits only for repairs that are scheduled.
- Complete the attached order form and fax it to 414-343-8346. You must include your dealer number and VIN for each kit ordered.

**Table 1. Safety Recall Code 0162 Kit Contents (Part No. 91500074)**

ITEM	PART NO.	QTY
O-ring	11900021	2
Locknut	7825	1
Sealing washer	10600007	2
Clamp	10038A	1
Cotter pin	515	1
Master cylinder assembly	41700251	1

## Ordering Information: Non-U.S. Market

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

### Asia Pacific

Contact the District Service Manager (DSM).

### Canada

Submit a complete order form to the fax number listed on your markets service bulletin.

### Europe

Contact the After-Sales Manager.

### India

Contact your District Service Manager (DSM).

### Mexico

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

### Japan

Contact the local service department at Harley-Davidson Japan.

## Required Dealer Action

1. Verify that the motorcycle is involved in this recall.
2. Replace the rear master cylinder with the one provided in the kit. Follow the procedure in the service manual supplement.
3. Upon completion of the recall on any motorcycle, be certain to follow the instructions listed under the appropriate Credit Procedure and submit your recall claims promptly.

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

Complete an electronic recall claim referencing this service bulletin number.

**Table 2. Safety Recall Code 0162**

ITEM	DATA
Claim Type	SRC
Event Problem Part Number	41700251
Quantity	Leave blank
Primary Labor Code*	2694
Time**	0.8
Customer Concern Code*	0162
Condition Code	9981
Replacement Part No.	91500074
Quantity	1
* These items may need to be downloaded to your system.	
** Labor time includes compensation for brake fluid.	

## Credit Procedure: SAP Users

For each motorcycle serviced, file an electronic recall claim using the following table:

**Table 3. Safety Recall Code 0162**

ITEM	DATA
Claim Type	Recall claim
FIX ID-Found in Recall Number	C
Problem Part Number	41700251
Customer Concern Code*	0162
Condition Code	9981
* These items may need to be downloaded to your system.	
Labor time includes compensation for brake fluid.	

## Credit Procedure: All Other System Users

**Table 4. Safety Recall Code 0162**

DATA
Claim Date
Campaign Number (0162)
FIX ID - (C)
Full Seventeen Character VIN

Upon submitting the properly completed claim, you will be credited labor time plus appropriate market administrative for performing the procedure. 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.

## **Part Return Information: All Markets**

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**

## **Safety Recall Campaigns 0162**

### **HIGHLIGHTS**

- Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety may exist on certain model year 2015 Tri-Glide (FLHTCUTG) motorcycles built July 14, 2014 through October 15, 2014 for the U.S. and some world markets.
- On some of these motorcycles, the rear brake master cylinder may have been assembled with an incorrect master cylinder piston. In this condition, the piston may not provide proper support to the primary cup (seal). This could allow a tear to develop in the primary cup.

### **KEY DATES**

- December 1: Service Bulletin expected to post on or before this date.
- December 1: Recall kit wave shipments in limited quantities begin on or before this date.

### **CONTACT**

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

November 25, 2014

Dear Dealer:

Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety may exist on certain model year 2015 Tri-Glide (FLHTCUTG) motorcycles built July 14, 2014 through October 15, 2014 for the U.S. and some world markets. Due to the small population size, some dealers may have no affected motorcycles.

On some of these motorcycles, the rear brake master cylinder may have been assembled with an incorrect master cylinder piston. In this condition, the piston may not provide proper support to the primary cup (seal). This could allow a tear to develop in the primary cup. If this condition remains undetected it could result in a reduction in brake performance, possibly resulting in a crash.

We have voluntarily declared this a defect related to motor vehicle safety (Campaign 0162) for model year 2015 Tri-Glide (FLHTCUTG) motorcycles to allow us to formally recall all affected motorcycles.

The remedy is to first confirm that the motorcycle is affected by this recall. If the motorcycle is affected, dealers will replace the rear brake master cylinder using the recall kit provided. A

Service Bulletin outlining the repair and credit procedures will follow within seven days; please reference the bulletin for a detailed description of the defect. Based on supplier information, we expect to begin recall kit wave shipments in limited quantities on or before December 1.

In the interest of the safety of our mutual customers and as required by law, you may sell but NOT DELIVER any affected motorcycles until the remedy is complete. **Please refer to *h-dnet* / *Service Toolbox* / *Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select 0162 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.  
(Recall 0162)

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

**Sent to:** All Dealers (Worldwide)

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

**M-1394A SAFETY RECALL CODE 0162**

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER(S)
RC	RECALL	

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
1	91500074	Code 0162: Trike Rear Brake Master Cylinder

**NOTES:**

- **Due to the small quantity of vehicles involved, a maximum of **one** kit per order.**
- For each kit ordered, **you must provide a VIN** of the motorcycle on which the kit will be installed. Orders without VINs or that exceed the maximum quantity of **1** kit will become invalid and **will not be processed**.
- 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 outlined in the Service Bulletin.
- Fax orders to 414-343-8346. You must include 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.



Harley-Davidson Motor Company  
3700 West Juneau Ave., P.O. Box 653, Milwaukee, WI 53201

## IMPORTANT SAFETY RECALL

This notice applies your vehicle, VIN # \_\_\_\_\_

Date 12/08/2014  
Harley-Davidson Recall No. 0162  
NHTSA Recall No.???-???

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 certain model year 2015 Tri-Glide (FLHTCUTG) motorcycles. We are notifying you because our records indicate that you own one of the affected motorcycles.

### What is the Issue?

On some of these motorcycles, the rear brake master cylinder may have been assembled with an incorrect master cylinder piston. In this condition, the piston may not provide proper support to the primary cup (seal). This could allow a tear to develop in the primary cup. If this condition remains undetected, it could result in a reduction in brake performance, possibly resulting in a crash.

### What Should You Do?

Please contact your authorized Harley-Davidson motorcycle dealer immediately 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 replace the rear brake master cylinder with the recall kit at no cost to you. The repair will take less than two hours 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 0162)