

# SERVICE BULLETIN



M-1397A

March 17, 2015

## NON-COMPLIANCE RECALL CODE 0619 ACCESSORY LED REAR BULLET TURN SIGNAL KIT

### Reason for Revision

Important new content has been added under "Part Return Information: U.S. Markets", regarding return label information.

### Purpose

Harley-Davidson Motor Company Inc. has determined that a regulatory noncompliance defect may exist on some Genuine Motor Accessory LED Rear Bullet Turn Signal kits, (Part No. 67800055 smoked lens & Part No. 67800056 red lens), intended for use on certain 2012 and later Dyna and certain 2011 and later Softail motorcycles. These affected kits may not conform to the photometric requirements for turn signals as specified in FMVSS 108 & CMVSS 108.

In the interest of achieving compliance and customer satisfaction, Harley-Davidson has elected to initiate a voluntary regulatory non-compliance recall (Campaign 0619).

Read this entire bulletin before taking any action or ordering any kits. See Required Dealer Action to perform the recall service.

### Overview

- No recall numbered parts (915000XX) will be developed.
- Revised kits (A versions) can be used for recall or accessory sales.
- Revised kits available to order on or before 3/09/2015.
- Affected components: Some LED Rear Bullet Turn Signal kits.
- Solution: Confirm and replace with revised part.

### Motorcycles Affected

Models below that have had the LED Rear Bullet Turn Signals (Part No. 67800055 and 67800056) installed:

- 2011 and later FLSTF, FLSTFB, FLSTSB models.
- 2012 and later FXDC models.
- 2012-2013 FXDF models.

A VIN list of motorcycles that have the affected kits installed and registered by your dealership is available via h-dnet. This list may be found by following this path:

- h-dnet.com/Service Toolbox/Warranty Campaign Center/Safety Campaign and Open VIN lists.

Select 0619 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. Many dealers will not have an affected motorcycle.

### Markets Affected

U.S. (including Puerto Rico and Guam) and Canadian markets are affected.

**Canadian Dealers:** To determine if a vehicle with an affected kit is installed and registered to the VIN, use the h-dnet.com vehicle information link found on the service tab of UltraComm.

### Customer Notification

Harley-Davidson will send a letter to registered owners of affected products in the United States notifying them of this regulatory related condition and instructing them to contact their dealer for the inspection and service. A sample of the customer letter is attached. Deeley Harley-Davidson Canada will send a letter to registered owners of affected product in Canada.

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

#### NOTE

*Because only registered owners appearing on the VIN list located at h-dnet.com will receive notification from us, we request that you contact any owners of motorcycles that have the affected kits installed still listed as unregistered. Advise them of the noncompliance recall and make arrangements for them to come in for recall service. We also require that you provide us with their names, 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).*

#### 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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## Part Ordering Information

There will be no specific recall kits provided for this recall. Revised parts (Part No. 67800055A and 67800056A) will be available for order using standard Parts & Accessories ordering process, on or before 3/09/2015. The revised parts can be used for new accessory sales. The revised parts will not be free-of-charge and will be invoiced at standard dealer net for the parts.

**Table 1. Replacement Kits (Part No. 67800055A and Part No. 67800056A) Contents**

ITEM	PART NO.	QTY
Turn signals (smoked lens, 67800055A)	67800057	2
Turn signals (red lens, 67800056A)	67800058	2
Emblem, bar & shield logo	14447-94	2
Socket housing, three-way, Multilock	73153-96BK	1
Socket housing, three-way, Multilock	73153-96BK	1
Socket housing, two-way, AMP series 040 Multilock	72912-96BK	1
Socket housing, two-way, AMP series 070 Multilock	73152-96BK	1
Y-harness, LED rear turn signal	69138-10	2

## Required Dealer Action

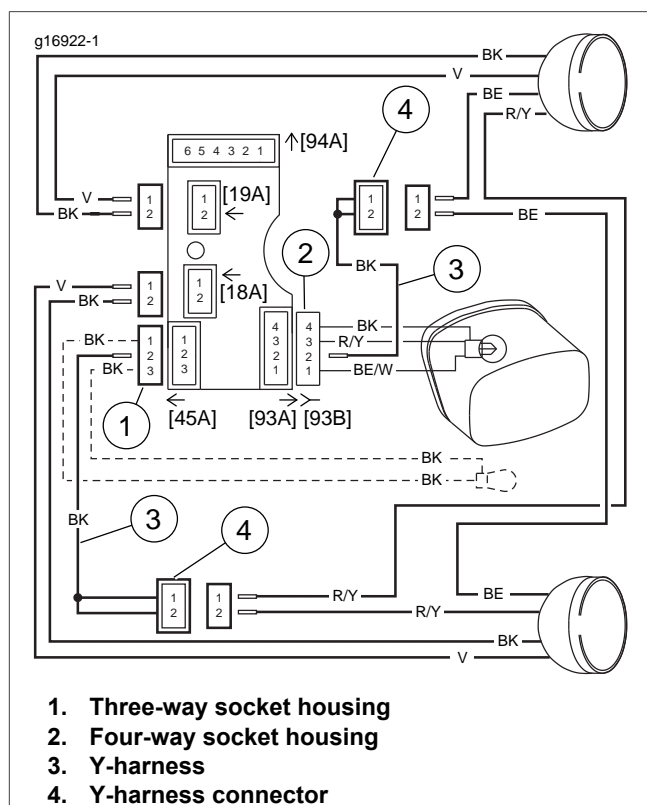
1. Print attached poster and post in a prominent location that is visible to customers.
2. Verify that the motorcycle is involved in this recall.

### NOTE

See Figure 1. Leave Y-harnesses (3) connected to the tail lamp circuit board. Do not disconnect three-way socket housing (1) or four-way socket housing (2).

3. Discard Y-harnesses from kit.
4. Disconnect Y-harness connectors (4).
5. Install remainder of kit using Isheet -J04989 LED Rear Bullet Turn Signals.

Upon completion of the recall, follow the instructions listed under the appropriate Credit Procedure. Submit recall claims promptly.



**Figure 1. Rear Lighting Wiring**

## Credit Procedure: VIN Involved in Campaign

### For both U.S. and Canada Markets

For each vehicle involved and repaired, submit a recall claim per the table below.

**Table 2. Recall Code 0619 Vehicle Involved/VIN Required for both US & Canadian Market.**

ITEM	DATA
Claim Type	SRC
Problem Part Number	67800055
Quantity (U.S.)	Leave Blank
Quantity (Canada)	0
Primary Labor Code*	5271
Labor Time	0.6 hours
Customer Concern Code*	0619
Condition Code	9981
Replacement Part No.	67800055A or 67800056A
Quantity	1

\* These items may need to be downloaded to your system.

Upon submission of the properly completed recall claim, you will be credited for the replacement part plus labor including administrative time. Submit campaign events on their own warranty claim. Do not mix them with other warranty events.

## Credit Procedure: Vehicle NOT involved in Recall

Part has been sold over the counter and installed.

Do not enter a VIN when entering the claim.

**Table 3. For both U.S. & Canadian Markets**

ITEM	DATA
Claim Type	SNV
Problem Part Number	67800055
Quantity (U.S.)	Leave Blank
Quantity (Canada)	0
Primary Labor Code	Leave blank
Detail Labor Code	8888
Labor time	0.6 hours
Customer Concern Code*	0619
Condition Code	9982
Replacement part number	67800055A or 67800056A
Quantity	1
* These items may need to be downloaded to your system.	

Upon submission of the properly completed recall claim, you will be credited for the replacement part plus labor. Submit campaign events on their own warranty claim. Do not mix them with other warranty events.

## Credit Procedure: Dealer Inventory/Not Sold or Sold Over the Counter and Not Installed

**Table 4. For both U.S. & Canadian Markets**

ITEM	DATA
Claim Type	SNV
Problem Part Number	67800055 or 67800056
Quantity	May vary
Customer Concern Code*	0619
Condition Code	9983
* These items may need to be downloaded to your system.	

Upon receipt of each properly completed recall claim, you will be credited for each affected part. Submit campaign events on their own warranty claim. Do not mix them with other warranty events.

### Part Return Information: U.S. Markets

Once your claim is approved, print a return label using the Warranty Part Return process on h-dnet.com. Note that due to system limitations, the return label will only indicate Part No. 67800055 as the part to be returned. Both kits, Part No. 67800055 and 67800056, can be returned using the 67800055 label. Upon receipt and inspection of the properly tagged part, your claim will be issued credit.

### Part Return Information: Canadian Markets

Follow the normal warranty parts return process as outlined in the Canadian Warranty manual.



## **DEALER COMMUNICATIONS**

### **HARLEY-DAVIDSON MOTOR COMPANY**

#### **Non-Compliance Recall Campaign 0619**

##### **HIGHLIGHTS**

- Harley-Davidson Motor Company, Inc. has decided that Genuine Motor Accessory Rear LED Turn Signal kits, Part No. 67800055 (smoked lens) & Part No. 67800056 (red lens), intended for use on certain model year 2012 and later Dyna and 2011 and later Softail family motorcycles, may not conform to the photometric requirements for turn signals as specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 108, *“Lamps, reflective device and associated equipment”*.

##### **KEY DATES**

- February 16-20: Service Bulletin expected to post this week.
- March 2: Replacement kits available for order on or before this date.

##### **CONTACT**

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

February 16, 2015

Dear Dealer:

Harley-Davidson Motor Company, Inc. has decided that Genuine Motor Accessory Rear LED Turn Signal kits, Part No. 67800055 (smoked lens) & Part No. 67800056 (red lens), intended for use on certain model year 2012 and later Dyna and 2011 and later Softail family motorcycles, may not conform to the photometric requirements for turn signals as specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 108, *“Lamps, reflective device and associated equipment”*.

We have voluntarily declared that this condition constitutes a motor vehicle non-compliance to allow us to formally recall (Campaign 0619) all affected parts. The remedy is to first confirm that the motorcycle has the accessory kit that is covered by this recall. If covered, replace the turn signals using the appropriate revised kit (Part No. 67800055A or 67800056A) available for order on or before March 2, 2015. 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.

In the interest of the safety of our mutual customers and as required by law, you may sell but NOT DELIVER any motorcycles in which affected accessory kits have been installed until the remedy is complete. You also must not sell, deliver or install any Genuine Motor Accessory Rear

LED Turn Signal kits, Part No.67800055 (smoked lens) & Part No. 67800056 (red lens), until the remedy is complete. **Please refer to *h-dnet* / *Service Toolbox* / *Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select 0619 Campaign to view the VIN list.** Please note that only motorcycle VINs that have registered Part No. 67800055 or 67800056 will be visible. In the Service Bulletin, dealers will be instructed to contact customers that have purchased the affected accessory kits, based on dealership sales records.

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.  
0619

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

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



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

***DRAFT, pending NHTSA approval***

## **IMPORTANT SAFETY RECALL**

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

Date xx/xx/2015  
Harley-Davidson Recall No. 0619  
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 Genuine Motor Accessory Rear LED Turn Signal kits, P/Ns 67800055 (smoked lens) & 67800056 (red lens), intended for dealer or customer installation on certain model year 2012 and later Dyna and 2011 and later Softail family motorcycles, may not conform to the photometric requirements for turn signals as specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 108, "*Lamps, reflective device and associated equipment*". We are notifying you because our records indicate that you have purchased one of these accessory kits, either as a dealer-installed accessory when you purchased your motorcycle or as an accessory upgrade for your original equipment turn signals.

### **What is the Issue?**

These Genuine Motor Accessory Rear LED Turn Signal kits may not conform to the photometric requirements for turn signal lamps specified in FMVSS 108. As a consequence, these lamps may not illuminate as bright as lamps that fully comply with the photometric requirements for these types of lamps.

### **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 has the accessory kit that is covered by this recall. If covered, the dealer will replace the turn signals with those from the recall kit provided by Harley-Davidson at no cost to you. The repair will take less than one half hour 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 0619

## **Important Safety Recall Notice**

### **Harley-Davidson Regulatory Non-Compliance Recall 0619 Accessory Rear LED Bullet Turn Signal Kits Part No. 67800055 and 67800056**

Harley-Davidson Motor Company, Inc. has initiated a Voluntary Regulatory Non-Compliance Recall Campaign on certain Genuine Motor Accessory Rear LED Bullet Turn Signal Kits, **Part No. 67800055 (smoked lens)** and **Part No. 67800056 (red lens)**, intended for dealer or customer installation on certain 2012 and later Dyna, and certain 2011 and later Softail motorcycles.

These accessory kits may not conform to the photometric requirements for turn signal lamps specified in FMVSS 108 and CMVSS 108. As a consequence, these lamps may not illuminate as bright as lamps that fully comply with the photometric requirements for these types of lamps.

Harley-Davidson has recalled the subject accessory kits and dealers will perform an inspection of the motorcycles that have had the affected accessory turn signal kit installed, and replace the turn signal kit if necessary.

**If you believe you may have a vehicle fitted with one of the affected kits described above, please contact your authorized Harley-Davidson dealer who will confirm if your motorcycle and accessory is affected and perform the inspection/replacement if required.**

2/20/2015