# **SERVICE BULLETIN**



#### M1456

# M1456: 2017 - 2018 SOFTAIL - OIL SPINNER RETENTION

# **Purpose for Service Bulletin**

Refer to Figure 1. This bulletin informs dealers of a production change which addresses oil spinners (2) that could detach from the sprocket retainer (1) on some Softail models with wide primary chaincases. Refer to Table 1.

The production change was corrected as of September 13, 2017.

# Motorcycles Affected

Refer to Table 1.

Models				
FXSB				
FXSE				
FLFB				
FLFBS				
FLFBS ANV				
FLFBS ANX				
FXBR				
FXBRS				
FXBRS ANX				

#### Table 1. Motorcycles Affected

#### **Markets Affected**

All markets are affected.

# **Part Number**

2017 model vehicles: Oil spinner (Part No. 62700062)

2018 model vehicles: Oil spinner (Part No. 62700179)

# **Required Dealer Action**

#### Symptom

Unusual clicking sounds coming from primary.

#### Resolution

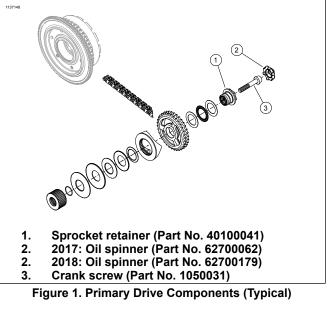
- 1. Remove primary cover. See the service manual.
  - a. Determine the source of the sound.
  - b. If the spinner has lost retention, inspect the compensator assembly for wear and service as needed.

- 2. Refer to Figure 1. Determine that the oil spinner (2) has lost retention.
- 3. Upon assembly, replace crank screw (3) and both sprocket retainer and appropriate spinner for the model year.
- 4. Thoroughly clean any residual plastic from the primary chaincase.
- 5. Assemble with **new** primary cover gasket. See the service manual.

Repair only if issue exists, this is not a warrantable claim for retrofit.

### **Dealer Inventory Instructions**

Dealer inventory has been purged of product.



#### **Credit Procedure**

# Credit Procedure: Talon/h-dnet.com warranty claim system users

NOTE

Enter bulletin number into comment section of claim.

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									

Submit a warranty claim for each vehicle repaired. Refer to Table 2 or Table 3.

Table	2.	2017	Model	Vehicles
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ITEM	DATA			
Claim Type	MC			
Problem Part Number	62700062			
Quantity	1			
Labor Code <sup>(1)</sup>	4080			
Time Hours	0.9			
Customer Concern Code	4104			
Condition Code 2108				
Additional parts number/quantity 1 for each: 40100041,				
10500031 and 60547-06				

(1) Download may be required.

#### Table 3. 2018 Model Vehicles

ITEM	DATA			
Claim Type	MC			
Problem Part Number	62700179			
Quantity	1			
Labor Code <sup>(1)</sup>	4080			
Time Hours	0.9			
Customer Concern Code	4104			
Condition Code 2108				
Additional parts number/quantity 1 for each: 40100041, 10500031 and 25700564				

(1) Download may be required.

### **Return Parts**

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