M1461: RECALL 0172 - 2018 SOFTAIL P&A DETACHABLE SADDLEBAGS

Purpose for Service Bulletin

Harley-Davidson has decided that a defect which relates to motor vehicle safety exists on some P&A Detachables Saddlebags kits listed in Table 2.

When the saddlebag is installed, the latching arm can have inadequate engagement to the saddlebag mounting bracket due to variability in saddlebag wall thickness. This condition could allow the latching arm to rotate out of the locked position. If this condition remains undetected, the saddlebag may become separated from the motorcycle while it is in motion, possibly creating a hazard for other motorists.

Motorcycles Affected

2018 Softail® models with saddlebag kits listed in Table 2 installed.

Markets Affected

All markets are affected that received saddlebag kits listed in Table 2.

Recall Kit

Refer to Figure 1.

Table 1. Recall Kit (Part No. 91500092)

<table>
<thead>
<tr>
<th>Item Description (Quantity)</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spacer (2)</td>
<td>90201925</td>
</tr>
<tr>
<td>Hex nut (2)</td>
<td>7688</td>
</tr>
</tbody>
</table>

Kit Ordering Information: United States and Canada Markets

Log in into SIP (Service information portal) through Google Chrome to view.

1. Retrieve and print recall kit order form on SIP, click link.
   Recall 0172 Kit Order Form
2. Complete form with required information.
   • Order date
   • Dealer number
   • Quantity of kits
3. In United States:
   • Fax to: 414-343-8346
4. In Canada:
   • Email to: HDC.PAM.Orders@Harley-Davidson.com

Kit Ordering Information: Non-United States Market

Asia Pacific, India, China
Contact: AsiaPacificWarranty@Harley-Davidson.com

Europe
Contact the Service and Customization Consultant.

Mexico
Contact the local Warranty Department Representative Harley-Davidson Mexico.

Japan
Contact the local service department at H-D Japan.

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.
Required Dealer Action

Dealer Action Overview
- Immediately contact customers.
- Display recall notice poster.
- Inspect affected customer saddlebags.
- Install recall kits on affected saddlebags, when required.
- Retrofit any affected saddlebag kits in inventory.

Customer Notification
1. Research existing customer data for purchases of saddlebag kits in Table 2.
2. Notify customers of the recall.
3. Inform the customer of this safety recall and the urgency to have it performed.
4. Explain to the customer that the detachable saddlebags are the only items that need to come in as the motorcycle is not necessary to perform this recall.

Display Notice Poster

NOTE
Log in into SIP through Google Chrome to view.

1. Retrieve and print recall notice poster on SIP, click link.
   Recall 0172 Notice Poster
2. Display notice poster prominently in a customer area.

Inspect Saddlebags.
1. Refer to Figure 2. Open saddlebag.
2. Pull out and turn lock knob (1) to the unlocked position (2).

   Figure 2. Saddlebag Lock Knob (Typical)

3. Refer to Figure 3. With the lock knob in the unlocked position, verify that the gray spacer is installed.

   Figure 3. Gray Spacer Installed

4. Is the gray spacer installed?
   a. Yes: Recall is completed. Go to Section Credit Procedure.
   b. No: Install gray spacer. Go to Section Install.

Install
1. Refer to Figure 1. Locate recall kit (Part No. 91500092).

Saddlebags on Motorcycle
1. Close saddlebag.
2. Refer to Figure 4. Slide saddlebag rearward to disengage the saddlebag docking rod (4) from the mounting bracket grommet (5).
3. Lift saddlebag away from motorcycle.

   Figure 4. Saddlebag Mounting Bracket
Saddlebags off Motorcycle

1. Refer to Figure 5. Remove flag guard screws (1) and flag guard (2).

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1. Screw (2)
2. Flag guard
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**Figure 5. Flag Screws**

2. Refer to Figure 6. Remove cover (1) from lock knob (2).

```
1. Cover
2. Lock knob
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**Figure 6. Remove Cover**

3. Refer to Figure 7. Remove locknut (2) and lock knob (1).
   a. Discard locknut.
   b. Make sure that screw assembly remains in place.

4. Refer to Figure 8. Install spacer (1) fully onto lock knob (2).

```
1. Spacer
2. Lock knob
```

**Figure 8. Install Spacer**

5. Refer to Figure 9. Place lock knob with spacer (2) assembly onto screw assembly. Make sure that the bosses on the spacer engage the slots on the pawl (1).
Figure 9. Install Knob Assembly

Threadlocker should be a continuous bead running the entire length of the threads.

6. Refer to Figure 10. Place a bead of threadlocker on the threads of the hex nut (1).

Consumable: LOCTITE 243 MEDIUM STRENGTH THREADLOCKER AND SEALANT (BLUE) (11100005)

7. Install hex nut. Tighten.

Torque: 8.13–10.8 N·m (72–96 in-lbs) Lock knob hex nut

Figure 10. Install Hex Nut

8. Refer to Figure 6. Install cover (1).

9. Refer to Figure 5. Place threadlocker onto flag guard screws (1).

10. Install flag guard (2) and screws. Tighten.

Torque: 2.7–4 N·m (24–35 in-lbs) Flag guard screw

11. Repeat procedure for other saddlebag.

12. If necessary, install saddlebags. See the service manual.

Credit Procedure

• Do not enter a VIN (Vehicle identification number) when submitting the claim.
• Enter bulletin number into comment section of claim.

Submit a warranty claim per the applicable table for all kits sold or in dealer stock. Refer to Table 3, Table 4, Table 5 or Table 6.

Credit Procedure: All Non - SAP Dealers (United States, Canada, Latin America) Warranty Claim System Users

Table 3. Inspection Only

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DATA</th>
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<tbody>
<tr>
<td>Claim Type</td>
<td>SNV</td>
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<tr>
<td>Problem Part Number</td>
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<tr>
<td>Quantity</td>
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<tr>
<td>Primary Labor Code</td>
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<tr>
<td>Detail Labor Code</td>
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</tr>
<tr>
<td>Time</td>
<td>0.1 h</td>
</tr>
<tr>
<td>Customer Concern Code(1)</td>
<td>0172</td>
</tr>
<tr>
<td>Condition Code</td>
<td>9981</td>
</tr>
</tbody>
</table>

(1) Download may be required.

Dealer Inventory Instructions

1. Inspect inventory of current saddlebag kits listed in Table 2 for two-gray spacers.

2. If the two-gray spacers are not in kits, install recall kit (Part No. 91500092).

3. After inspecting or installing recall kit, change the part number of saddlebag kit to new part number listed in Table 2.
Table 4. Repair Performed

<table>
<thead>
<tr>
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<th>DATA</th>
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<tbody>
<tr>
<td>Claim Type</td>
<td>SVN</td>
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<tr>
<td>Quantity</td>
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<td>Primary Labor Code</td>
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</tr>
<tr>
<td>Detail Labor Code</td>
<td>8888</td>
</tr>
<tr>
<td>Time</td>
<td>0.2 h</td>
</tr>
<tr>
<td>Customer Concern Code(1)</td>
<td>0172</td>
</tr>
<tr>
<td>Condition Code</td>
<td>9982</td>
</tr>
<tr>
<td>Replacement Part No.</td>
<td>91500092</td>
</tr>
<tr>
<td>Quantity</td>
<td>1</td>
</tr>
</tbody>
</table>

(1) Download may be required.

Credit Procedure: All GDP/SAP Dealers (All of EMEA and AP)

Table 5. Inspection Only

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claim Type</td>
<td>PAM - sold or PAM - stock</td>
</tr>
<tr>
<td>Problem Part Number</td>
<td>90200481</td>
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<tr>
<td>Customer Concern Code</td>
<td>0172</td>
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<tr>
<td>Condition Code</td>
<td>9981</td>
</tr>
<tr>
<td>Labor Code</td>
<td>8888</td>
</tr>
<tr>
<td>Time</td>
<td>0.1 h</td>
</tr>
</tbody>
</table>

Table 6. Repair Performed

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All Markets

Upon submission of the properly completed claim, dealer is credited for labor and the recall part (if applicable), plus appropriate administrative time. Each campaign event must have its own warranty claim and can not be mixed with other warranty events.

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.