SERVICE BULLETIN



M1524 2021-04-08

M1524: RECALL 0177 - 2019 - 2021 SPORTSTER - HEADLAMP

Purpose for Service Bulletin

Harley-Davidson has learned the headlamp assembly (Part No. 68297-05A), used in 2019-2021 Sportsters® as seen in Table 1 may have a shorter life than expected. These configurations of vehicles built between February 1, 2019 and March 23, 2021 may develop a hole in the headlamp bulb tip due to thermal conditions caused by having a glossy, chrome finish on the interior of the bulb shield. This results in the sealed gas escaping and the powered filament failing prematurely. Switching to a different beam to restore lighting will then cause the second filament to fail.

A loss of both headlamp beams in succession may increase the risk of a crash.

NOTE

The **new** bulb shield has a matte interior finish.

Motorcycles Affected

Table 1.

Platform	Year	Model
	2019	XL883L, XL883N, XL1200C,
Sportster		XL1200CX, XL1200X,
		XL1200XS, XL1200NS
	2020	XL883N, XL1200CX,
		XL1200X, XL1200NS
	2021	XL883N, XL1200X, XL1200NS

Other vehicles not included in the recall population may have received a potentially affected headlamp assembly (68297-05A) as a replacement service part. 2005-2019 Sportsters, 2005-2017 Softails®, 2005-2017 Dynas® and 2005-2011 V-Rods® that had a replacement assembly installed between February 1, 2019 and April 6, 2021 are also covered for recall replacement as an SNV claim type.

Markets Affected

Domestic (DOM) and Canadian markets.

Part Numbers

Table 2. Part Number

Part No.	Item Description
68297-05A	Headlamp Assembly

Recall Bulb Shield Kit

Table 3. Kit Number

Kit No.	Item Description	
91500107	Kit, Recall, Bulb, Headlamp	

Kit Ordering Information

A single wave shipment containing 5 kits per dealer will start shipping the week of April 12, 2021.

After the five kits are depleted use the standard order system covered in M1483.

Required Dealer Action

- 1. Verify that vehicle is part of recall 0177.
 - H-Dnet.com > FAVORITES > MY TOOLBOX > Vehicle Information. Then enter the Vehicle Identification Number (VIN) of the vehicle in question.

Remove

Visor Equipped Vehicles

- 1. See Figure 1. loosen bracket screws (2).
- 2. See Figure 2. Remove bracket to visor screws (2) and washers (3).
- 3. Remove visor (1).

All Vehicles

1. Remove bulb. See the service manual.

Bulb Shield

- 1. See Figure 3. Remove screw (3).
- 2. Remove bulb shield (2).

Install

New Bulb Shield

NOTE

Do not touch or get oils on the bulb or new bulb shield (2). Clean gloves are recommended.

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									

- 1. See Figure 3. Position bulb shield (2).
- Apply threadlocker to threads of screw (3).
 Consumable: LOCTITE 243 MEDIUM STRENGTH THREADLOCKER AND SEALANT (BLUE) (99642-97) NOTE

Due to the reuse of the self-tapping screw, do not exceed recommended torque.

Install screw (3). Tighten.
 Torque: 5.8–6 in-lbs (0.66–0.68 N⋅m)

All Vehicles

1. Install bulb. See the service manual.

Visor Equipped Vehicles

- 1. See Figure 2. Position visor (1).
- Install bracket to visor washers (3) and screws (2). Tighten.
 Torque: 35–44 in-lbs (4–5 N·m)
- 3. See Figure 1. Hand tighten visor bracket screws (2).
- 4. Align visor to the rim of the headlamp assembly.
- Tighten visor bracket screws.
 Torque: 10–16 ft-lbs (13.5–21.6 N·m)

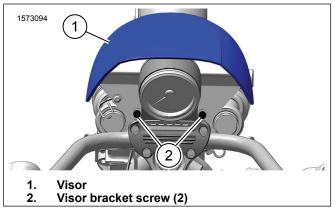


Figure 1. Visor Bracket

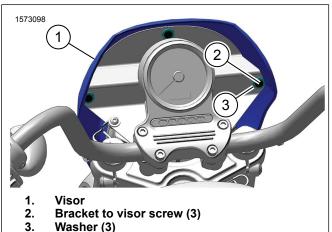


Figure 2. Visor Bracket to Visor

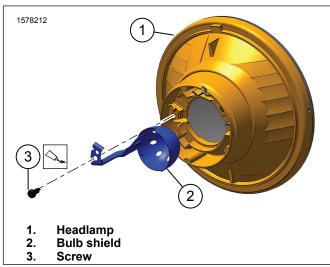


Figure 3. Bulb Shield

Supplemental Procedure Video

A WARNING

Always review the appropriate service procedure prior to performing it. This video is intended to supplement, not replace, documented service procedures. Attempting service procedures without the proper training, tools, equipment, and manuals could result in death or injury to you or others. This could also damage the motorcycle or cause the motorcycle to operate improperly. (10406a)

This video is a supplement of the procedure covered in the document. This video can only be viewed through Service Information Portal (SIP).



Video 1. Bulb Shield R&I

Dealer Inventory Instructions

Make the repairs as stated in the Required Dealer Action : Bulb Shield.

File a warranty claim per Table 5 or Table 7.

Credit Procedure

NOTE

Enter bulletin and recall number into comment section of claim.

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U.S. Market

On Vehicle Bulb Shield Repair - US Market

Submit a warranty claim per Table 4 for all on vehicle bulb shield repair.

Table 4. On Vehicle Bulb Shield Repair - US Market

ITEM	DATA
Claim Type	SRC
Problem Part Number	68297-05A
Quantity	Leave Blank
Primary Labor Code	2824
Time	0.2 h
Customer Concern Code	0177
Condition Code	9981
Replacement Part No.	91500107
Quantity	1

Upon submission of the properly completed claim, dealers are credited 0.2 h of labor time for performing the procedure. Submit campaign events on their own warranty claim. Do not mix claims with other warranty events.

Inventory Bulb Shield Repair - US Market

Submit a warranty claim per Table 5 for all in-stock inventory bulb shield repair.

Table 5. Inventory Bulb Shield Repair - US Market

ITEM	DATA
Claim Type	SNV
Problem Part Number	68297-05A
Quantity	Leave Blank
Primary Labor Code	Leave Blank
Event Detail Labor Code	8888
Time	0.1 h
Customer Concern Code	0177
Condition Code	9982
Replacement Part No.	91500107
Quantity	1

Upon submission of the properly completed claim, dealers are credited 0.1 h of labor time for performing the procedure. Submit campaign events on their own warranty claim. Do not mix claims with other warranty events.

Canadian Market

On Vehicle Bulb Shield Repair - Canadian Market

Submit a warranty claim per Table 6 for all on vehicle bulb shield repair.

Table 6. On Vehicle Bulb Shield Repair - Canadian Market

ITEM	DATA
Claim Type	SRC
Problem Part Number	68297-05A
Quantity	Leave Blank
Primary Labor Code	2828
Time	0.2 h
Customer Concern Code	0177
Condition Code	9983

Upon submission of the properly completed claim, dealers are credited 0.2 h of labor time for performing the procedure, plus appropriate administrative time. Submit campaign events on their own warranty claim. Do not mix claims with other warranty events.

Inventory Bulb Shield Repair - Canadian Market

Submit a warranty claim per Table 7 for all in-stock inventory bulb shield repair.

Table 7. Inventory Bulb Shield Repair - Canadian Market

ITEM	DATA
Claim Type	SNV
Problem Part Number	68297-05A
Quantity	Leave Blank
Primary Labor Code	Leave Blank
Event Detail Labor Code	8888
Time	0.1 h
Customer Concern Code	0177
Condition Code	9984

Upon submission of the properly completed claim, dealers are credited 0.1 h of labor time for performing the procedure, plus appropriate administrative time. Submit campaign events on their own warranty claim. Do not mix claims with other warranty events.

Return Parts

Dealer may be requested to ship the part back to Harley-Davidson, if the part is not requested follow the direction below.

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

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