SERVICE BULLETIN



M1543 2021-12-13

M1543: RECALL 0178 - 2021 PAN AMERICA SEAT BASE

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description	
2021-12-13	Added link for: Canada Order Form - M1543: Recall 0178	
	* Updated Canada Market	
2021-12-10	Initial release	

Purpose for Service Bulletin

Harley-Davidson has learned that the seat base on certain 2021 Pan America motorcycles built between August 08, 2020 and November 16, 2021 may lose threaded insert retention at one or more of the fastening locations.

Field data suggests this condition is most likely to develop as a result of the operator applying an upward load on the hand-hold portion of the seat base while deploying the center stand. If the hand-hold portion of the seat base fractures while a passenger is using the hand-hold feature, while the vehicle is in motion, may increase the risk of an injury.

Motorcycles Affected

2021 Pan America RA1250 and RA1250S vehicles.

Markets Affected

All markets are affected (except Brazil).

Recall Kit Ordering Information

NOTE

No automatic wave recall shipments will occur.

U.S. Market

The electronic ordering system will start for this recall on December 13, 2021. Refer to:

M1483: Electronic Recall Ordering System

Canada Market

The **new** recall order form will start the week of December 13, 2021.

Canada Order Form: Recall 0178

Asia Pacific Market

Contact the Service and Customization Consultant.

Europe Market

Contact the Service and Customization Consultant.

India Market

Contact the Service and Customization Consultant.

Mexico Market

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

Japan Market

Contact the local service department at HDJ.

Part Numbers

Table 2. Part Numbers

	Part No.	Item Description	New Recall Part No.		
Ī	47200713	Base, seat	91500108		

Required Dealer Action

Table 3.

Action Required	Resolution	
NO YES	Actionable: Any vehicle, component or software related issues must be performed per service bulletin procedure.	

- 1. Verify that vehicle is part of recall 0178.
- 2. See H-Dnet.com
- 3. Select: Favorites > Warranty Campaign Center.
- 4. Select: Safety Campaign Open VIN list.
- Select: Campaign number 0178: Seat Base Passenger Handhold

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			117		1.7				

SEAT BASE HANDHOLD WITHOUT TOP CASE MOUNTING PLATE

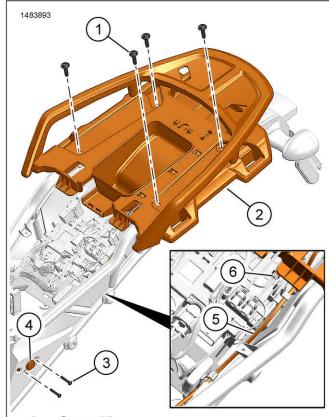
Disassemble Seat Base Passenger Handhold Assembly

- 1. Remove seat. See service manual.
- 2. See Figure 1. Remove passenger handhold assembly.
 - Remove screws (1).
 - b. Remove screws (3).
 - c. Disconnect tail lamp connector (6).
 - d. Remove seat base assembly.
- 3. See Figure 2. Remove tail lamp.
 - a. Remove screws (1).
 - Remove tail lamp.
- 4. See Figure 3. Remove passenger handhold.
 - Remove screws (5).
 - Remove Original Equipment (OE) passenger handhold (1).

Assemble Seat Base Passenger Handhold Assembly

- 1. See Figure 3. Install passenger handhold.
 - a. Install new passenger handhold (1).
 - Install screws (5). Tighten.
 Torque: 7–8.5 N·m (62–75 in-lbs) Handhold screw
- 2. See Figure 2. Install tail lamp.
 - a. Install tail lamp.
 - Install screws (1). Tighten.
 Torque: 7–9 N·m (62–80 in-lbs) Tail lamp screw
- See Figure 1. Install passenger handhold assembly.
 - a. Install lock cylinder (4).
 - Install screws (3). Tighten.
 Torque: 1.3–1.7 N·m (12–15 in-lbs) Seat lock cylinder screw
 - c. Connect tail lamp connector (6).
 - d. Install seat base assembly (2).
 - e. Install screws (1). Tighten.

 Torque: 22.5–27.7 N·m (17–20 ft-lbs) Seat handhold base screw
- Install seat. See service manual.



- 1. Screw (4)
- 2. Seat base assembly handhold
- 3. Screw (2)
- 4. Lock cylinder
- 5. Seat lock cable
- 6. Tail lamp connector

Figure 1. Seat Base Assembly

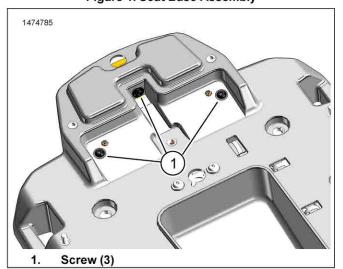


Figure 2. Tail Lamp

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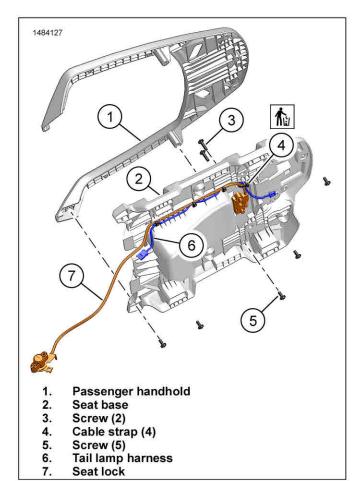


Figure 3. Disassembling Passenger Handhold Assembly

SEAT BASE HANDHOLD WITH TOP CASE MOUNTING PLATE (IF INSTALLED)

- Remove top case, if installed.
- Remove seat. See service manual.
- See Figure 4. Remove four screws (1), flat washers (2) and plastic washers (3).
- 4. Remove top plate (8).
- 5. See Figure 5. Remove screws (4).
- See Figure 6. Remove screws (1).
- Remove OE passenger handhold (2).
- See Figure 6. Install new passenger handhold.
 - a. Loosely install screws (1) on both sides.
 - See Figure 5. Install handhold base to handhold screws (4).
 - c. Tighten all screws.

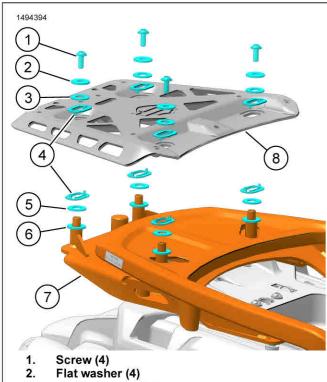
Torque: 7-8.5 N·m (62-75 in-lbs) Handhold screw

- 9. See Figure 4. Install top plate.
 - Install custom washers (6), plastic washers (5) and plastic slides (4) onto mounting bracket (7).
 - b. Install top plate (8).

NOTE

Make sure plastic slides (4) are in position on both sides of the top plate before tightening screws (1).

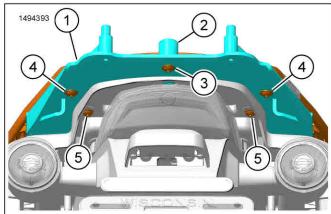
- Install plastic slides (4), plastic washers (3), flat washers (2) and screws (1).
- Tighten screws (1).
 Torque: 9.5 N·m (84 in-lbs) Top plate screw
- 10. Install seat. See service manual.



- 3. Plastic washer (4)
- 4. Plastic slide (4)
- 5. Plastic washer (4)
- 6. Custom washer (4)
- 7. Mounting bracket
- 8. Top plate

Figure 4. Top Plate Hardware

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- 1. Mounting bracket
- 2. Bumper
- 3. Screw
- 4. Handhold base to handhold screw (2)
- 5. Handhold base to mounting bracket screw (2)

Figure 5. Rear Mounting Screws

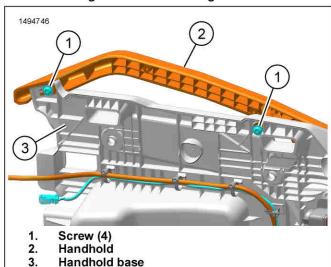


Figure 6. Handhold

Credit Procedure

NOTE

Enter bulletin number into comment section of claim.

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

Submit a claim for each vehicle serviced in this bulletin for which Vehicle Identification Number (VIN) involvement was verified on H-Dnet.com. Refer to Table 4.

Table 4.

ITEM	DATA
Claim Type	SRC
Problem Part Number	47200713
Quantity	Leave Blank
Primary Labor Code ⁽¹⁾	2717
Time	0.2 h
Customer Concern Code ⁽¹⁾	0178
Condition Code	9981
Replacement Part No.	91500108
Quantity	1
(1) Download may be required.	

Credit Procedure: SAP system users

Upon submission of the properly completed claim, dealers will be credited for 0.2 h of labor time for performing the procedure, plus appropriate administrative time. Credit will also be issued for the recall kit (United States only). Submit campaign events on the dealers own warranty claim. Do not mix them with other warranty events.

Submit a claim for each motorcycle serviced in this bulletin for which VIN involvement was verified on H-Dnet.com. Refer to Table 5.

Table 5.

ITEM	DATA
Claim Type	Recall Claim
Fix ID-Found in Recall Number	R
Problem Part Number	47200713
Customer Concern Code	0178
Condition Code	9981

Dealer Inventory Instructions

If dealers have old stock. Inspect the manufactures date code on the bottom of the part to ensure a small dot is present on the September or later build month. If no dot is present, or dot indicates an earlier build month then replace by following DFS/PAM Stock warranty process.

Refer to Table 7.

Table 6. Part Numbers

Old Part No.	Item Description	Current Part No. To Use	
47200713	Base, seat	47200713	

Table 7. Parts in Dealer Stock

ITEM	DATA	
Claim Type	DFS/PAM - Stock	
Problem Part Number	47200713	
Quantity	Could vary	
Customer Concern Code	6812	
Condition Code	1518	

Return Parts

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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