

SERVICE BULLETIN



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 | | | | | | | | | |

, 2016-12-01

M1426D: Safety Recall Code 0169 - 2016 Black Clutch Master Cylinder

M1426D

2016-12-01

CVO PRO STREET BREAKOUT (FXSE)20161TG9FXSECVO STREET GLIDE (FLHXSE)20161PXNFLHXSE
ELECTRA GLIDE STANDARD POLICE (FLHTP)20161FMMFLHTPFAT BOY S (FLSTFBS)20161JT9FLSTFBS
ROAD GLIDE (FLTRX)20161KHMFLTRXROAD GLIDE SPECIAL (FLTRXS)20161KTMFLTRXS
ROAD GLIDE ULTRA (FLTRU)20161KGLFLTRUSOFTAIL SLIM S (FLSS)20161JS9FLSS
STREET GLIDE (FLHX)20161KBMFLHXSTREET GLIDE SPECIAL (FLHXS)20161KRMFLHXS
ULTRA CLASSIC (FLHTCU)20161FCMFLHTCUULTRA CLASSIC LOW (FLHTCUL)20161KDMFLHTCUL
ULTRA CLASSIC LOW TWIN-COOLED (FLHTCUL TC)20161KFLFLHTCUL TCULTRA CLASSIC
TWIN-COOLED (FLHTCU TC)20161KSLFLHTCU TCULTRA LIMITED LOW (FLHTKL)20161KKLFLHTKL
ULTRA LIMITED SHRINE (FLHTK SHRINE)20161KNLFLHTK SHRINE

Reason for Revision

Due to improved kit availability, and for customer and dealer convenience, the "Quarantine and Inspection" process has been removed for all remaining vehicles affected by Safety Recall 0169. All remaining 0169 repairs can proceed directly to the "Wash and Rebuild" process. See Required Dealer Action. Original bulletin release date was July 11, 2016.

Purpose

The hydraulic clutch system on certain 2016 Touring, CVO models and Softail motorcycles may not generate enough lift to completely disengage the clutch after being parked for an extended period. If this condition remains undetected, it could lead to a loss of control of the vehicle when started in gear or shifted into gear after starting.

The affected units were built June 25, 2015 through June 22, 2016 in the U.S. plants, and September 7, 2015 through August 3, 2016 outside the U.S.

Some vehicles in the date range may not be included in the recall.

A chemical reaction inside the sealed clutch system creates gas bubbles which may cause loss of clutch lift. This chemical reaction can be neutralized only with distilled water. DO NOT use tap water or any other cleaning agent not specified in this bulletin.

Overview

- **Kits required:** Recall repair kit 91500089 required for all remaining repairs. See Required Dealer Action.

- **Kit Availability:** No mass order/wave shipments will be conducted. See order form for maximum allowable quantities.
- **Affected component:** Black clutch master cylinder.
- **Solution:**
 1. Verify that vehicle is involved in recall 0169.
 2. Perform Wash and Rebuild process on all affected motorcycles.
 3. Use distilled water ONLY for both the wash and the water/alcohol spray mixture.
- **Claim Processing:**
 1. Repairs started prior to the release date of this revised bulletin will still be honored using the credit procedures in bulletin M-1426C.
 2. Repairs started after the release date of this revised bulletin must use the appropriate Wash and Rebuild credit procedures listed in this bulletin only.
 3. For confirmed involved VIN motorcycles that have been fitted with a chrome P&A master cylinder, file the appropriate "Repair Only" claim. No wash and rebuild is necessary on chrome master cylinders.
- **Materials needed for Wash and Rebuild process:**
 1. Distilled water.
 2. Spray bottle with isopropyl alcohol (IPA) and distilled water (10/90) mix.
 3. Clean, small container.
 4. Recall repair kit Part No. 91500089
- Video review is recommended before performing repair.

Motorcycles Affected

Refer to Table 1. Certain 2016 Touring, CVO models and Softail motorcycles are affected. The expanded build range now includes certain motorcycles built June 25, 2015 through June 22, 2016 in the US plants, and September 7, 2015 through August 3, 2016 outside the U.S. The affected models are equipped with hydraulic clutch system having a black painted clutch master cylinder. **No chrome original or P&A master cylinders are included in this recall.**

A VIN list specific to motorcycles shipped to your dealership is available via h-dnet.com. Find this list by following this path:

- [h-dnet.com/ServiceToolbox/Warranty Campaign Center/Safety Campaign and Open VIN Lists](http://h-dnet.com/ServiceToolbox/WarrantyCampaignCenter/SafetyCampaignandOpenVINLists).

Select 0169 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 that motorcycle is affected.

If you are not sure that this recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com.

Canadian Dealers: To determine if a vehicle is affected by a recall use h-dnet.com. Navigate to My Tool Box / Vehicle Information.

Table 1. Models Affected

MODEL

| MODEL | |
|---------|---|
| FLHTCU | FLHTCU TC |
| FLHTCUL | FLHTCUL TC |
| FLHTK | FLHTKL |
| FLTRU | FLSS |
| FLHX | FLHXS |
| FLTRX | FLTRXS |
| FLSTFBS | FLHTP |
| FXSE | FLHXSE (with black painted clutch master cylinder only) |

Markets Affected

All markets are affected.

Dealer Inventory Instruction

Dealer inventory of related part numbers are not included in this recall. No action required.

Customer Notification

In accordance with Federal regulations administrated by NHTSA, Harley-Davidson Motor Company, Inc. will send a letter to registered owners of affected products in the United States notifying them of this safety-related condition and instructing them to contact their dealer for inspection and service. A sample of the customer letter is attached. Harley-Davidson Canada will send a letter to registered owners of affected product in Canada. Other customers outside the United States may receive this notification through other means.

To protect the safety of our riders, it is our mutual responsibility to ensure the recall service is performed on all affected motorcycles. Therefore, we strongly urge you to perform the recall service even if the motorcycle was not purchased from your dealership. You are also required to perform the recall service on all affected models in your dealership inventory prior to delivering, renting or leasing those models.

NOTE

Because only registered owners will receive notification from us, we request that you contact any owners of affected motorcycles still listed as unregistered. Advise them of the safety 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).

Kit Ordering Information: U.S. and Canada Markets

NOTE

Some early 91500089 kits may have had label information that mentions Recall 0165 instead of the correct Recall 0169. These 91500089 kits have the correct contents and can be used to perform the 0169 Wash and Rebuild procedure.

No mass order/wave shipments will be conducted. The kit order form is available as "Attachment Order Form - Safety Recall Code 0169" in the Service Information Portal, RECENT IMPORTANT DOCUMENTS. Follow all instructions on the order form to prevent delays in processing your orders.

| | | |
|-----------|------------------------------|---|
| 37200140A | Master cylinder rebuild kit | 1 |
| | - Rebuild kit | 1 |
| | - Brake line sealing washers | 2 |
| | - Retaining ring | 1 |
| | - Lubricant | 1 |
| 25418-06 | Clutch inspection cover seal | 1 |

Kit Ordering Information: Non-U.S. Market

NOTE

Some early 91500089 kits may have had label information that mentions Recall 0165 instead of the correct Recall 0169. These 91500089 kits have the correct contents and can be used to perform the 0169 Wash and Rebuild procedure.

Asia Pacific

Contact your Service and Customization Consultant.

Europe

Contact your Service and Customization Consultant.

India

Contact your Service and Customization Consultant.

Mexico

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

Japan

Contact the local service department at HDJ.

Required Dealer Action

NOTE

- It is important to watch the 0169 Bubble Check and Wash Process video (located on H-Dnet under the AUDIO/VIDEO tab, and on the Service Page under ShopTalk), to ensure that the wash process is performed successfully.
- The 0169 Bubble Check and Wash Process video will be updated at a future date to remove the date confirmation step and the Quarantine and Inspection Process (which are no longer required). The Wash and Rebuild process portion of the video is current and still applies.

- A chemical reaction inside the sealed clutch master cylinder creates gas bubbles which may cause loss of clutch lift. **This chemical reaction can be neutralized only with distilled water.** DO NOT use tap water or any other cleaning agent not specified in this bulletin.
- Chrome original or chrome P&A (Parts and Accessories) master cylinders require no repair action.

Wash and Rebuild Process

1. Confirm that the motorcycle is involved (via h-dnet) in Safety Recall 0169 and check the vehicle assembly date.
2. Verify that the motorcycle has a black painted clutch master cylinder.

NOTE

Some original or chrome P&A master cylinders require no repair action.

3. For confirmed involved VIN motorcycles that have been fitted with a chrome P&A master cylinder, file the appropriate "Repair Only" claim. No wash and rebuild is necessary on chrome master cylinders.
4. Remove the clutch master cylinder. See the service manual.
5. Disassemble the clutch master cylinder. See the service manual.

NOTE

Always start with fresh distilled water. Do not use water to clean more than one master cylinder.

6. Thoroughly clean master cylinder parts.
 - a. Fill clean small container with enough fresh distilled water to cover master cylinder.
 - b. Agitate master cylinder parts in distilled water for 30 seconds.
 - c. Fill a spray bottle with a mixture of 10% Isopropyl Alcohol and 90% distilled water.
 - d. Spray liberally all internal surfaces of the reservoir, piston bore and banjo bolt hole threads with the spray mixture.
 - e. Spray banjo bolt with the spray mixture.
 - f. Dry all parts using low-pressure compressed air.
7. Inspect banjo bolt threads in master cylinder for corrosion.
8. Replace master cylinder if corrosion is found.
 - a. If the motorcycle is out of the O.E. warranty period, file a part-only claim for the master cylinder. Follow the standard warranty/goodwill claims processing procedures for your market or country.
 - b. If the motorcycle is in the O.E. warranty period, file a part-only claim using the "MC" claim type for the master cylinder.
 - c. Also file a recall claim to cover the master cylinder replacement labor and to close this recall for the vehicle.

NOTE

Do not reuse any parts removed from the master cylinder piston bore. Use only the parts from the recall kit.

9. Assemble master cylinder using 0169 Recall Kit (Part No. 91500089). See the service manual.
10. Fill and bleed clutch fluid system. See the service manual.
11. Measure clutch lift to verify it is a minimum of 0.078 in (0.198 mm). See HYDRAULIC CLUTCH RELEASE BEARING AND PUSHROD in the service manual.
12. Install the clutch inspection cover with **new** seal provided. See the service manual.
13. Follow local regulations to dispose of all fluids, including distilled water.
14. File appropriate Repair Only claim.

Upon completion of the recall, follow the instructions listed under the appropriate Credit Procedure. Submit recall claims promptly. Note the unique tables if the customer requested vehicle pick up and delivery by the dealership.

Credit Procedure: Talon/h-dnet.com Warranty Claim System Users

For each motorcycle involved in this recall (involvement of VIN has been verified on h-dnet.com), submit a recall claim per the applicable table below.

For confirmed involved VIN motorcycles that have been fitted with a chrome master cylinder, file the appropriate "Repair Only" claim. No wash and rebuild is necessary on chrome master cylinders.

Table 3. Repair Only

| Claim Type | SRC |
|--|-------------|
| Problem Part Number | 36700056B |
| Quantity | Leave Blank |
| Primary Labor Code* | 4071 |
| Time** | 1.2 hrs |
| Customer Concern Code* | 0169 |
| Condition Code | 9985 |
| Replacement Part Number | 91500089 |
| Quantity | 1 |
| *These items may need to be download into your system. **Labor time includes compensation of 0.1 hour for brake fluid and 0.2 hour for cleaning solution. | |

Table 4. Repair Only, Customer Requested Pickup and Delivery

| ITEM | DATA |
|--|-------------|
| Claim Type | SRC |
| Problem Part Number | 36700056B |
| Quantity | Leave Blank |
| Primary Labor Code* | 4077 |
| Time** | 3.2 hrs |
| Customer Concern Code* | 0169 |
| Condition Code | 9986 |
| Replacement Part Number | 91500089 |
| Quantity | 1 |
| *These items may need to be download into your system. **Labor time includes compensation of 0.1 hour for brake fluid and 0.2 hour for cleaning solution. | |

US Dealers: Upon submission of the properly completed recall claim, you will be credited for the part and labor plus the applicable market administrative time.

All Other Markets: Upon submission of the properly completed recall claim, you will be credited for labor for performing the safety recall procedure plus appropriate market administrative time. The safety recall record will be

updated. Each recall completion must be filed on an individual claim. Do not submit additional warranty events on these claims.

Credit Procedure: SAP System Users

Asia Pacific: Please follow the h-dnet order process. Your PAM order type is recall and all orders are VIN specific. Each ordered kit will be charged to the dealer. See credit procedure SAP system users. In case of questions or concerns, contact your local PAM (Parts, Accessories and Motor-Clothes) representative, market SCC or your local warranty representative.

For each motorcycle involved in this recall (involvement of VIN has been verified on h-dnet.com), submit a recall claim per the applicable table below.

For confirmed involved VIN motorcycles that have been fitted with a chrome P&A master cylinder, file the appropriate "Repair Only" claim. No wash and rebuild is necessary on chrome master cylinders.

Table 5. Repair Only

| ITEM | DATA |
|--|--------------|
| Claim Type | Recall Claim |
| FIX ID-Found in Recall Number | D |
| Problem Part Number | 36700056B |
| Customer Concern Code* | 0169 |
| Condition Code | 9985 |
| *These items may need to be download into your system. **Labor time includes compensation of 0.1 hour for brake fluid and 0.2 hour for cleaning solution. | |

Table 6. Repair Only, Customer Requested Pickup and Delivery

| ITEM | DATA |
|--|--------------|
| Claim Type | Recall Claim |
| FIX ID-Found in Recall Number | W |
| Problem Part Number | 36700056B |
| Customer Concern Code* | 0169 |
| Condition Code | 9986 |
| *These items may need to be download into your system. **Labor time includes compensation of 0.1 hour for brake fluid and 0.2 hour for cleaning solution. | |

Upon submission of the properly completed recall claim, you will be credited for labor for performing the safety recall procedure plus appropriate market administrative time. The safety recall record will be updated. Each recall completion must be filed on an individual claim. Do not submit additional warranty events on these claims.

Credit Procedure: All Other System Users

- Claim Date

- Campaign Number (0169)
- Fix ID (D) Repair 1.2 hours**
- Fix ID (W) Repair, with customer requested pick up and delivery 3.2 hours**
- Full seventeen character VIN

*Labor time includes compensation of 0.1 hour for brake fluid.

**Labor time includes compensation of 0.1 hour for brake fluid and 0.2 hour for cleaning solution.

Upon submission of the properly completed recall claim, you will be credited for labor for performing the safety recall procedure plus appropriate market administrative time. The safety recall record will be updated. Each recall completion must be filed on an individual claim. Do not submit additional warranty events on these claims.

Part Return Information: All Markets

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