

SERVICE BULLETIN

M-1241A

October 6, 2009



2009 FLHTCUTG TRUNK DOOR SEAL PRODUCT PROGRAM 0907

Purpose of Revision

This revision is due to the release of a **new** trunk door seal (Part No. 83991-10) and the revised installation procedures required for this **new** seal.

Purpose

Harley-Davidson Motor Company, Inc. has chosen to upgrade 2009 Tri Glide model motorcycles with current product enhancements to prevent water intrusion into the trunk area.

In order to ensure the highest level of ownership experience for all owners of Tri Glide motorcycles, we are releasing a product program designed to upgrade early 2009 model year Tri Glide motorcycles to current design and production specifications.

Motorcycles Affected

2009 FLHTCUTG Models built through January 20, 2009. Check VIN on h-dnet.com to determine program involvement and to confirm that the product program for the motorcycle is still open.

h-dnet.com/Service Toolbox/Product Campaign and Open VIN Lists. Select 0907 campaign to view the VIN list.

NOTE

If the vehicle is not on your dealership VIN list, check the Safety and Product Campaign History by VIN link.

Customer Notification

Harley-Davidson will send a letter to registered owners notifying them of this non-safety related condition and instruct them to contact their dealer for the replacement service. Samples of the customer letters are attached. Customers outside the United States market may not receive this notification.

NOTE

Please be advised that the services delivered under this product program will no longer be rendered at factory expense after two years from the date of this bulletin.

Kit Ordering Information

No wave shipments will be conducted. Please order kits only

as needed for repairs. To order kits fill in the attached order form and fax it to the warranty department (414-343-8346). Please provide a VIN of the vehicle to be repaired and you must include your dealer number.

**Table 1. Replacement Kit Contents
(94721A)**

Item	Part No.	Quantity
Lock bezel	83900-09	1
O-ring	10927	1
Clip	53868-06	1
Door seal	83991-10	1

Required Dealer Action

Seal Replacement

NOTE

Use of Robinair Heat Gun (Part No. HD-25070) may improve seal removal.

1. Remove original trunk door seal.
2. Inspect the body for evidence of contact between the door flange and body. Repair paint damage as necessary.

NOTE

It is extremely important that all residual adhesive be removed to ensure proper adhesion of the new seal.

3. Remove ALL residual adhesive from inside and outside surfaces using 3M General Purpose Adhesive Remover (08984) or equivalent.

NOTE

Do not touch the cleaned area with fingers after cleaning.

4. Thoroughly clean the surface around the door opening using a clean cloth and isopropyl alcohol.

IMPORTANT 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									

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NOTE

See Figure 2. Install the **new** seal (1) with the holes (2) toward the inside of the opening (3).

5. Peel back 3-4 in. (76-102 mm) inches of backing material.
6. See Figure 1. Beginning at the bottom-center of the opening, adhere the seal even with the edge of the opening as shown in Figure 2. Work only 3-4 in. (76-102 mm) at a time.

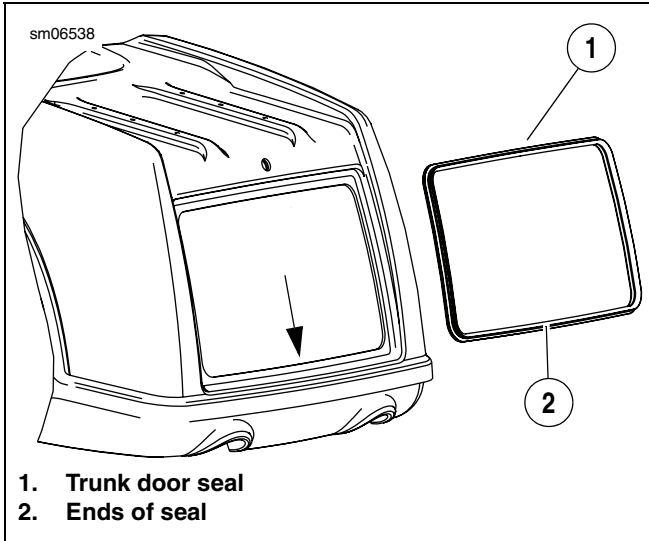


Figure 1. Trunk Door Seal

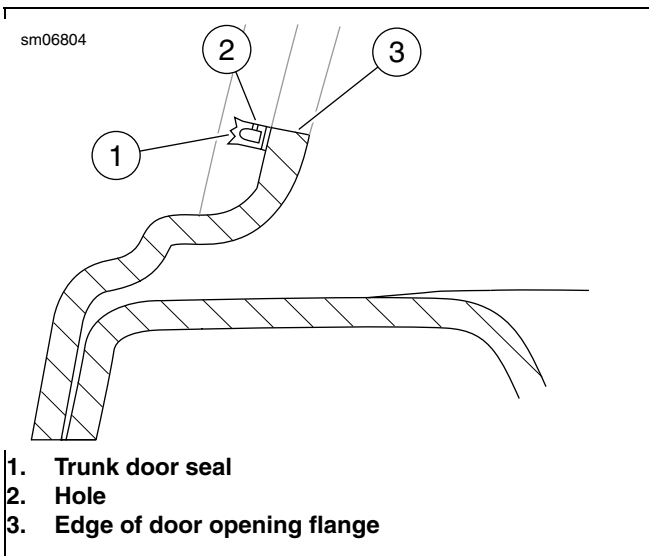


Figure 2. Cross Section of Gasket Placement

7. Continue around the opening until the seal is installed around the fourth corner.

NOTE

Do not cut seal longer than necessary. Doing so may cause seal to bunch allowing a path of water intrusion.

8. Without adhering the seal, cut the seal squarely approximately 0.062-0.125 in. (1.6-3.2 mm) short of touching the other end.
9. Stretch and attach the remainder of the seal with the ends mated together if possible. A gap of up to 0.062 in. (1.6 mm) at the adhesive tape is allowed.

10. After the entire seal is initially installed, go back around the entire seal and press firmly in place to be sure it is securely adhered. Visually inspect that adhesive tape is fully adhered to body surface around entire opening.

Lock Bezel Replacement

1. See Figure 3. From inside trunk, pull U-clip (1) from the lock assembly (5). Use a small needle nose pliers for best results.
2. Remove lockset (3) from bore in latch bracket (4).
3. Remove foam washer (2) from housing and save for reuse.

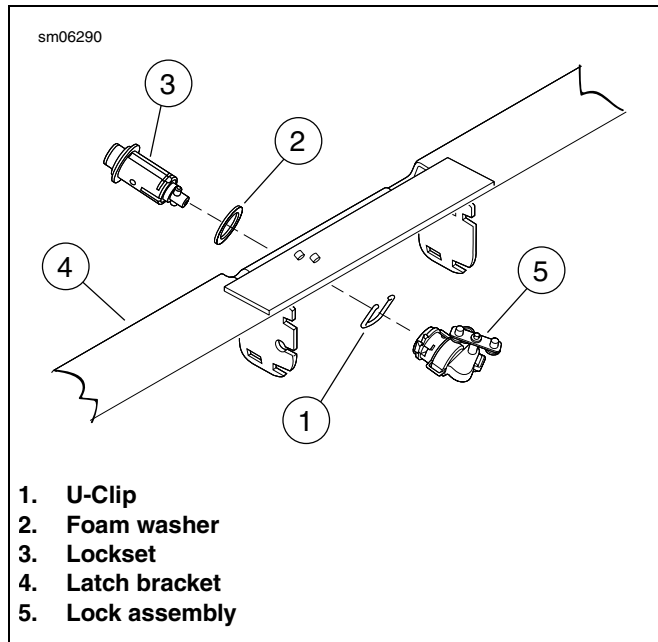


Figure 3. Lockset Components

4. See Figure 4. Press the pin out of the lock bezel and remove the lock assembly from the bezel.

NOTE

The pin is used to retain the lock assembly within the bezel during manufacturing. It is not necessary to transfer the pin to the **new** bezel.

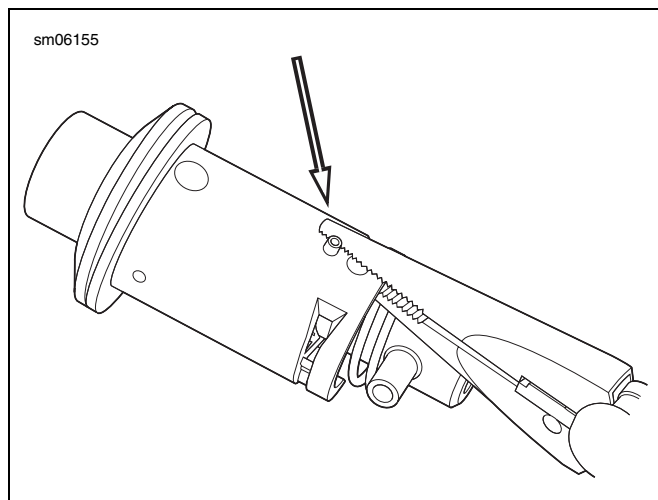


Figure 4. Push Out Pin

- See Figure 5. Install the O-ring in the groove in the **new** bezel and apply a light film of H-D Contact Lubricant (Part No. 99861-02). Install original lock assembly in **new** bezel.
- See Figure 3. Install lock assembly using original foam washer (2) and secure with supplied U-clip (1). Verify latch operation.

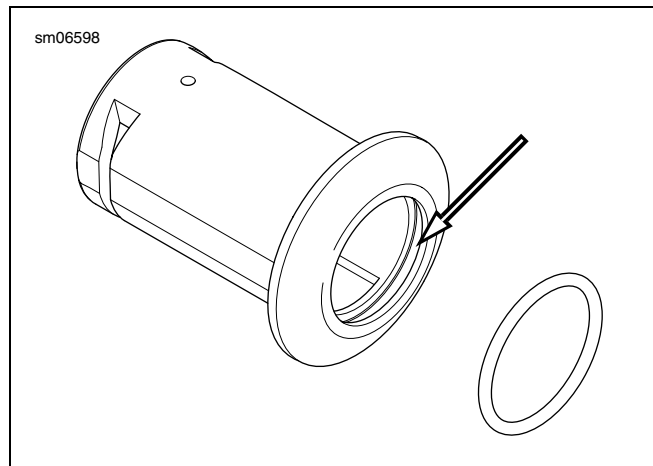


Figure 5. Install O-Ring

Door Adjustment

NOTE

Also see Tech Tip 412 for a video link showing the following adjustment procedure.

- See Figure 6. Adjust the latch pins to 1.5 in. (38.1 mm) from upper edge of pin to the inner surface (1) of the door. Use a dial caliper to measure distance (2) near the end of the latch pin. Tighten nuts to 60-72 **in-lbs** (6.8-8.1 Nm).
- Slowly close the door until the latch pins contact the latches. Both latch pins should contact the latches at approximately the same time. If necessary, reduce dimension (2) of the pin that contacted first until both pins contact at the same time.
- Latch the trunk door and verify both sides are latched. If necessary, adjust the latch pins.

NOTE

It is very important that both sides of the door are securely latched when checking seal contact. Pull on closed door to verify both sides are latched. Neither top corner should move away from the body when pulling on the handle.

- Open trunk door. Hold a piece of notebook paper or dollar bill at top-center of the door opening and close (latch) the door. Verify both sides are securely latched.
- Attempt to slide the paper sideways. The paper should not move sideways and there should be resistance felt when the paper is pulled from the door.
- Repeat the check near each upper corner. If the paper moves freely at any check point, adjustment is necessary. Equally reduce dimension (2) slightly on both latch pins and retest.
- See Figure 7. If the latch pins are at the extreme adjustment and the seal contact is still too loose, use a feeler gauge to check the distance between the inside of the body and each latch mechanism. Carefully bend both latch mechanisms, if necessary, to obtain a maximum

measurement of 0.250 in. (6.35 mm). Repeat the adjustment procedure from the beginning.

NOTE

Use care to not adjust door too loosely or too tightly which can cause difficulty in latching securely. Either condition may result in water intrusion at the door seal.

- Open and close the door several times and verify both latches catch each time.

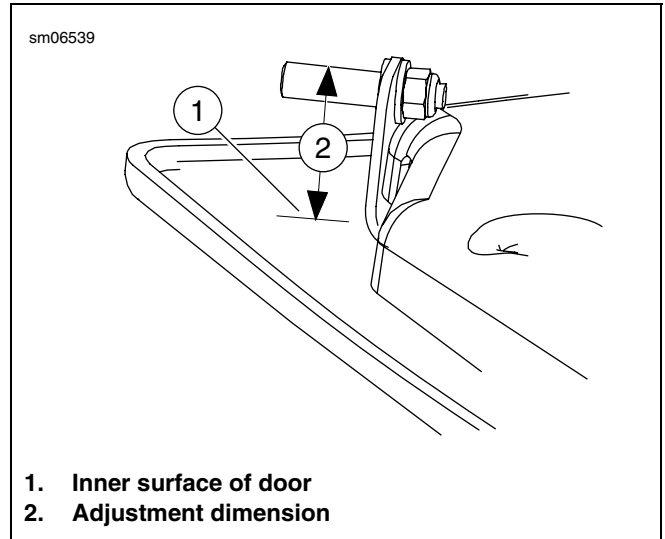


Figure 6. Adjust Latch Pins

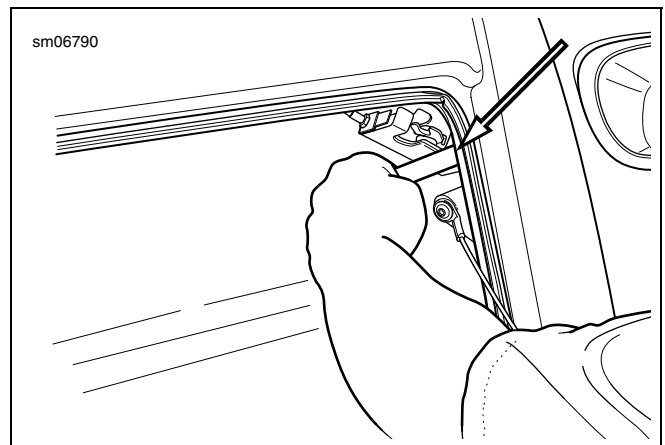


Figure 7. Measure Latch Clearance

- Test seal contact by spraying water on the closed door around the seal area.

NOTE

If water spray is directed at the lock for an extended time, water will enter through the lock tumblers.

- If the door seal still leaks after proper adjustment:
 - Apply a very thin coat of petroleum jelly to the entire seal where it will contact the door. Close (latch) and open the door and check the contact between the seal and the door. There should be no gaps in the witness mark on the door. If any gaps exist replace the door by ordering the appropriate color door and filing an MC warranty claim.
 - Clean the petroleum jelly from the door and seal.

Credit Procedure - U.S. Market/Non-U.S. Market

Table 1-1. Replace Door Seal, Bezel, O-ring and Adjust Latch Pins

For each vehicle serviced, complete an electronic warranty claim referencing Service Bulletin M-1241A. Fill in the rest of the claim as follows:

Claim Type	PPC
Event Problem Part No.	83345-09
Part Description	Seal
Quantity	Leave blank
Primary Labor Code*	1865
Time	0.6
Customer Concern Code*	0907
Condition Code	9981
Replacement Part No.	94721A
Quantity	1
* These codes may need to be downloaded into your system.	

Table 1-2. Replace Door Seal, Bezel, O-ring, Adjust Latch Pins and Repair Cosmetic Damage

For each vehicle serviced that also required cosmetic damage repair due to door to body contact, file an electronic warranty claim referencing Service Bulletin M-1241A. Fill in the rest of the claim as follows:

Claim Type	PPC
Event Problem Part No.	83345-09
Part Description	Seal
Quantity	Leave blank
Primary Labor Code*	1867
Time	0.8
Customer Concern Code*	0907
Condition Code	9982
Replacement Part No.	94721A
Quantity	1
* These codes may need to be downloaded into your system.	

Table 1-3. Replace Door Seal, Bezel, O-ring, Adjust Latch Pins, Repair Cosmetic Damage and Replace Trunk Door

For each vehicle serviced that required a trunk door replacement, complete an electronic warranty claim referencing Service Bulletin M-1241A. Fill in the rest of the claim as follows:

Claim Type	PPC
Event Problem Part No.	83341-09
Part Description	Door
Quantity	Leave blank
Primary Labor Code*	1869
Time	1.2
Customer Concern Code*	0907
Condition Code	9983
Replacement Part No.	94721A
Quantity	1
* These codes may need to be downloaded into your system.	

Return Shipping Information

Upon the timely receipt of the properly completed claim, you will be credited for labor time as shown above for performing the repair. Hold all parts for 60 days from the date of credit. After 60 days, discard the parts.

Each vehicle repair must be filed on an individual claim. Please do not submit additional warranty events on these claims.

HARLEY-DAVIDSON MOTOR COMPANY
P.O. BOX 594, MILWAUKEE, WI U.S.A 53201
RECALL AND PRODUCT CAMPAIGN ORDER FORM

M-1241A PRODUCT CAMPAIGN 0907

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER(S)
RC	RECALL	
PC	PRODUCT CAMPAIGN	

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	94721A	Code 0907: Tri-Glide Door Seal and Lock Bezel Kit
		NOTE: All orders are subject to approval. You may not receive the total quantity of kits ordered due to parts availability. If this happens, please submit another order for the balance, following all order procedures indicated in the Service Bulletin. Fax orders to the warranty department: 414-343-8346. You must include VIN number (if required) and your dealer number.

ALL ORDERS SUBJECT TO ACCEPTANCE AT MILWAUKEE, WI USA 53201

NOTE: An order acknowledgement is automatically generated and faxed to your dealership's fax number as listed in GDIS the same day as your order is entered at HDMC. This acknowledgement will provide you with the order status and order number. To retrieve order information based on the Harley-Davidson order number, go to P&A Order Inquiry on h-dnet.com under the Parts and Accessories link, select H-D Order Number, enter the order number and click "Submit". At the bottom of the page, click on "Track Part" to view tracking information for the order.