

SERVICE BULLETIN



M-1402A

April 17, 2015

2014-2015 TOURING CLUTCH MASTER CYLINDER - SAFETY RECALL CODE 0165

Reason for Revision

This revision adds details to clarify Required Dealer Action.

Purpose

Harley-Davidson has decided that a condition affecting motorcycle safety exists on certain 2014 and 2015 Touring and CVO model motorcycles. The affected units were built April 28, 2014 to October 24, 2014 in the US plant and March 10, 2014 to March 25, 2015 in the Brazil plant.

These model motorcycles built during the above date range may experience a condition in which it can lose the ability to generate enough lift to 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. This could result in a crash, which could cause injury or death to the rider.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0165) to remedy this defect. As required by law, you may sell but NOT DELIVER any affected motorcycles to your customers until the recall is performed.

Read this entire bulletin before taking any action or ordering any kits. See Required Dealer Action to perform the recall service.

Overview

- Kits required: Yes.
- Kit wave shipments begin on or before April 20, 2015.
- Repair: All affected units.
- Affected components: Black painted clutch master cylinder.
- Resolution: Flush contaminant with distilled water. Rebuild clutch master cylinder.
- Materials needed: Distilled water, isopropyl alcohol, small container
- Labor Option: Pickup and delivery coverage based on customer request.

Motorcycles Affected

Refer to Table 1. Certain 2014 and 2015 Touring motorcycles built April 28, 2014 to October 24, 2014 in the US plant and March 10, 2014 to March 25, 2015 in the Brazil plant. 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/Service Toolbox/Warranty Campaign Center/Safety Campaign and Open VIN Lists.

Select 0165 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 the h-dnet.com vehicle information link found on the service tab of UltraComm.

Table 1. Models Affected

MODEL	
FLHTCU	FLHTCU TC
FLHTCUL	FLHTCUL TC
FLHTK	FLHTKL
FLHX	FLHXS
FLTRX	FLTRXS
FLHRSE	FLHTP
FLHXSE (with black painted clutch master cylinder only)	

Markets Affected

All markets are affected.

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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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. Deeley Harley-Davidson Canada will send a letter to registered owners of affected product in Canada. Other customers outside the United States may not receive this notification.

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).

Ordering Information: US Market

Initial wave shipments of recall kit (Part No. 91500083) will begin on or before April 20, 2015. All kits will be shipped no charge, transportation paid via UPS1.

NOTE

- No kit orders will be accepted before the termination of the wave shipment date. Orders received before the termination of the wave shipments are discarded. An order form will be attached to this bulletin on h-dnet.com after the wave shipments have been completed.*

Table 2. Safety Recall Kit Contents (Part No. 91500083)

PART NO.	ITEM	QTY
37200140	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

Ordering Information: Non-US Market

Contact your local Harley-Davidson service area representative for authorization, ordering and return instructions.

Asia Pacific

Contact your Service and Customization Consultant.

Canada

An initial wave shipment will be conducted by Deeley Harley-Davidson Canada.

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

*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.***

- Confirm that the motorcycle is involved in Safety Recall 0165. If the status includes an open for Safety Recall 0159, perform only this recall (0165). Safety Recall 0159 will be closed automatically once the 0165 claim is processed.

NOTE

Chrome original or P&A master cylinders require no action.

- Verify that the vehicle has a black painted clutch master cylinder.
- Remove the clutch master cylinder. See the service manual. Discard sealing washers.
- Disassemble the clutch master cylinder. See the service manual. Discard piston assembly.

NOTE

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

- Thoroughly clean master cylinder parts.
 - Fill clean small container with enough fresh distilled water to cover master cylinder.
 - Agitate master cylinder parts in distilled water for 30 seconds.
 - Fill a spray bottle with a 10/90 mixture of isopropyl alcohol/water
 - Spray liberally all internal surfaces of the reservoir, piston bore and banjo threads with isopropyl alcohol/water mixture.
 - Spray banjo bolt with isopropyl alcohol/water mixture.
 - Dry all parts using low-pressure compressed air.
- Inspect banjo bolt threads in master cylinder for corrosion.

7. Replace master cylinder if corrosion is found.
 - a. File a part-only claim using "MC" event type for the master cylinder.
 - b. 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 kit.

8. Assemble master cylinder using 0165 Recall Kit (Part No. 91500083). See the service manual.
9. Fill and bleed clutch fluid system. See the service manual.
10. 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.
11. Install the clutch inspection cover with **new** seal provided. See the service manual.
12. Follow local regulations to dispose of all fluids, including distilled water.

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.

Table 3. Master Cylinder Rebuild without Vehicle Pickup and Delivery

ITEM	DATA
Claim Type	SRC
Problem Part Number	36700056
Quantity	Leave blank
Primary Labor Code*	4070
Time**	1.2 hours
Customer Concern Code*	0165
Condition Code	9981
Replacement Part Number	91500083
Quantity	1
* These items may need to be downloaded to your system.	
** Labor time includes compensation of 0.1 hour for brake fluid and 0.2 hour for cleaning solution.	

Table 4. Master Cylinder Rebuild with Customer-Requested Vehicle Pickup and Delivery

ITEM	DATA
Claim Type	SRC
Problem Part Number	36700056
Quantity	Leave blank
Primary Labor Code*	4075
Time**	3.2 hours
Customer Concern Code*	0165
Condition Code	9982
Replacement Part Number	91500083
Quantity	1
* These items may need to be downloaded to your system.	
** Labor time includes compensation of 0.1 hour for brake fluid and 0.2 hour for cleaning solution.	

Credit Procedure: SAP 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.

NOTE

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

Table 5. Master Cylinder Rebuild without Vehicle Pickup and Delivery

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	C
Problem Part Number	36700056
Customer Concern Code*	0165
Condition Code	9981
* These items may need to be downloaded to your system.	

Table 6. Master Cylinder Rebuild with Customer-Requested Vehicle Pickup and Delivery

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	R
Problem Part Number	36700056
Customer Concern Code*	0165
Condition Code	9982
* These items may need to be downloaded to your system.	

Credit Procedure: All Other System Users

NOTE

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

- Claim Date
- Campaign Number (0165)
- Fix ID (C), without motorcycle pick up (1.2 hours)
- Fix ID (R), with motorcycle pick up (3.2 hours)
- Full seventeen character VIN

Upon submitting the properly completed claim, you will be credited for labor time for performing the procedure plus appropriate market administrative time.

- 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.