

# SERVICE BULLETIN



M-1402C

August 14, 2015

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

### Reason for Revision

- Population date range has been expanded.
- Wave shipments in the U.S. market have been reactivated. Order form is now removed.
- No dealer orders accepted in the U.S. until wave shipments are terminated.

### Purpose

Harley-Davidson has decided that a condition affecting motorcycle safety exists on certain 2014 and 2015 Touring and CVO model motorcycles. The original population was built April 28, 2014 to October 24, 2014 in the U.S. plant and March 10, 2014 to March 25, 2015 in the Brazil plant. The additional population was built October 28, 2014 through July 3, 2015 in the U.S. and March 30, 2014 through June 26, 2015 in Brazil.

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.
- 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.
- **Motorcycles with open recalls 0159 and 0165 only need to perform 0165.**
- Labor Option: Pickup and delivery coverage based on customer request.

### Motorcycles Affected

Refer to Table 1. Certain 2014 and 2015 Touring and CVO model motorcycles are affected. The original population was built April 28, 2014 to October 24, 2014 in the U.S. plant and March 10, 2014 to March 25, 2015 in the Brazil plant. The additional population was built October 28, 2014 through July 3, 2015 in the U.S. and March 30, 2014 through June 26, 2015 in Brazil. 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.

#### 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<br>MANAGER | SALES<br>MANAGER | PARTS<br>MANAGER | WARRANTY<br>PROCESS<br>MANAGER | LEAD<br>TECHNICIAN | TECHNICIAN<br>NO. 1 | TECHNICIAN<br>NO. 2 | TECHNICIAN<br>NO. 3 | RETURN<br>THIS TO |
|--------------|--------------------|------------------|------------------|--------------------------------|--------------------|---------------------|---------------------|---------------------|-------------------|
| INITIAL HERE |                    |                  |                  |                                |                    |                     |                     |                     |                   |

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**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      |
| FLHTK Shrine                                            | FLHX Shrine |
| FLHX                                                    | FLHXS       |
| FLTRX                                                   | FLTRXS      |
| FLHRSE                                                  | FLHTP       |
| FLHXSE (with black painted clutch master cylinder only) |             |

## Markets Affected

All markets are affected.

## 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).*

## Ordering Information: U.S. Market

Wave shipments of recall kit (Part No. 91500083) will resume on or before August 14, 2015. All kits will be shipped no charge, transportation paid via UPS1.

No kit orders will be accepted prior to the termination of the wave shipment date. Orders received prior to the termination of the wave shipments will be 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-U.S. Market

Wave shipments resumed by August 14, 2015.

### Asia Pacific

Contact your Service and Customization Consultant.

### Canada

- Fax orders to 1-800-268-5965.
- A maximum of three kits can be order at one time.

### 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.*

1. 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.**

2. Verify that the vehicle has a black painted clutch master cylinder.
3. Remove the clutch master cylinder. See the service manual.
4. 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.*

5. 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 10/90 mixture of isopropyl alcohol/water
  - d. Spray liberally all internal surfaces of the reservoir, piston bore and banjo threads with isopropyl alcohol/water mixture.
  - e. Spray banjo bolt with isopropyl alcohol/water mixture.
  - f. Dry all parts using low-pressure compressed air.
6. 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.<br>** 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.<br>** 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.



## **DEALER COMMUNICATIONS**

### **HARLEY-DAVIDSON MOTOR COMPANY**

#### **IMPORTANT RECALL INFORMATION**

#### **Safety Recall Campaign 0165 (EXPANSION)**

**IMPORTANT NOTE:** This letter advises of an **EXPANSION** of the recall population covered under Safety Recall Campaign 0165, of which you were previously notified. The expansion adds motorcycles built through July 3, 2015 in the U.S. plant and June 26, 2015 in the Brazil plant to the recall population.

#### **HIGHLIGHTS**

- Harley-Davidson Motor Company, Inc. has decided that the hydraulic clutch system with master cylinder part numbers 36700056 and 36700049 on certain model year 2014 and 2015 Touring model motorcycles may exhibit a condition in which it may 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 first shifted into gear.
- Models affected - FLHTCU, FLHTCU TC, FLHTCUL, FLHTCUL TC, FLHTK, FLHTKL, FLHTP, FLHX, FLHXS, FLTRX, FLTRXS, FLHRSE, FLHXSE
- The population of affected vehicles was built from 10/28/14 to 7/3/15 in the US plant and from 3/30/14 to 6/26/15 in the Brazil plant.
- **It is imperative that your service personnel follow ALL the steps outlined in the service bulletin when performing the recall service.**

#### **KEY DATES**

- August 14: Service Bulletin expected to post.
- August 12-14: Wave shipments will resume, no dealer orders accepted until wave shipments are complete.

#### **CONTACT**

- Call (800) 664-7762 and select the appropriate prompts.

August 12, 2015

Dear Dealer:

Harley-Davidson Motor Company, Inc. has decided that the hydraulic clutch system with master cylinder part numbers 36700056 and 36700049 on certain model year 2014 and 2015 Touring model motorcycles (FLHTCU, FLHTCU TC, FLHTCUL, FLHTCUL TC, FLHTK, FLHTKL, FLHTP, FLHX, FLHXS, FLTRX, FLTRXS, FLHRSE, FLHXSE) may exhibit a condition in which it may 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 first shifted into gear. The population of affected vehicles was built from 10/28/14 to 7/3/15 in the US plant and from 3/30/14 to 6/26/15 in the Brazil plant.

- We have voluntarily declared that this condition constitutes a safety defect to allow us to formally expand the population of recall (Campaign 0165). The remedy is to first confirm that the motorcycle is covered by this recall. If covered, perform the recommended service per the service bulletin using the recall kit (Part No. 91500083). Based on supplier information, wave shipments will resume August 12-14. Dealer orders will not be accepted until all wave shipments are complete. When wave shipments are complete the Bulletin will be revised stating that dealer orders are once again being accepted. Please reference the bulletin for a detailed description of the defect. **It is imperative that your service personnel follow ALL the steps outlined in the service bulletin when performing the recall service.**

In the interest of the safety of our mutual customers and as required by Federal law, you may sell but NOT DELIVER any motorcycles until the remedy is complete. **Please refer to *H-Dnet / Service Toolbox / Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select 0165 Campaign to view the VIN list.**

In accordance with Federal regulations administered by NHTSA and other appropriate market specific government agencies, Harley-Davidson Motor Company, Inc. or authorized Harley-Davidson dealers will provide notice to all owners of record of affected products with direction to arrange for the recall service.

Sincerely,  
Harley-Davidson Motor Company, Inc.  
0165 (EXPANSION)

**For:** Dealer Operator, General Manager, All P&A Roles, All Service Roles, Vehicle Sales Manager

**Sent to:** All Dealers (Worldwide)



Harley-Davidson Motor Company  
3700 West Juneau Ave., P.O. Box 653, Milwaukee, WI 53201

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, VIN #

August 26, 2015  
Harley-Davidson Recall No. 0165  
NHTSA Recall No. 15V-216

Dear Harley-Davidson Motorcycle Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Harley-Davidson Motor Company, Inc. has decided that a defect which relates to motor vehicle safety exists in the hydraulic clutch system on certain model year 2014 and 2015 Touring model motorcycles (FLHTCU, FLHTCU TC, FLHTCUL, FLHTCUL TC, FLHTK, FLHTKL, FLHTP, FLHX, FLHXS, FLTRX, FLTRXS, FLHRSE, FLHXSE). We are notifying you because our records indicate that you have purchased one of the affected motorcycles.

### **What is the Issue?**

If the motorcycle has been parked for an extended period, the hydraulic clutch system with master cylinder part numbers 36700056 and 36700049 may exhibit a condition in which it may lose the ability to generate enough lift to disengage the clutch. If this condition remains undetected, it could lead to a loss of control of the vehicle when started in gear or first shifted into gear, increasing the risk of a vehicle crash and personal injury.

### **What Should You Do?**

**IMPORTANT:** Until the recall repair has been performed on your motorcycle, it is important that you evaluate your motorcycle **BEFORE** each ride per the procedure outlined immediately below:

Note: A fully charged battery will provide more accurate results for the following pre-ride test:

1. Ensure that the bike has clear space in front of it.
  2. Place the bike in first gear.
  3. Turn ignition switch to the on position
  4. Place the Run/Off switch in the “Run” position and engage both brakes.
  5. Squeeze the clutch lever all the way to the grip and hold.
  6. Engage the starter by pushing the start button.
- o If the engine bogs down and does not start, your motorcycle IS exhibiting the recall condition and we recommend the motorcycle be transported via truck or trailer to your dealer for the recall repair. If you prefer, you may contact your dealer and make arrangements to have them pick up the motorcycle.
- o If the engine starts normally, allow it to warm up momentarily and then gradually release the brakes. If the bike tries to noticeably creep forward as you release the brakes, with the engine running and the clutch lever pulled all the way to the grip, reapply the brakes and place the Run/Off switch in the “Off” position. Your motorcycle IS exhibiting the recall condition and we recommend the motorcycle be transported via truck or trailer to your dealer for the recall repair. If you prefer, you may contact your dealer and make arrangements to have them pick up the motorcycle.
- o If the bike does not try to noticeably creep forward with the engine running and the clutch lever pulled all the way to the grip, your motorcycle IS NOT exhibiting the recall condition at the present time. However, you must still have the recall repair performed. Furthermore, you should perform this procedure before each ride until the recall work has been performed.

Please contact your authorized Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your motorcycle repaired. Your dealer will confirm that your motorcycle is covered by this recall. If covered, the dealer will perform the recall repair work using the recall kit provided by Harley-Davidson at no cost to you. The repair will take less than two hours to perform. However, due to scheduling, the dealer may require your motorcycle for a longer period of time. To verify that the service has been completed, your dealer will ask you to sign a recall claim.

If you have sold your motorcycle and have an address for the current owner, it is important that you forward this notice to the new owner. Alternatively, you may contact us at the Harley-Davidson phone numbers listed below and provide us the contact information for your purchaser so that we may notify the new owner of this recall. Also, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

### **What If You Have Additional Questions or Concerns?**

If you take your motorcycle to your dealer on a mutually agreed upon date and they are unable to perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at 1-800-258-2464 in the U.S. or 1-414-343-4056 world-wide.

If you are still having difficulty getting your vehicle repaired in a reasonable time, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.

Recall 0165