

SERVICE BULLETIN



M-1264

December 11, 2009

2009-2010 TOURING MODEL FUEL TANK MOUNT SAFETY RECALL 0141

Purpose

Harley-Davidson Motor Company, Inc. has determined that a condition affecting motor vehicle safety exists on 2009 and 2010 Touring family models, including CVO Touring and Tri-Glide products.

The motorcycles in the population described above have fuel tank front mounts which may distort in reaction to severe frame damage from a frontal collision in a manner that may cause a fuel leak at the weld of the front bracket to the tunnel. A fuel leak in the presence of an ignition source may result in a fire, which could lead to injury or death of the rider.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0141) 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.

See Required Dealer Action to perform the recall service.

Motorcycles Affected

This recall applies to all 2009 and 2010 Touring family models, including FLHT, FLHTC, FLHTCU, FLHTCU W/SC, FLTR, FLHR, FLHRC, FLHX, FLHTCU SHRINE, FLHR SHRINE, FLHTP, FLHP, FLHPE, FLHTCUTG, FLHTCUSE4, FLHTCU4-CVO, FLTRSE3, FLTR3-CVO, FLTRX, FLHTK, FLHXXX, FLHTCUSE5, FLHXSE models built from 6/6/08 through 11/19/09. A VIN list specific to models shipped to your dealership is available via h-dnet.com and is no longer attached to mailed bulletins. This list may be found by following this path:

h-dnet.com/Service/Safety Campaign and Product Campaign/Safety Campaign and Open VIN lists. Select 0141 campaign to view VIN list. Select campaign to view VIN list.

NOTE

If the vehicle does not appear on your dealer VIN list, refer to Safety and Product Campaign History by VIN link to verify if vehicle is affected.

Markets Affected

United States and International

Customer Notification

In accordance with Federal regulations administered 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 the replacement service. A sample of the customer letter is attached. Customers outside the United States market 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.

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

IMPORTANT NOTE

Because only registered owners in the United States will receive notification from us, we request that you contact any owners of models that your records show 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 V.I.N.s 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).

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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Kit Ordering Information

An initial wave shipment of kit part number 94754 will begin the week of December 14th, 2009. All kits will be shipped no charge, transportation paid via UPS1.

In the U.S. market only, if additional kits are needed, fill in the attached order form and fax it to the Warranty department at 414-343-8346. You must include your dealer number and the VIN for each kit being ordered.

NOTES

- 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**. Termination notice of wave shipments will be sent.
- If any kit replacement parts are needed in the future the dealer must order the entire (Non-recall) service kit Part No. 62654-09. This kit useage is not covered by warranty or recall 0141.

Upon completion of the recall on any vehicle, please be certain to follow the instructions listed under Credit Procedure and submit your recall claims promptly.

**Table 1-1. Safety Recall Code 0141
Kit 94754 Contents**

Item	Quantity
Left Tank Brace	1
Right Tank Brace	1
Left Fastener Boot	1
Right Fastener Boot	1

Required Dealer Action

NOTE

Before starting repair, confirm motorcycle is involved and recall has not been performed via h-dnet.com.

Install Recall Kit

1. Remove seat. See the service manual.
2. Remove front fuel tank fastener boots. See the service manual.



Figure 1. Rear Fuel Tank Fasteners

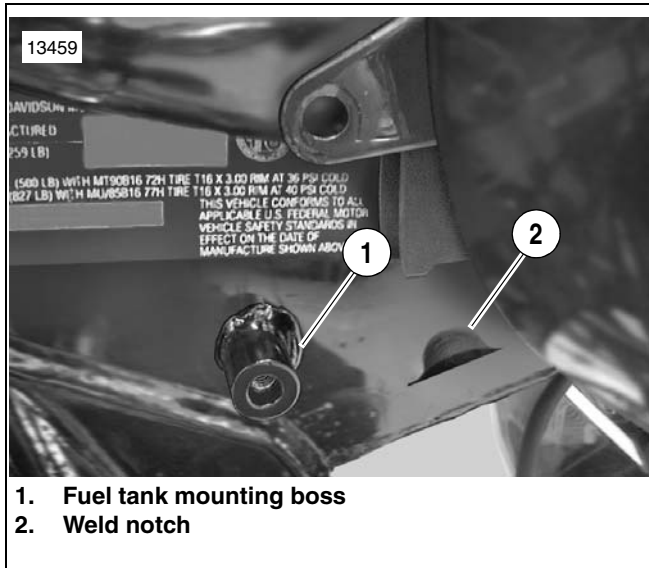
3. See Figure 1. Loosen rear tank fasteners three turns each.
4. See Figure 2. Remove front fuel tank fasteners.
5. See Figure 3. Rotate fuel tank up and lift the front tank mounts off of the tank mounting bosses just enough to install the left and right braces from the recall kit.



Figure 2. Front Fuel Tank Fasteners Removed

NOTES

- See Figure 3. The tab on the rear of the brace should fit into the frame weld notch.
 - See Figure 4. The cutout of each brace should be positioned toward top.
6. See Figure 4. Install left and right braces onto front fuel tank mounting bosses.



1. Fuel tank mounting boss
2. Weld notch

Figure 3. Fuel Tank Mounting Boss and Weld Notch



Figure 4. Left Hand Fuel Tank Brace with Cutout



Figure 5. Front Fuel Tank Mounting Tabs Over Braces with Fasteners Installed

7. See Figure 5. Lower the front fuel tank tabs and fuel tank over the braces, install front tank fasteners and tighten to 15-20 ft-lbs (20.3-27.1 Nm).
8. See Figure 2. Tighten rear tank fasteners to 15-20 ft-lbs (20.3-27.1 Nm).
9. Install seat. See the service manual.

10. See Figure 6. Orient the fastener boot with tab facing downward.

NOTES

- See Figure 7. When installing the fuel tank fastener boot, always apply a drop of a quick setting adhesive to the retaining nub.
 - When installing the front fuel tank fastener boot, make sure that the nub on the inside of the boot is inserted into the depression in the head of the fastener for retention purposes.
11. See Figure 8. Install front fuel tank fastener boots by inserting the lower tab between the brace and the fuel tank, and flex the top lip over the fuel tank tab while aligning the nub with the bolt head, left and right.

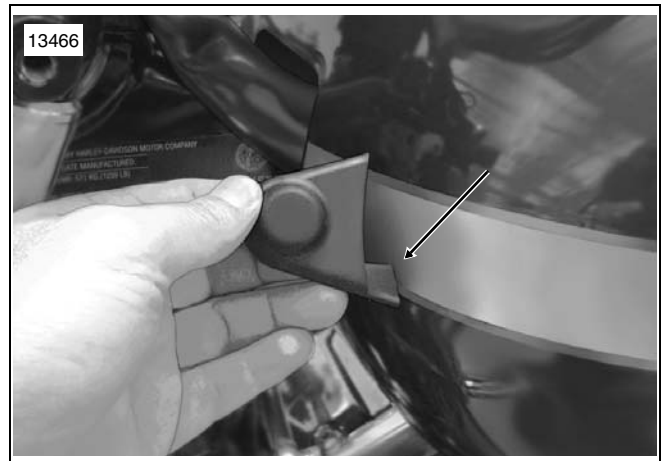


Figure 6. Front Fuel Tank Fastener Boot Orientation

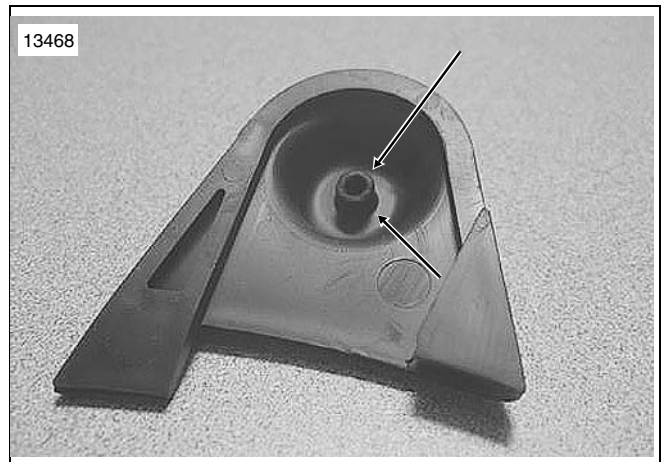


Figure 7. Retaining Nub On Inside of Boot



Figure 8. Front Fuel Tank Fastener Boot Installed

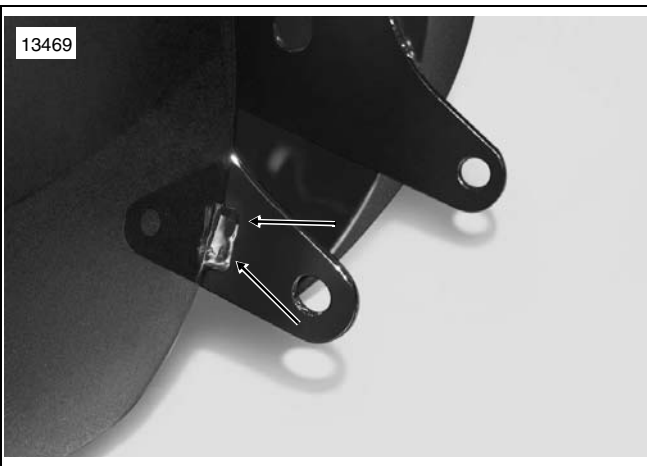


Figure 9. Late 2010 Fuel Tank with Welded Tabs

Non-Affected VIN Fuel Tank Replacements

1. See Figure 9. When installing accessory or repair replacement fuel tanks on 2009/2010 Touring model motorcycles, always inspect new tank for weld on front tab. If weld is not present and fuel tank braces are not present, perform recall when installing the new fuel tank.
2. Refer to Table 1-4 for credit procedure.

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

For each **Police vehicle** serviced, file an electronic recall claim using the table that follows:

Table 1-2. Safety Recall Code 0141

ENTRY FIELD	ENTER
Claim Type	SRC
Problem Part	61356-08
Quantity	Leave Blank
Primary Labor Code*	2679
Time	0.4
Customer Concern Code*	0141
Condition Code	9981
Replacement Kit Part No.	94754
Quantity	1

*These new codes may need to be downloaded into your system.

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

For each **Non-Police vehicle** serviced, file an electronic recall claim using the table that follows:

Table 1-3. Safety Recall Code 0141

ENTRY FIELD	ENTER
Claim Type	SRC
Problem Part	61356-08
Quantity	Leave Blank
Primary Labor Code*	2680
Time	0.3
Customer Concern Code*	0141
Condition Code	9982
Replacement Kit Part No.	94754
Quantity	1
*These new codes may need to be downloaded into your system.	

Credit Procedure - All Other Warranty Claim Users

For each vehicle serviced, file a claim supplying all necessary information as follows:

- Dealer Number
- Repair Order Number
- Claim Date
- Campaign Number (0141)
- Fix ID (C) - Corrected, Police Models
- Fix ID (R) - Corrected, Non-Police Models
- Full Seventeen Character VIN

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

Credit Procedure - U.S. and Non-U.S. Markets - Vehicle Installed Painted Parts Kits/Replacement Fuel Tanks

For painted parts kits installed on models not involved in the recall, inspect the fuel tank for a weld on the front tab. This applies to replacement tanks as well. If weld is not present perform the recall and file an electronic recall claim as follows. DO NOT enter VIN in the claim.

**Table 1-4. Safety Recall Code 0141 Painted
Parts Kits & Replacement Fuel Tanks**

ENTRY FIELD	ENTER
Claim Type	SNV
Problem Part	61356-08
Quantity	Leave Blank
Event Detail Labor Code	8888
Time	0.3
Customer Concern Code*	0141
Condition Code	9983
Replacement Kit Part No.	94754
Quantity	1
*These new codes may need to be downloaded into your system.	

Upon receipt of the properly completed recall claim, you will be credited for time as indicated above. Please submit each part recall claim on an individual claim. Do not submit additional warranty events on these claims.

Dear Harley-Davidson Motorcycle Owner:

This notice is being sent to you in accordance with the requirements of 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 on certain model year 2009 and 2010 Touring family vehicles (including CVO touring and Trike products) built June 6, 2008 through November 19, 2009. On these vehicles, the fuel tank front mounts may distort in reaction to severe frame damage from a frontal collision. This condition may cause a fuel leak at the weld of the front bracket to the tunnel. A fuel leak in the presence of an ignition source may result in a fire, which could lead to injury or death of the rider.

Our records indicate that you purchased one of the affected motorcycles.

We strongly urge you to contact your dealer to make arrangements to have the appropriate service performed as soon as possible.

Please contact your authorized Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your motorcycle repaired. Your dealer will install a left and right hand brace, which are intended to reduce front mount distortion during certain crash conditions. Actual dealer labor time to perform this service will be less than one hour; however, due to scheduling, the dealer may require your motorcycle for a longer period of time. The parts and labor will be free of charge to you.

To verify that the service has been completed, your dealer will ask you to sign a recall claim. If you have sold your motorcycle, please forward the appropriate information about your purchaser. This will enable us to contact him/her and advise that person 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.

If you have had this defect repaired before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Harley-Davidson at 1-414-343-4056. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

If you take your motorcycle to your dealer on a mutually agreed upon date and they do not perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Harley-Davidson Motor Company, Inc. fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform 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 contact NHTSA at <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.
0141