

SERVICE BULLETIN



M-1310

October 20, 2011

2009-2012 TOURING MODEL REAR STOP LIGHT SWITCH SAFETY RECALL CAMPAIGN 0145

Purpose

Harley-Davidson has determined that a condition affecting motor vehicle safety exists on certain Touring Models. The affected model motorcycles may experience a non-functioning stop light and/or cause a brake fluid leak through the rear stop light switch affecting rear brake performance. 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 safety recall (Campaign 0145) to remedy this defect. As required by law you may sell but NOT DELIVER any affected motorcycles to your customers until the safety recall is performed.

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

Motorcycles Affected

All 2009-2011 and certain 2012 Touring model motorcycles, including CVO Touring and Tri-Glide motorcycles built through September 16, 2011 are affected. A VIN list specific to vehicles shipped to your dealership is available via h-dnet.com. This list may be found by following this path:

- h-dnet.com/Service Toolbox/Warranty Campaign Center. Select "Safety Campaign Open VIN List". Then select 0145 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

This bulletin affects all markets.

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 inspection and service. A sample of the customer letter is attached. 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 safety recall service is performed on all affected motorcycles. Therefore, we strongly urge you to perform the safety recall service even if the motorcycle was not purchased from your dealership. You are also required to perform the safety 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 safety recall records available on TALON and h-dnet.com.

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 the safety 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 National Traffic and Motor Vehicle Safety Act (as amended).

Ordering Information: U.S. Market

An initial wave shipment of kit 91500011 will begin the week of October 24, 2011. All kits will be shipped no charge, transportation paid via UPS1.

If additional kits are needed after wave shipments have been terminated, fill out an order form and fax it to the Warranty department at 414-343-8346. Order forms will be provided after wave shipments have been terminated. You must include your dealer number. Wave shipments will continue until we have appropriate kit quantities in the field to begin accepting dealer orders. We will communicate when wave shipments are terminated.

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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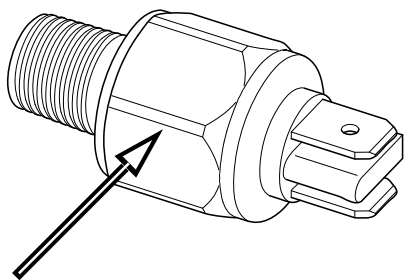


Figure 1. Rear Stop Light Switch Identification: Sharp Edges Are Gone On New Switch

Table 1. Kit Part No. 91500011 Contents

ITEM	PART NO.	QTY
Rear stop light switch	*72016-06A	1
*non-sold part number		

Ordering Information: Non-U.S. Market

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

Required Dealer Action

⚠ WARNING

Any time the ABS module, either master cylinder, or any line between a master cylinder and the ABS module is disconnected or replaced, Digital Technician II must be used during the brake bleeding procedure to verify all air is removed from the system. Failure to do so could result in air in the hydraulic brake system, reducing brake efficiency, which could result in death or serious injury. (00585b)

NOTES

- *Digital Technician II (Part No. HD-48650/Version 5.002.0000) implemented a change to the ABS Service Procedure which will allow you to perform this function on the front or rear system individually. Verify Digital Technician II has Version 5.002.0000 installed.*
 - **Part number 72023-51D can and may be used in applications other than 2009 and later Touring and Tri-Glide family motorcycles.**
1. Confirm motorcycle is involved and program is "open".
 2. See the service manual for the latest procedure and specification.

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

Credit Procedure: Talon/h-dnet.com/Lightspeed Warranty Claim Users (Non-ABS Systems)

For each **Non-ABS** model serviced, complete an electronic warranty claim referencing this service bulletin number. Fill in the rest of the claim as follows: Refer to Table 2.

Table 2. Safety Recall Code 0145: Non-ABS

ITEM	DATA
Claim Type	SRC
Event Problem Part Number	72023-51D
Quantity	Leave Blank
Primary Labor Code*	5121
Time	0.2 hours
Customer Concern Code*	0145
Condition Code	9981
Replacement Part No.	91500011
Quantity	1
* These items may need to be downloaded to your system.	

Credit Procedure: Talon/h-dnet.com/Lightspeed Warranty Claim Users (ABS Systems)

For each **ABS** model serviced, complete an electronic warranty claim referencing this service bulletin number. For each vehicle serviced, fill in the rest of the claim as follows: Refer to Table 3.

Table 3. Safety Recall Code 0145: ABS

ITEM	DATA
Claim Type	SRC
Problem Part Number	72023-51D
Quantity	Leave Blank
Primary Labor Code*	5123
Time	0.4 hours
Customer Concern Code*	0145
Condition Code	9982
Replacement Part No.	91500011
Quantity	1
* These items may need to be downloaded to your system.	

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

Credit Procedure: H-D SAP Dealers

Complete an electronic campaign claim referencing this service bulletin number. For each vehicle serviced, fill in the rest of the claim as follows: Refer to Table 4.

Table 4. Safety Recall Code 0145: Non-ABS Systems

ITEM	DATA
Claim Type	Recall Claim
Fix ID - Found in Recall Number	C
Problem Part Number	72023-51D
Customer Concern Code*	0145
Condition Code	9981
Upon receipt of the properly completed recall claim, you will be credited 0.2 hours plus the appropriate market administrative time.	
* These items may need to be downloaded to your system.	

Table 5. Safety Recall Code 0145: ABS Systems

ITEM	DATA
Claim Type	Recall Claim
Fix ID - Found in Recall Number	F
Problem Part Number	72023-51D
Customer Concern Code*	0145
Condition Code	9982
Upon receipt of the properly completed recall claim, you will be credited 0.4 hours plus the appropriate market administrative time.	
* These items may need to be downloaded to 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 (0145)**
- **Fix ID (C) - Corrected, vehicle - Non-ABS (0.2 hrs)**
- **Fix ID (F) - Corrected, vehicle - ABS (0.4 hrs)**
- **Full seventeen character VIN**

Upon receipt of the properly completed recall claim, you will be credited for labor time for performing the safety recall procedure plus appropriate market administrative time. The safety 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.

Part Return Information: U.S. Markets

Upon submitting a properly completed recall claim, you will be credited for labor time for performing the safety recall procedure. Credit for the kits is not issued as they are sent free-of-charge to the dealers. Hold all replaced parts for 60 days from date of credit issued for possible field inspection and/or request to return to factory. After 60 days, destroy and discard the parts.

Part Return Information: Non-U.S. Markets

Contact your local Harley-Davidson service area representative for instructions.

NOTE

Customer notification letter will be posted here when approved and prior to its U.S. mail release.

Customer Recall Reimbursement Request Form-U.S. Market Only

Dealer name _____

Dealer number _____

Dealership employee contact name _____

VIN _____

Customer Name and current mailing address
[must match the name on the repair order]

Customer Signature

Before submitting this form, please confirm that the signed, closed out and paid Repair Order or receipt:

- Was issued by an Authorized Harley-Davidson dealer,
- Includes a VIN covered in the campaign or dealer verifies customer owns a vehicle covered in the campaign,
- Includes the Part No. of the part used in the replacement,

The repair order must include ALL of the listed items in order to qualify for reimbursement.

Please fax this completed form and a copy of the customer's Repair Order to Harley-Davidson Customer Service at (414) 343-8358.

This request will be processed within 10 business days. All reimbursements will be in the form of a dealer credit.