

Harley-Davidson Motor Company

H-D Recall 0178

NHTSA Recall No. 21VXXX

Pan America Seat Base

November 24, 2021

Chronology

8/11/2021 - Harley-Davidson's Technical Subcommittee (TSC) is made aware of an alleged incident on a 2021 Pan America motorcycle, via H-D's Customer Service Contact System (CSCS), in which it was reported that the hand-hold portion of the seat base broke off during use. From the images in the CSCS, it appeared that the front, left insert had separated from the seat base prior to the fracture of the part. Harley-Davidson's Technical Subcommittee (TSC) initiated a root cause investigation with the assistance of members from Harley-Davidson Engineering and Supplier Quality teams.

8/11/2021 – 11/04/2021 - Additional warranty analysis and customer contact searches were performed. As of 8/18/2021, seven CSCS/warranty claims that potentially related to this issue were identified. Four cited the loss of insert retention and three had evidence of cracking in the hand-hold area. Field parts were obtained, inspected, and analyzed, the seat base supplier was consulted, and lab tests (including various pull-force and torque-to-failure tests) were performed.

11/04/2021 - The TSC's investigation indicated that due to the range of the insert pullout force data, there was a statistical probability that some field parts did not meet the print specification for insert pullout force. Field data suggested this condition is most likely to develop as a result of the operator applying upward load on this part while deploying the center stand. Upon completion of the investigation, the TSC escalated the issue to the Field Action Committee (FAC) for further consideration.

11/16/2021 - The FAC reviewed the TSC's findings and analysis and escalated the matter to H-D's Executive Decision Authority (EDA).

11/18/2021 – Based upon the information developed during the investigation, the EDA authorized a voluntary recall to address this condition due to the risk of injury if the hand-hold portion of the seat base fractures while a passenger is using the hand-hold feature with the vehicle in motion. There have been no reports of any injuries related to this issue.