SERVICE BULLETIN



M1604 2023-08-31

M1604: RECALL 0182 H-D P&A SOFTAIL SHOCKS

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2023-08-31	-	Initial release

Purpose for Service Bulletin

This bulletin informs dealers that Harley-Davidson has learned that a defect which relates to motor vehicle safety exists in certain Parts and Accessories (P&A) Profile Low Rear Suspension (Part No 54000134) or P&A Tall Rear Shock (Part No 54000294) kits intended for installation on certain 2018–2023 Softail motorcycles. Refer to Table 3.

Specifically, the fastener that retains the rear shock absorber adjuster on the vehicle may fracture, potentially allowing the rear shock absorber adjuster to contact the rear tire. A risk of a crash exists if contact between the rear shock absorber adjuster and tire remains undetected, resulting in a loss of pressure.

Markets Affected

All markets affected.

Recall Kit Ordering Information

Part No 91500114 (Recall Kit, 0181 and 0182) will not be available for dealer orders at launch. Kits will be distributed in automatic wave shipments beginning on or about September 1, 2023 and continue until further notice.

Part Numbers

Refer to Table 2.

Table 2. Affected Part Numbers

ĺ	Part No.	Item Description	
ĺ	54000134	Profile Low Rear Suspension	
	54000294	Tall Rear Shock	

Table 3. P&A Kit Fitment

Part No.	Model Fitment	
54000134	Fits '2018-later FLHC and FLHCS models	
54000294	Fits '2018-later Softail models (except	
34000294	FXFB, FXFBS, FLFB, and FLFBS)	

Table 4. Recall Kit Number

Part No.	Item Description		
91500114	Recall Kit, 0181 and 0182		

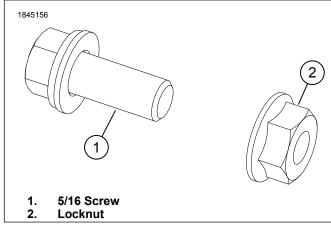


Figure 1. Recall Kit Parts

Required Dealer Action

Table 5.

Action Required	Resolution
NO YES	Actionable: Any vehicle, component or software related issues must be performed according to the service bulletin procedure.

Dealer Action

- 1. Display Recall 0182 poster to customers.
 - a. Retrieve Recall 0182 poster from Service Information Portal (SIP) via (Recall 0182 Poster).
 - b. Print Recall 0182 poster.
 - c. Display notice poster prominently in the customer area.
- Verify that all dealer inventory kits (refer to Table 2) have been addressed per this Recall.

Service Department Action - Installed Kits

Tools Required:

• Power Drill, 11/32 in Drill Bit, Locking Pliers (or comparable clamp), Torque Wrench

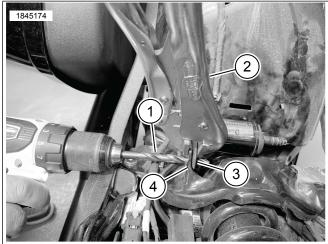
The interest of preserving successful succes									
ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

- Remove seat. See service manual.
- See Figure 2. Install locking pliers (2) to Pre-Load Adjuster (PLA) (3) and crossmember bracket (4).
- 3. Remove Original Equipment (OE) 1/4-20 inch screw.

NOTE

Use extreme caution to not damage the hydraulic hose connecting the PLA to the shock.

- Using 11/32 inch drill bit (1), drill through crossmember bracket (4) and PLA (3).
 - Using the existing hole on crossmember bracket (4) as a guide.
- 5. Remove locking pliers (2) and separate the PLA (3) from crossmember bracket (4).
 - a. Remove any burrs from drilling the components.
 - b. Clean metal chips from under the seat area.
 - c. Using Frame Paint Touch-Up Pen (Part No. 93936) or local approved equivalent for international dealers, touch up the brackets from drilling and to prevent any corrosion from forming.
 - d. Allow paint to dry.



- 1. 11/32 in drill bit
- 2. Locking pliers
- 3. PLA
- 4. Crossmember bracket

Figure 2. Rework Mounting Hole

- See Figure 3. Install PLA (1) to crossmember (4).
- Install 5/16-inch screw (3) and locknut (2). Tighten.
 Torque: 32.8–36.3 N·m (24–27 ft-lbs)
- 8. Install seat. See service manual.
 - After installing seat, pull upward on seat to be sure it is locked in position.

Return vehicle to customer and file appropriate recall claim.
 Refer to Credit Procedure.

Service Department Action - Kits in Inventory

- For uninstalled P&A shock assemblies, drill out the threaded hole in the adjuster with the 11/32 in drill.
- 2. Paint drilled area.
 - a. Remove any burrs from drilling the component.
 - Using Frame Paint Touch-Up Pen (Part No. 93936) or local approved equivalent for international dealers, touch up the brackets from drilling and to prevent any corrosion from forming.
 - c. Allow paint to dry.
- 3. Return kit to inventory.

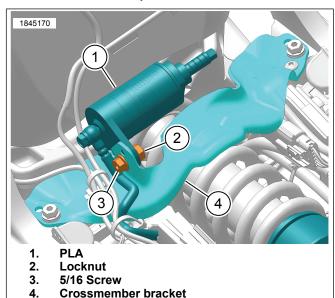


Figure 3. Recall Kit Installed

Credit Procedure

NOTE

Enter bulletin number into comment section of claim.

If vehicle is equipped with a shock other than part numbers listed in Table 2, see credit procedure for Inspection only.

Confirm that the vehicle is involved in Safety Recall 0182 and has one of the affected shocks installed. If the status includes an open for Safety Recall 0181, perform only this recall (0182). Safety Recall 0181 will be closed automatically by Harley-Davidson once the 0182 claim is issued credit.

For each vehicle involved in this recall (involvement of Vehicle Identification Number (VIN) has been verified on h-dnet.com) and is confirmed to have one of the subject P&A shock installed, submit a recall claim per Table 6.

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Table 6. Credit Procedure: Talon/h-dnet.com Warranty
Claim System Users

ITEM	DATA
Claim Type	SRC
Problem Part Number	942
Quantity	Leave Blank
Primary Labor Code ⁽¹⁾	2861
Labor Time	0.3 hours
Customer Concern Code	0182
Condition Code	9981
Replacement Part Number	91500114
Quantity	1
(1) Download may be required	

Table 7. Credit Procedure: GDP/SAP system users

ITEM	DATA	
Claim Type	Recall Claim	
Fix ID-Found in Recall Number	C	
Problem Part Number	942	
Customer Concern Code	0182	
Condition Code	9981	
(1) Download may be required		

Upon submission of the properly completed claim, the dealer will be credited for 0.3 hours of labor time for performing the procedure, plus appropriate administrative time. Labor time for the repair includes compensation of 0.1 hours for paint pen and drill bit usage in the repair. Credit will also be issued for the recall kit (U.S. only). Submit campaign events on their own claim. Do not mix them with other warranty events.

For each vehicle involved in this recall (involvement of VIN has been verified on h-dnet.com), but recall cannot be performed due to installation of OE shock or non-Harley-Davidson accessory component. File this recall as inspection only.

NOTE

When submitting a claim for 'Inspection only", this will close out the recall. Do not make the repair at a later date and file another claim.

Table 8. Credit Procedure: Talon/h-dnet.com Warranty Claim System Users - Inspection Only

•
DATA
SRC
942
Leave Blank
2865
0.1 hours
0182
9982

Table 9. Credit Procedure: GDP/SAP system users

ITEM	DATA
Claim Type	Recall Claim
Fix ID-Found in Recall Number	I
Problem Part Number	942
Customer Concern Code	0182
Condition Code	9982

Upon submission of the properly completed claim, the dealer will be credited for 0.1 hours of labor time for performing the procedure, plus appropriate administrative time. Submit

campaign events on their own claim. Do not mix them with other warranty events.

Vehicle not involved (per H-Dnet.com) but does have a P&A shock installed. ** Do not enter a VIN when submitting a claim for Table 10.

Table 10. Credit Procedure: Talon/h-dnet.com Warranty
Claim System Users

ITEM	DATA
Claim Type	SNV
Problem Part Number	942
Quantity	Leave Blank
Primary Labor Code	Leave Blank
Event Detail Labor Code	8888
Labor Time	0.2 hours
Customer Concern Code	0182
Condition Code	9983
Replacement Part Number	91500114
Quantity	1

Table 11. Credit Procedure: GDP/SAP system users

ITEM	DATA
Claim Type	PAM Sold
Problem Part Number	942
Customer Concern Code	0182
Condition Code	9983
Labor Code	8888
Time	0.3 hours
Replacement Part Number	91500114
Quantity	1

For repair of dealer inventory of uninstalled P&A recall kits, use claim Table 12. Do not enter a VIN when submitting these claims.

Table 12. Credit Procedure: Talon/h-dnet.com Warranty
Claim System Users

ITEM	DATA
Claim Type	SNV
Problem Part Number	942
Quantity	Leave Blank
Primary Labor Code	Leave Blank
Event Detail Labor Code	8888
Labor Time	0.3 hours
Customer Concern Code	0182
Condition Code	9984

Table 13. Credit Procedure: GDP/SAP system users

ITEM	DATA
Claim Type	PAM Stock
Problem Part Number	942
Customer Concern Code	0182
Condition Code	9984
Labor Code	8888
Time	0.2 hours

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