

SERVICE BULLETIN



M-1325

June 11, 2012

2012 VOLTAGE REGULATORS - PRODUCT PROGRAM 0912

Purpose

Due to supplier quality issues, Harley-Davidson Motor Company has chosen to replace voltage regulators on certain 2012 motorcycles. In order to ensure the highest level of ownership experience, we are releasing a product program to replace the suspect voltage regulator on affected motorcycles.

Vehicles Affected

This product program applies to all models (except V-Rod) built approximately October 1, 2011 through March 31, 2012.

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 "Product Campaign Open VIN List". Then select 0912 campaign to view VIN list.

NOTE

If the vehicle does not appear on your dealer VIN list, refer to the Vehicle Information link to verify if vehicle is affected.

Markets Affected

This bulletin affects all markets.

Customer Notification

Harley-Davidson Motor Company will send a letter to registered owners of affected products in the United States notifying them of this non-safety related condition and instructing them to contact their dealer for the inspection. We are delaying the release of the customer notification letter to allow you to serve your critical need customers and best manage the use of the initial kit shipments. A sample of the customer letter is attached. Customers outside the United States market may receive this notification through other means.

Program Duration

This program is effective beginning June 11, 2012. Please be advised that the services delivered under this product program will no longer be rendered at factory expense after two years from the date of this bulletin (June 11, 2014).

Kit Ordering Information: U.S. Market

An initial wave shipment of Product Program 0912 kits will begin the week of June 18, 2012. All kits will be shipped no charge, transportation paid via UPS ground.

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.

Kit Ordering Information: Non-U.S. Market

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

Table 1. Product Program 0912 Kit Contents

MODEL	KIT NUMBER	PART NUMBER	QTY
Touring regulator	91700028	74505-09	1
Sportster regulator	91700029	74711-08	1
Touring CVO regulator	91700030	74622-09	1
Softail regulator	91700031	74540-11	1
Dyna regulator	91700032	74631-08A	1
Softail CVO regulator	91700033	74567-11	1

Required Dealer Action

1. Confirm motorcycle involvement in the program using h-dnet.com.

NOTE

Voltage regulators on some models may need to be removed to inspect date code. See the service manual for removal and installation procedures.

- **Touring CVO Models:** Inspection requires removal of mounting fasteners to view code on inside of regulator mounting leg.
 - **Sportster Models:** Inspection requires mounting fastener and cable strap removal. Tip voltage regulator to view code.
2. Check date code on voltage regulator.

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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- See Figure 1. The voltage regulator date code (1) is in a four digit format. The first two digits are the week number of the year. The second two digits are the year. For example 4011 is the date code for October 3, 2011 through October 9, 2011.

NOTE

Voltage regulator date code is different than the date range of vehicle involved in the product program.

- Refer to Table 2. Replace voltage regulator if the date code on voltage regulator fall within date ranges in table. See the service manual for removal and installation procedures.

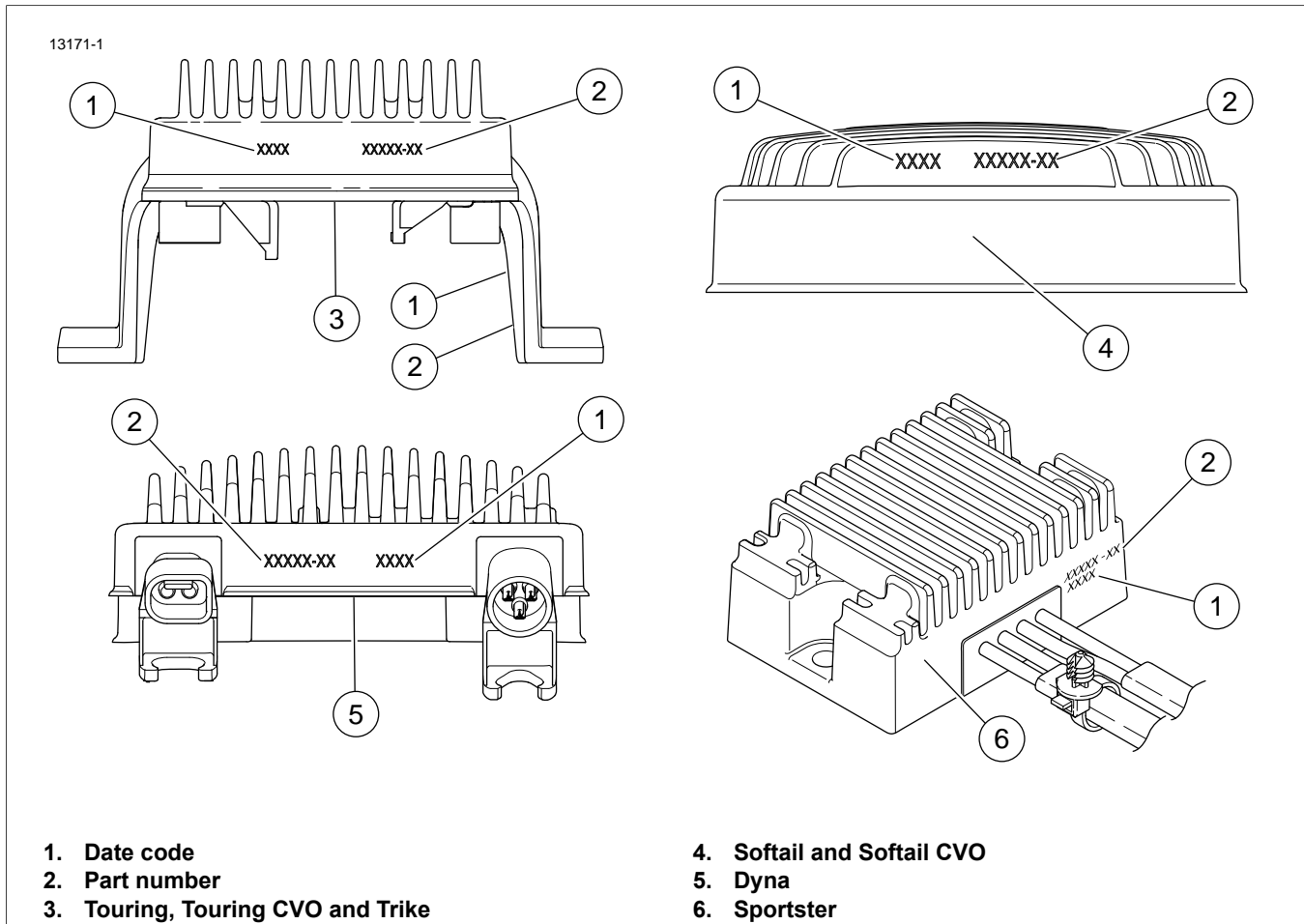


Figure 1. Date Code Location

Table 2. Voltage Regulator Date Codes Affected:

4011-5211
0112-0912

Credit Procedure: All Non-SAP System Users

Table 3. Product Program 0912-Inspection Only-No Need to Replace Regulator

ITEM	DATA
Claim Type	PPC
Problem Part Number	74505-09
Quantity	Leave blank
Primary Labor Code*	5631
Time (Touring and Trike)	0.1 hours
Time (Touring CVO)	0.2 hours
Time (Sportster)	0.2 hours**
Time (Dyna)	0.1 hours
Time (Softail)	0.1 hours
Time (Softail CVO)	0.1 hours
Customer Concern Code*	0912
Condition Code	9981
*These new codes may need to be downloaded into your system.	
**Includes allowance for Cable Strap, Part Number 10006	

Table 4. Product Program 0912-Replacement of Regulator Necessary Per Date Code

ITEM	DATA
Claim Type	PPC
Problem Part Number	74505-09
Quantity	Leave blank
Primary Labor Code*	5638
Time (Touring and Trike)	0.3 hours
Time (Touring CVO)	0.3 hours
Time (Sportster)	0.2 hours**
Time (Dyna)	0.2 hours
Time (Softail)	0.3 hours
Time (Softail CVO)	0.3 hours
Customer Concern Code*	0912
Condition Code	9982
Replacement Part Number	91700028
Quantity	1
*These new codes may need to be downloaded into your system.	
**Includes allowance for Cable Strap, Part Number 10006	

Upon submitting a properly completed claim, you will be credited for labor time for performing the 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.

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

Credit Procedure: H-D SAP Dealers

Complete an electronic campaign claim referencing this service bulletin number. Fill in the rest of the claim as follows:

Table 5. Product Program 0912-Inspection Only-No Need to Replace the Regulator

ITEM	DATA
Claim Type	Recall Claim
Fix ID - Found in Recall Number	I
Problem Part Number	74505-09
Customer Concern Code*	0912
Condition Code	9981
*This item may need to be downloaded to your system.	

Upon receipt of the properly completed claim, you will be credited 0.1 hours for all models (0.2 hours for Sportster and Touring CVO models).

Table 6. Product Program 0912-Replacement of Regulator Necessary Per Date Code

ITEM	DATA
Claim Type	Recall Claim
Fix ID - Found in Recall Number	C
Problem Part Number	74505-09
Customer Concern Code*	0912
Condition Code	9982
*This item may need to be downloaded to your system.	

Upon receipt of the properly completed claim, you will be credited 0.3 hours (0.2 hours for Sportster and Dyna models).

Credit Procedure: Dealer Inventory-Non SAP system users

Table 7. Dealer Inventory of affected voltage regulators with suspect date codes

ITEM	DATA
Claim Type	DFS
Problem Part Number	From Table 1.
Quantity	Could vary
Customer Concern Code	9203
Condition Code	5315

Credit Procedure: SAP system users

Table 8. Dealer Inventory of affected voltage regulators with suspect date codes

ITEM	DATA
Claim Type	PAM-stock
Problem Part Number	From Table 1.
Quantity	Could vary
Customer Concern Code	9203
Condition Code	5315

Upon receipt of the properly completed claim, you will issued credit for each voltage regulator claimed.

Hold all parts for 60 days from date of credit for possible field inspection and or request for return to factory. After 60 days, destroy and discard the parts.

June 11, 2012

Dear Harley-Davidson Motorcycle Owner:

Our records indicate you are the owner of a 2012 Touring, Softail, Dyna or XL family model motorcycle. Harley-Davidson has recently implemented process improvements at the supplier level to the voltage regulator assembly to address durability issues.

In the interest of customer satisfaction, Harley-Davidson is offering a no cost upgrade service (**Product Program 0912**) to the owners of affected 2012 motorcycles built approximately October 1, 2011 through March 31, 2012, dependent upon the model. Upgrades for motorcycles in Product Program 0912 will include a confirmation of involvement and regulator replacement if required.

While this is not a safety issue, we urge you to contact your authorized Harley-Davidson dealer to schedule an appointment to have the product improvement service performed. The service will be performed at no cost to you if performed within two years from the program announcement date. The service will require less than one-half hour to perform, however, due to scheduling, your dealer may request to have your motorcycle for a longer period of time.

This no cost offer expires two years from the date of the program announcement, ending on June 11, 2014.

To verify that the service has been completed, your dealer will ask you to sign an acknowledgement when you pick up your motorcycle.

We thank you for your cooperation. We regret any inconvenience this may cause, but we have taken this action in the interest of your continued satisfaction with our product.

Sincerely,

Harley-Davidson Motor Company
0912