

SERVICE BULLETIN



M-1258A

November 4, 2009

2009 TOURING MODELS FRONT TIRE WEAR INSPECTION AND WARRANTY PROCEDURES

Reason for Revision

This bulletin was revised to update non-U.S. market procedures.

Purpose

The purpose of this bulletin is to restate the inspection and warranty process outlined in Dunlop's Limited Warranty with application to D407F front tires used on 2009 Touring models, Police FL models and the FLHTCUSE⁴ model to address customer concerns related to:

- Noise
- Vibration
- Ride Quality

Motorcycles Affected

2009 FLHTCU, FLHTC, FLHR/SHRINE, FLHTCU/SHRINE, FLHR, FLHT, FLHRC, FLHP, FLHTP, FLHX, FLTR and the FLHTCUSE⁴ models equipped with one of the front tires listed below. Refer to Table 1.

Table 1. 2009 Touring Models Dunlop D407F Tires

STYLE	SIZE	PART NO.*
16 in wide white wall	130/90B16	43211-09
17 in black wall	130/80B17	43109-09
17 in narrow white wall	130/80B17	43115-09
18 in black wall	130/70B18	44026-09

* This bulletin applies only to the four part numbers listed when installed on affected 2009 Touring models.

Customer Notification

Harley-Davidson Motor Company, Inc. 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 replacement service. A sample of the customer letter is attached. Customers outside the United States market may not receive this notification.

Dealer Action Required

General

Irregular tire wear can occur for several reasons, including improper inflation, overloading, extreme riding habits, tire/wheel imbalance, or a part that is out of specification.

Even with regular maintenance and normal use, some of these front tires may vibrate or create excessive noise and may show irregular wear.

Inspection

1. Ask the customer to explain their concern. Ride characteristics that indicate irregular wear include:
 - Noise
 - Vibration
 - Ride quality
2. Record the tire mileage and add it to the comments section of the warranty claim.
3. Measure and record the tire pressure to verify that the tire is inflated to specification and note it in the comments section of the warranty claim.
4. Use a TREAD DEPTH INDICATOR (Part No. 75110-98B) to measure the tread depth of a center line groove at three locations, equally distanced, around the tire.

NOTES

- Do not select a groove with a tread wear indicator (TWI) bar molded into the groove.
- See Figure 1. Measure tread depth 1/2 way between the groove branch and the end of the center line groove.

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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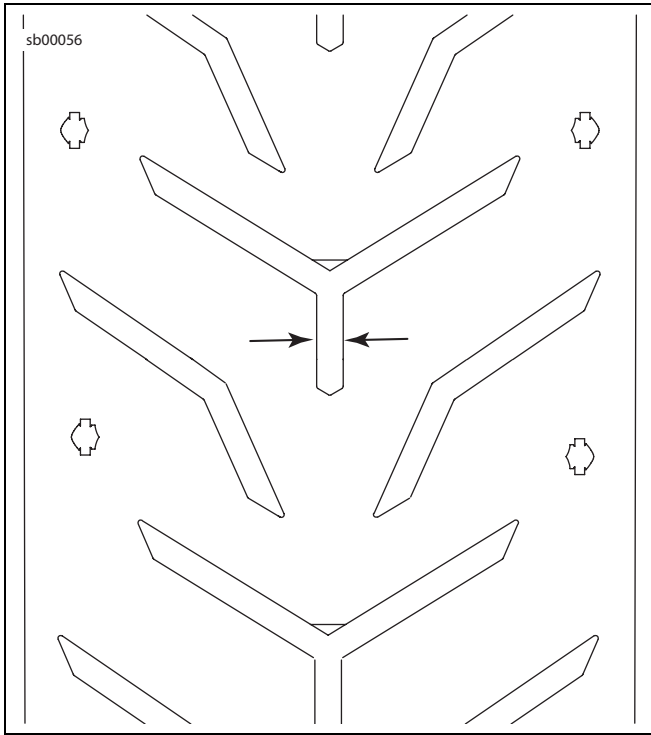


Figure 1. Measurement Location

- Record the depth on the gauge at each location on the tire. Refer to Table 2.

Table 2. Tread Depth Worksheet

Location*	Record Graduations Here
1	
2	
3	
AVERAGE (1+2+3 divided by 3)	

* No measurements in center line grooves with a TWI

- Calculate the average of the three measurements.
- On the tire, circle (with chalk or crayon) the one location that represents the average remaining tread depth.
- Identify the credit category according to the average remaining tread depth. Refer to Table 3.

Table 3. Credit/Remaining Tread Depth*

NEW		100% CREDIT		50% CREDIT	
in.	mm	in.	mm	in.	mm
5/32	3.97	3/32-5/32	2.38-3.97	1/32-2/32	0.78-1.59

*Tires worn beyond the last 1/32" (0.78 mm) of original tread depth are not covered.

Replacement Tires

Replace affected Dunlop D407F front tires on 2009 Touring Models with superseded Dunlop D408F part numbers. Refer to Table 4.

Table 4. Dunlop D408F Tires

STYLE	SIZE	PART NO.
16 in wide white wall	130/90B16	43211-09A
17 in black wall	130/80B17	43109-09A
17 in narrow white wall	130/80B17	43115-09A
18 in black wall	130/70B18	44026-09A

Reimbursement for Prior Tire Replacement-U.S. Market Only

A customer that has already paid for a replacement of one of the four tires listed in Table 1. may qualify for a dealer credit.

To qualify for the credit, a repair order (R.O.) from an authorized Harley-Davidson dealer that includes the criteria described on the attached reimbursement form must be submitted. If the customer had the tire replaced at an authorized Harley-Davidson dealership that is different than the dealer submitting the reimbursement form, the customer is responsible for providing a copy of the customer paid repair order from the servicing dealer.

Complete the included Customer Reimbursement request form and fax with a copy of the R.O. to (414) 343-8358. (U.S. Market Only)

Credit Memo-U.S. Market Only

Within ten business days from the receipt of the Customer Reimbursement Request form and a copy of the R.O., a credit memo will be issued to the dealership submitting the form for the amount of the repair up to \$267. A letter will be issued to the customer explaining that they have a credit available at the dealership in the amount equal to the credit memo.

Reimbursement for Prior Tire Replacement-Non U.S. Market

Contact your Harley-Davidson Service Representative for your specific market.

Credit Procedure - Vehicle U.S. Market/Non-U.S. Market

Complete an electronic warranty claim referencing Service Bulletin M-1258A. Each warranty claim must contain the full VIN of the vehicle being serviced. Fill in the rest of the claim as follows:

Claim Type	TR
Event Problem Part No.	From Table 1.
Quantity	Leave Blank
Primary Labor Code	2106
Time	0.6
Customer Concern Code	8402
Condition Code	2110
Replacement Part No.	List correct Part No. from Table 4. at detail.
Quantity	1

NOTE

To ensure proper credit and to avoid suspension of your claim, you must provide the average remaining tread depth of the tire and the tire mileage in comments section of the claim. Refer to Table 3.

Credit Procedure - Dealer Stock U.S. Market/Non-U.S. Market

Complete a separate electronic warranty claim referencing Service Bulletin M-1258A for any affected D407F tires you might have in stock. Refer to Table 1.

Fill in the rest of the form as follows:

Claim Type	TR
Event Problem Part No.	*
Part Description	Tire
Quantity	*
Customer Concern Code	8402
Condition Code	2110

* Part numbers and/or quantities will vary depending on what you have in stock. Create a separate event for each unique tire part number in stock.

Return Shipping Information-U.S. Market Only

A request for the return of each replaced tire will be issued within two business days of the claim being submitted and processed at HDMC. Log onto h-dnet.com and select "Warranty Part Return Labels" and follow the normal part return procedure for tires.

NOTE

The preferred method of shipping is to place the tire inside a box, with the UPS e-Label placed in a pouch on the box. It is also desired to have no packing material in the box.

Legal Notice

This Service Bulletin is intended to address ride quality, vibration and noise issues and is not related to a safety condition. Nothing in this notice shall be construed as an admission by the dealer or manufacturer of the existence of a motorcycle or tire safety defect.

November 4, 2009

Dear Harley-Davidson Motorcycle Owner:

Our records indicate you are the owner of a 2009 FL Touring model motorcycle.

Harley-Davidson has determined that 2009 FL touring motorcycles including FLHP, FLHT, FLHTP, FLHR, FLHX, FLTR, and FLHTCUSE4 models fitted with the Dunlop D407F tires on the front may experience irregular wear characteristics under some conditions, which could affect ride quality but is not related to a safety condition.

If you experience a change in ride quality related to irregular wear on the front tire, please visit your authorized Harley-Davidson dealer to determine if the wear qualifies under the pro-rated warranty.

If the wear qualifies for full or partial coverage under the pro-rated warranty and the front tire is replaced, your dealer will ask you to sign a tire claim form when you pick up your motorcycle.

If you have previously purchased a front tire as a replacement for Dunlop D407F tire due to noise, vibration and/or poor ride quality as a result of irregular wear, and did not receive any pro-rated coverage, you may qualify for a reimbursement. Please visit your authorized Harley-Davidson dealer for the details of the qualifying requirements.

We regret any inconvenience this may cause, but we have released this communication in the interest of your continued satisfaction with our product.

Sincerely,

Harley-Davidson Motor Company

Customer 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:

- Was issued by an Authorized Harley-Davidson dealer,
- Includes a VIN from a 2009 Touring model Harley-Davidson,
- Includes the Part No. of a front tire noted in Table 1 of the bulletin,
- Documents a customer complaint of noise, vibration or poor ride quality,
- Has an incoming service date of November 4, 2009 or earlier.

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.