



2009 BUELL 1125CR REAR CAM CHAIN TENSIONER RECALL

Reason for Revision

The purpose of this revision is to provide additional claim and credit procedure information.

Purpose

Buell Distribution Company, LLC. has determined that a defect relating to motor vehicle safety exists on certain 2009 model year 1125CR model motorcycles built April 11, 2008 through September 11, 2008.

These model motorcycles built during the above date range may experience a premature failure of the rear cylinder cam chain tension guide, part number F0020.1AM. This can cause plastic debris to block the oil pump screen, possibly leading to oil starvation and engine seizure. This condition may allow the engine to seize, resulting in rear wheel lock-up. 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, Buell Motorcycle Company has elected to initiate a voluntary recall (Campaign 0836) to remedy this defect. As required by law, you may sell but **NOT DELIVER** any affected motorcycles to your customers until the remedy is completed. See Required Dealer Action to perform the recall service.

Motorcycles Affected

This recall applies to all 2009 Buell 1125CR motorcycles built April 11, 2008 through September 11, 2008. A VIN list specific to vehicles shipped to your dealership is available via h-dnet.com and is no longer attached to mailed bulletins. This list may be found by following this path:

[h-dnet.com/ServiceToolbox/Safety Campaign and Open VIN lists](http://h-dnet.com/ServiceToolbox/Safety%20Campaign%20and%20Open%20VIN%20lists). Select 0836 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.

Customer Notification

In accordance with Federal regulations administrated 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 the replacement service. Samples of the customer letters are attached. **Customers outside the United States market may not receive this notification.**

To protect the safety of our riders, it is our mutual responsibility to ensure the recall service is performed on all affected motorcycles. Therefore, we strongly urge you to perform the recall service even if the motorcycle was not purchased from your dealership. You are also required to perform the recall service on all affected vehicles in your dealership inventory prior to delivering, renting or leasing those vehicles. If you are not sure that a safety recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com

IMPORTANT NOTE

Because only registered owners will receive notification from us, we request that you contact any owners of vehicles that your records show as unregistered. Advise them of the safety recall and make arrangements for them to come in for recall service. We also require that you provide us with their names, addresses and V.I.N.s as soon as possible to enable us to mail them an owner's letter, as required by the National Traffic and Motor Vehicle Safety Act (as amended).

Kit Ordering Information

One wave shipment, fulfilling 100 percent of the population requirements, of cam chain tensioner recall kits (Part No. 94699Y) will be made the week of October 20, 2008. All kits will be shipped no charge, transportation paid via UPS1.

If additional kits are needed, fill in the attached order form and fax it to the Warranty department at 414-343-8346. You must include your dealer number.

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

Table 1. Safety Recall Code 0836 Kit 94699Y Contents

QUANTITY	PART NO.	DESCRIPTION
1	F0022.2AM	Cam chain tensioner
1	CJ0003.1AM	Sealing ring

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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Required Dealer Action

Determine Status

If the motorcycle has been ridden, inspect the oil strainer, the strainer cover and the strainer crankcase cavity for black-plastic debris. See Remove the Oil Strainer and Inspect the Strainer for Debris.

or

If bike has not been set-up or set-up but not ridden, install the recall kit. See Remove the Rear Cam Chain Tensioner and Install the Safety Recall Code 0836 Kit (Part No. 94699Y).

Remove the Oil Strainer

1. Remove the muffler. See the service manual.
2. Remove the fasteners and the oil strainer cover.
3. Remove the oil strainer.

Inspect the Strainer for Debris

Inspect the strainer, the strainer cover and the crankcase strainer cavity.

Normal Condition

NOTE

Small particles of metal and plastic abrasion are the result of normal operation and are acceptable.

See Figure 1. and Figure 2. If black-plastic debris is **not** present, install the strainer and the recall kit. See Install the Oil Strainer, Remove the Rear Cam Chain Tensioner and Install the Safety Recall Code 0836 Kit (Part No. 94699Y).



Figure 1. Oil Strainer: Acceptable Small Particles

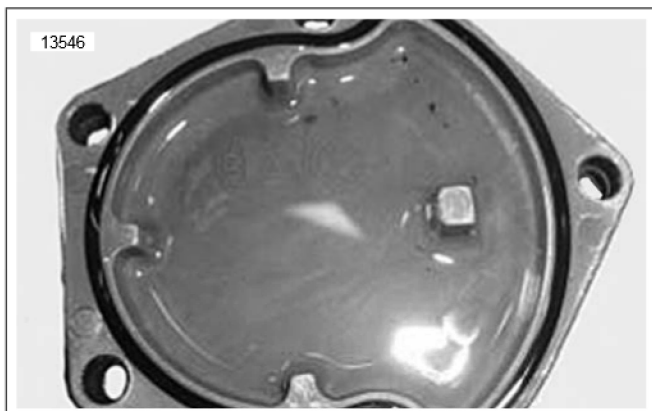


Figure 2. Strainer Cover: Acceptable Small Particles

Excessive Black-Plastic

See Figure 3. and Figure 4. If excessive black-plastic debris is present, call Tech Service.

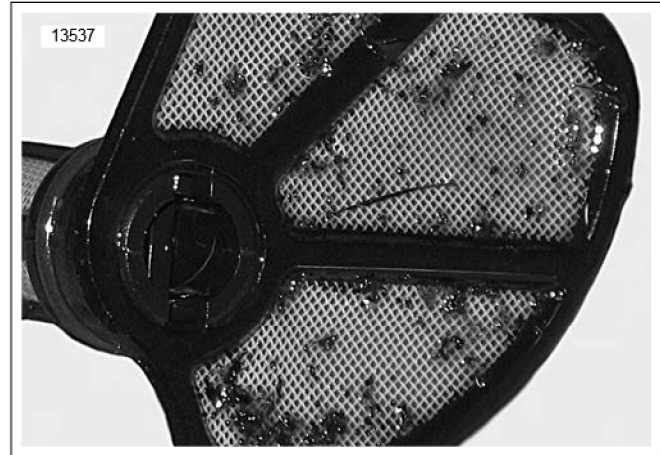


Figure 3. Oil Strainer: Excessive Black-Plastic Debris

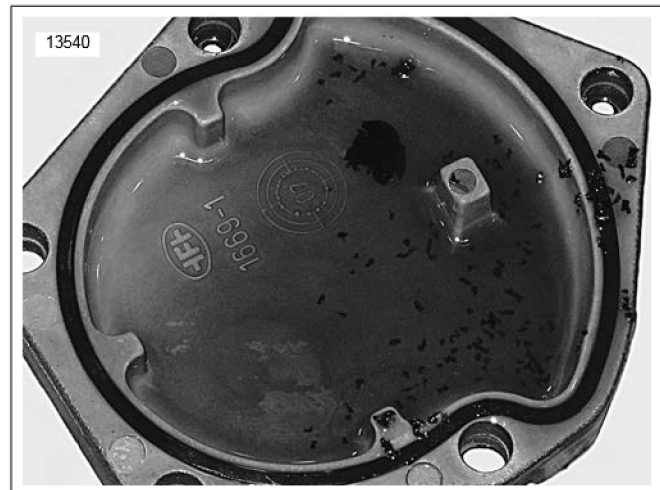


Figure 4. Strainer Cover: Excessive Black-Plastic Debris

Install the Oil Strainer

1. Install the strainer:
 - a. Install a **new** O-ring on the strainer and apply engine oil.
 - b. Push the strainer into the engine cavity.
 - c. Install a **new** cover rubber ring.
 - d. Install cover and fasteners.
 - e. See Figure 5. Tighten in sequence to 11 Nm (97 **in-lbs**).
2. Install the muffler. See the service manual.
3. Install the recall kit. See Remove the Rear Cam Chain Tensioner and Install the Safety Recall Code 0836 Kit (Part No. 94699Y).
4. Test ride and check the oil level.
5. File a warranty claim for parts and labor for 0.7 hour inspection of strainer. Please reference Service Bulletin B-084A.

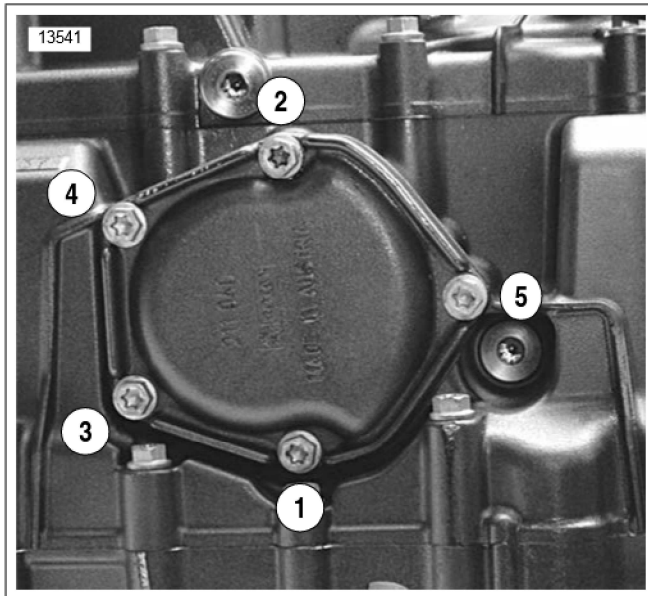


Figure 5. Oil Strainer Cover Torque Sequence

Remove the Rear Cam Chain Tensioner

1. Remove the sprocket cover.

NOTE

See Figure 6. Avoid stripping the plug hex. Bottom the hex key in the plug and firmly support the key.

2. Remove the tensioner plug.
3. See Figure 7. Remove the rear cam chain tensioner.



Figure 6. Remove the Tensioner Plug



Figure 7. Remove the Chain Tensioner

Install the Safety Recall Code 0836 Kit (Part No. 94699Y)

NOTE

See Figure 8. The new cam chain tensioner is marked with a triangle.

1. With the small diameter towards the outside, insert the new chain tensioner.
2. See Figure 9. Measure from the tensioner to the plug sealing surface. Refer to Table 2. for approximate tensioner depth specification for ease of tensioner plug installation.

Table 2. Tensioner Depth Specification

mm	in
5	0.197 (or 3/16)

3. If the tensioner protrudes beyond specification:
 - a. Raise the rear wheel.
 - b. Shift transmission into 6th gear.
 - c. Press the tensioner into the cylinder and rotate the engine with the tire (forwards or backwards) until the tensioner depth is at specification.
4. When tensioner depth is at specification:
 - a. See Figure 10. Fit only one sealing ring to the plug (provided in kit 94699Y).
 - b. Thread the plug in over the tensioner.
 - c. Bottom the hex key and tighten the plug to 30 Nm (22 ft-lbs).
5. Install the sprocket cover and tighten fastener to 13.0-14.5 Nm (115-128 in-lbs).



Figure 8. Triangle Marking on Cam Chain Tensioner

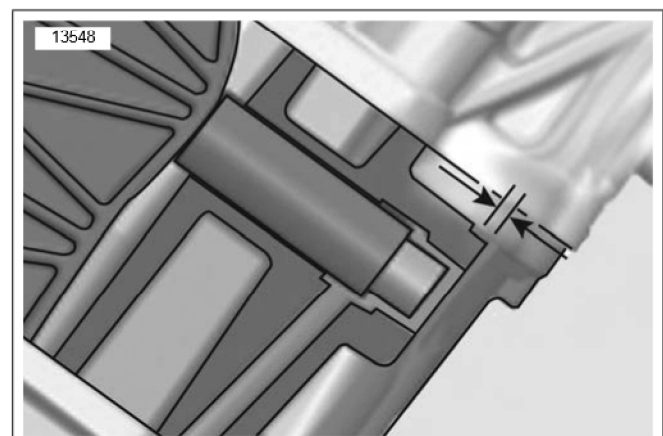


Figure 9. 3/16 in. below the Plug Sealing Surface

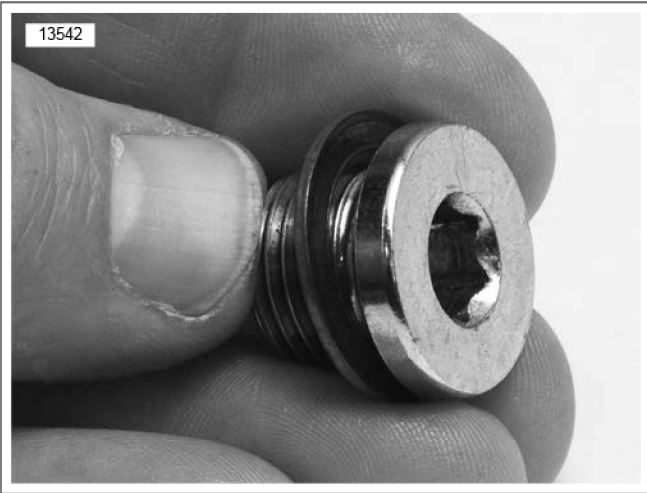


Figure 10. Tensioner Plug with Sealing Ring

**Table 3. Credit Procedures for Talon/
h-dnet.com/Lightspeed - Inspected, New
Tensioner Installed**

ENTRY FIELD	ENTER
Claim Type	SRC
Problem Part	F0021.1AMA
Quantity	Leave Blank
* Primary Labor Code	3169
Time	0.4
* Customer Concern Code	0836
Condition Code	9981
Replacement Kit Part No.	94699Y
Quantity	1
*These new codes may need to be downloaded into your system.	

Credit Procedures for all other Warranty Claim System Users - Inspected, New Tensioner Installed

For each vehicle serviced, file a claim supplying all necessary information as follows:

Dealer Number

Repair Order Number

Claim Date

Product Campaign (0836)

Fix I.D. (C)

Full seventeen-character V.I.N.

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

HARLEY-DAVIDSON MOTOR COMPANY
P.O. BOX 594, MILWAUKEE, WI U.S.A 53201
RECALL AND PRODUCT CAMPAIGN ORDER FORM

B-084A SAFETY RECALL CODE 0836

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER(S)
RC	RECALL	
PC	PRODUCT CAMPAIGN	

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	94699Y	Code 0836: CAM CHAIN TENSIONER
		<p>NOTE: All orders are subject to approval. You may not receive the total quantity of kits ordered due to parts availability. If this happens, please submit another order for the balance, following all order procedures indicated in the Service Bulletin. Fax orders to the warranty department: 414-343-8346. You must include VIN number (if required), your dealer name, address and your dealer number.</p>

ALL ORDERS SUBJECT TO ACCEPTANCE AT MILWAUKEE, WI USA 53201

NOTE: An order acknowledgement is automatically generated and faxed to your dealership's fax number as listed in GDIS the same day as your order is entered at HDMC. This acknowledgement will provide you with the order status and order number. To retrieve order information based on the Harley-Davidson order number, go to P&A Order Inquiry on h-dnet.com under the Parts and Accessories link, select H-D Order Number, enter the order number and click "Submit". At the bottom of the page, click on "Track Part" to view tracking information for the order.

PLEASE USE PART NUMBERS – DO NOT USE FOR CORRESPONDENCE



DEALER COMMUNICATIONS

Buell Motorcycle Company

Dealer Department Routing

<input checked="" type="checkbox"/>	Dealer Principal	<input type="checkbox"/>	General Merchandise	<input type="checkbox"/>	Parts
<input checked="" type="checkbox"/>	General Manager	<input type="checkbox"/>	BRAG		
<input type="checkbox"/>	Office Manager	<input type="checkbox"/>	F&I Manager		
<input checked="" type="checkbox"/>	Vehicle Sales Manager	<input checked="" type="checkbox"/>	Service		

October 15, 2008

BML-843

Subject: Safety Recall Campaign 0836

Dear Buell Dealer:

Buell Distribution Company, LLC. has determined that a defect relating to motor vehicle safety exists on certain 2009 model year 1125CR model motorcycles built April 11, 2008 through September 11, 2008.

These model motorcycles built during the above date range may experience a premature failure of the rear cylinder cam chain tension guide, part number F0020.1AM. This can cause plastic debris to block the oil pump screen, possibly leading to oil starvation and engine seizure. This condition may allow the engine to seize, resulting in rear wheel lock-up. This could result in a crash, which could cause injury or death to the rider.

We have voluntarily declared this a defect related to motor vehicle safety (Campaign 0836) to allow us to formally recall all affected motorcycles. The remedy is to replace the rear cam chain tensioner, P/N F0021.1AMA with an updated tensioner, P/N F0022.2AM. A service bulletin outlining the repair and credit procedure will follow within two weeks. Based on the schedule our supplier has provided we expect to begin shipping our first wave of repair kits, on or before the week of October 20, 2008.

In the interest of the safety of our mutual customers and as required by law, you may sell but NOT DELIVER any affected motorcycles to your customers until the remedy is completed. **Please refer to h-dnet.com on the Service Page/Safety and Product Campaign/Open Safety Campaign Instructions and the Safety Campaign and Open VIN Lists in the Service Toolbox for an updated list of affected VINs for this recall. Select the appropriate campaign number link (0836) to view any outstanding vehicles involved.**

In accordance with Federal regulations administrated by NHTSA, Buell Distribution Company, LLC will provide notice to all owners of record of affected products with direction to bring the vehicle in for the recall service.

Sincerely,
Buell Distribution Company, LLC
0836

October 22, 2008

SAMPLE COPY

Dear Buell Motorcycle Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Buell Distribution Company, LLC. has decided that a defect relating to motor vehicle safety exists on certain 2009 model year 1125CR model motorcycles built April 11, 2008 through September 11, 2008.

These model motorcycles built during the above date range may experience a premature failure of the rear cylinder cam chain tension guide, part number F0020.1AM. This can cause plastic debris to block the oil pump screen, possibly leading to oil starvation and engine seizure. This condition may allow the engine to seize, resulting in rear wheel lock-up. This could result in a crash, which could cause injury or death to the rider.

Our records indicate that you purchased one of the model motorcycles listed above that may have the condition involved in this recall.

We strongly urge you to contact your dealer to make arrangements to have the appropriate service performed as soon as possible.

Please contact your Buell motorcycle dealer immediately and arrange an appointment to have your motorcycle repaired. The actual dealer labor time to perform this service will be less than one hour; however, due to scheduling, the dealer may require your motorcycle for a longer period of time. The parts and labor will be free of charge to you. Recall kits will be available at your dealership beginning the week of October 20, 2008.

To verify that the service has been completed, your Dealer will ask you to sign a recall claim. If you have sold your motorcycle, please forward the appropriate information about your purchaser. This will enable us to contact him/her and advise that person of this recall. Also, Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have had this defect repaired before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Buell Distribution Company, LLC at 1-414-343-8400. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

If you take your motorcycle to your dealer on a mutually agreed upon date and they do not perform the required service to your satisfaction, please contact Buell Distribution Company, LLC. for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Buell Distribution Company, LLC. fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-DASH-2DOT (TTY: 1-800-424-9153); or contact NHTSA at <http://www.safercar.gov>.

We regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products. Thank you for your cooperation.

Sincerely,

Buell Distribution Company, LLC.
0836