

SAFETY RECALL CODE 0820 - SHOCK REINFORCEMENT PACKAGE (SRP)

GENERAL

Buell Motorcycle Company has learned that certain 1999 and 2000 Buell motorcycles were built with a rear shock absorber that could break. If the shock should break, the underside of the vehicle could drag on the ground, which may adversely affect handling and could cause an accident. Accordingly, Buell Motorcycle Company is voluntarily conducting a recall campaign to formally recall all potentially affected motorcycles.

This campaign involves all 1999 M2 Cyclone and all 2000 X1 Lightning, M2 Cyclone, S3 Thunderbolt and S3T Thunderbolt model Buell motorcycles manufactured between January 5, 1998 and May 31, 2000.

This condition will be remedied by installing the shock reinforcement package recall kit on all potentially affected vehicles.

Buell Motorcycle Company recognizes some owners may also want a replacement shock absorber because of appearance and other non-safety related customer satisfaction reasons. Buell Motorcycle Company is currently developing a new shock absorber which will provide the same safety benefits as the shock reinforcement package recall kit. When the new shock absorber is approved, it will be available to customers free of charge. Until the new shock absorber becomes available, the shock reinforcement package recall kit must be installed to protect the structural integrity of the suspension system and for customer safety.

DEALER ACTION, AFFECTED VEHICLES

Buell Distribution Corporation has attached a complete list of all vehicles shipped to your dealership involved in this recall. To ensure the safety of all affected riders, it is your responsibility to perform the required service on all affected vehicles, even if the motorcycle was not purchased from your dealership.

If you are not sure that a safety recall has been completed on a particular Buell motorcycle, contact the recall information line at 1-800-448-1708. Recall information is also available on TALON and hd-net.com.

IMPORTANT NOTE

Because only registered owners, as shown on the attached list, will receive notification from Buell Distribution Corporation, we request that you contact any owners of vehicles still listed 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. This will enable us to mail them an owner's

letter as required by National Traffic and Motor Vehicle Safety Act, as amended.

Initial shipment of recall kits will begin on or before July 24, 2000. All kits will be shipped no charge, transportation paid. To order the remainder of kits that may be needed, please fill out the attached order form and send/fax it to the Warranty Department at (FAX) 414-343-8348.

Buell Distribution Corporation reserves the right to conduct wave shipments in lieu of processing orders and/or adjusting order quantities, depending on the availability of parts.

The shock reinforcement package recall kit (Part Number 04001Y) consists of:

- (2) Shock Reinforcement Collar Halves (Front)
- (2) Encapsulated Socket Head Capcrews 5/16-24 x 1 in., Gr. 8
- Metal Strap
- (2) Shock Reinforcement Collar Halves (Rear)
- Band Clamp (Large)
- Band Clamp (Small)
- (2) Socket Head Capcrews 1/4-20 x 1.75 in., Gr. 8
- (4) Washers
- (2) Jam Nuts
- Warning Decal
- Instruction Sheet (for customer)

KIT INSTALLATION

NOTE

This shock reinforcement package recall kit is only for use on the affected models listed at the beginning of the bulletin.

1. Verify correct preload adjustment prior to installing recall kit. Rear reinforcing collar will have to be removed to adjust preload after kit is installed.

WARNING

To prevent against shock and accidental start-up of vehicle, disconnect the negative battery cable before proceeding. Inadequate safety precautions could result in death or serious injury.

2. Disconnect negative battery cable.
3. Make sure shock absorber is clean and free of oil and grit.
4. X1 Models Only: Remove chin fairing. See Section 2 of Service Manual for procedure.
5. See Figure 1. Slide metal strap through shock mount bracket and over front shock eye.

ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	TECHNICIAN NO. 4	RETURN THIS TO:
INITIAL HERE									

6. See Figure 1. Position front reinforcing collar halves (threaded piece on top with indent oriented rearward) on front of shock, over metal strap.
7. Install two socket head capcrews from bottom. Pull collar rearward to take up slack and press metal strap flush against shock eye. Make sure metal strap is centered on indent on collar. Evenly tighten screws to 26-29 ft-lbs (35-39 Nm).
8. See Figure 2. Position rear reinforcing collar halves on left and right sides of rear shock. Make sure compression adjusting dial is aligned with and visible through opening on collar.
9. Position small band clamp on rear of reinforcing collar with mounting hardware holes on inboard side.
10. Insert socket head capcrew and washer from the top and install washer and jam nut on the bottom. Tighten capcrew until snug.



Make sure to position the large band clamp on front of reinforcing collar with mounting hardware on outboard side. Any deviation from this position could lead to inadequate clearance with the oil lines, the ground or the muffler during suspension travel. Band clamp hardware interference with oil lines, muffler or ground could result in an accident and death or serious injury.

11. Position large band clamp on front portion of rear reinforcing collar with mounting hardware holes on outboard side.
12. Insert socket head capcrew and washer from the top and install washer and jam nut on the bottom. Tighten until snug.
13. Make sure both band clamps and rear reinforcing collar are properly aligned and that compression adjusting dial is aligned with and visible through opening in the collar.
14. Tighten large band clamp socket head capcrew to 10-12 ft-lbs (14-16 Nm). Tighten jam nut to 6-8 ft-lbs (8-11 Nm).
15. Tighten small band clamp socket head capcrew to 10-12 ft-lbs (14-16 Nm). Tighten jam nut to 6-8 ft-lbs (8-11 Nm).
16. See Figure 2. Position warning decal on rear reinforcing collar behind large band clamp.
17. X1 Models Only: Install chin fairing. See Section 2 of Service Manual for procedure.
18. Connect negative battery cable. Tighten to specification listed below:
 - 1999 Models: 40 in-lbs (4.5 Nm)
 - 2000 Models: 60-95 in-lbs (8.8-10.9 Nm)

NOTE

Future preload adjustments can only be made after rear reinforcing collar is removed.

19. Provide customer with enclosed Instruction Sheet (J02109) Customer Instructions for Shock Inspection and Preload Adjustment.

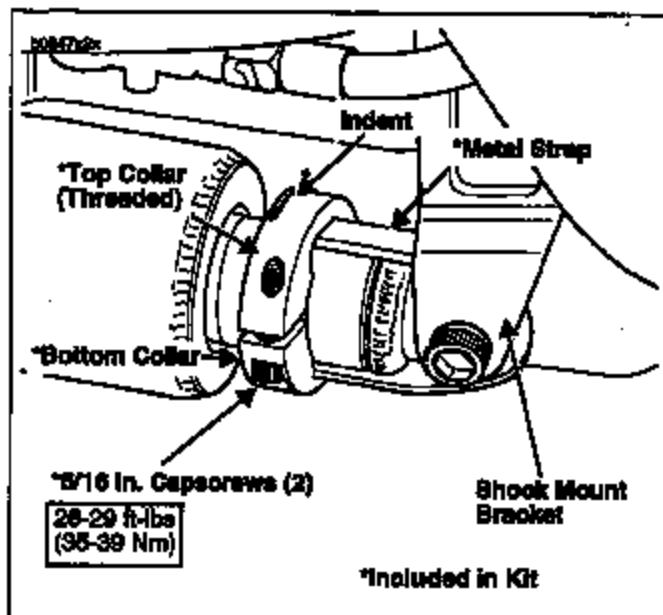
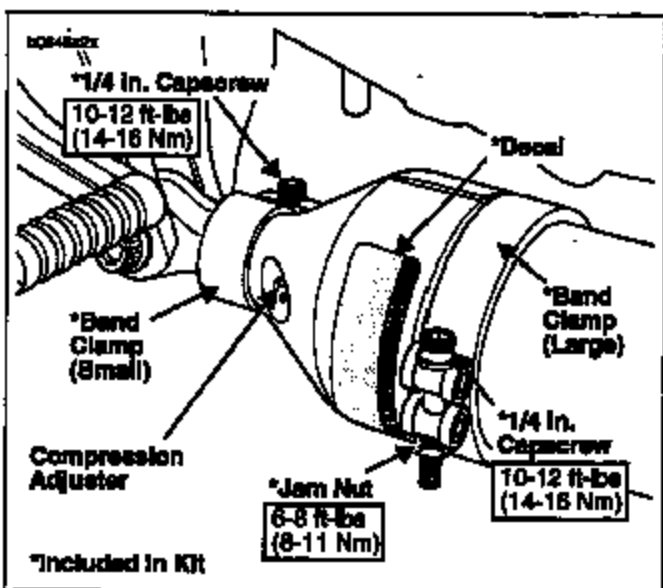


Figure 1. Front Reinforcing Collar and Metal Strap)



Capcrew Orientation/Position (As Viewed From Front)

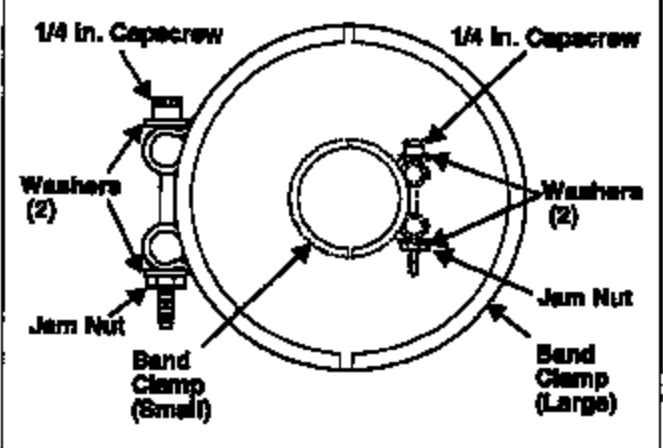


Figure 2. Rear Reinforcing Collar

20. Inspect shock absorber for leaks and front eye for fracture at every 2,500 mile service interval. If either condition is present replace shock absorber.

CREDIT PROCEDURE

For each vehicle serviced, place a "C" in the letter box on the Buell Dealer Service Card. Send the properly completed dealer service cards to Buell Distribution Corporation, 3700 W. Juneau Ave., Milwaukee, WI 53208. Upon receipt and processing of your properly completed dealer service cards, you will be credited for 0.5 hours labor for M2, S3 and S3T Models and 0.6 hours labor for X1 Models. All times include 0.1 hour administrative time. No credit will be issued for the kits as they were sent no charge, transportation paid.

Buell
AMERICAN MOTORCYCLES

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telephone 414.343.8400
facsimile 414.343.8358

SAMPLE COPY

00V-163

July 26, 2000

Dear Buell Motorcycle Owner:

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

Buell Motorcycle Company has decided that a defect which relates to motor vehicle safety exists on all 1999 Cyclone M2, 2000 Lightning X1, 2000 Cyclone M2 and 2000 Thunderbolt S3/S3T model Buell motorcycles. Buell Distribution Corporation is conducting this recall to service all these Buell motorcycles.

Our records indicate that you are the owner of one of the affected motorcycles.

Buell Motorcycle Company has learned that the rear shock absorber on these motorcycles could break. If the shock should break, the underside of the vehicle could drag on the ground, which may adversely affect handling and could cause an accident which could result in death or serious injury.

Please contact your Buell motorcycle dealer immediately and arrange an appointment to have your motorcycle's rear shock absorber serviced. This procedure will take less than one hour and will be free of charge to you. The service will involve the installation of a shock reinforcement package (SRP) which protects the structural integrity of the suspension system. Dealers will begin receiving their first parts the week of July 24th. Call your dealer to make an appointment.

We recognize some owners may also want a replacement shock absorber because of appearance and other non-safety related customer satisfaction reasons. We are currently developing a new shock absorber which will provide the same safety benefits as the SRP. When the new shock absorber is available, if you choose, you can have it installed at no charge through our dealer network. But, do not delay, have the SRP installed as soon as possible to protect the structural integrity of your suspension system and for your own safety.

July 26, 2000

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We strongly urge you to take your motorcycle to your dealer to have the appropriate service performed as soon as possible. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

To verify the recall service has been performed, the enclosed Dealer Service Card must be presented to the dealer when service is performed. Your dealer will ask you to sign the card and will then return it to us. If you have sold your motorcycle, please fill out and mail the enclosed Motorcycle Owner Card with the appropriate information about your purchaser. This will enable us to contact him/her and advise that person of this recall.

If you take your motorcycle to your dealer on a mutually agreed-upon date, and the dealer does not perform the required service to your satisfaction, please contact Buell Distribution Corporation for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Buell Distribution Corporation 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, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free auto safety hotline at 1-888-DASH-2DOT or contact NHTSA at WWW.NHTSA.DOT.GOV.

Thank you for your cooperation. Again, we regret that this recall may cause you some inconvenience. We have taken this action, however, in the interest of your personal safety and satisfaction with your Buell motorcycle.

Buell Distribution Corporation
0820