



TECHNICAL SERVICE BULLETIN

Date: November 14, 2016

Hammerhead

Bulletin Number: HH-001
Model Years: 2009-2015

☒ Safety Bulletin

☐ Service Bulletin

☐ Service Alert Fax

Distribution: ☐ Owner/Principal ☐ Service Manager ☐ Sales Manager ☐ Parts Manager ☐ Technicians

This Service Bulletin is located at www.hammerheadoffroad.com and www.netsuite.com

-Confidential and Proprietary-

VERSION: R01 (11/14/2016)

IMPORTANT STOP RIDE / SALE SAFETY NOTICE!

STOP SELLING ALL GTS 150, GL 150 AND GTS PLATINUM VEHICLES IMMEDIATELY UNTIL THE REPAIR PROCEDURE HAS BEEN COMPLETED ON ALL AFFECTED UNITS AT YOUR DEALERSHIP.

Contact Hammerhead Off-Road at (214) 513-1700 with any questions regarding this bulletin.

IMPORTANT

If you are working with a printed copy, please verify you have the most current version of these instructions.

SUBJECT: 2009-2015 GTS 150, GL 150 AND GTS PLATINUM FUEL TANK REPLACEMENT

PURPOSE:

All 2009-2015 GTS 150, GL 150 and GTS Platinum models may have been manufactured with a fuel tank that does not meet Hammerhead Off-Road quality standards. The fuel tank may develop a crack and result in a fuel leak. To address this concern, an updated fuel tank and support bracket kit has been developed to be installed on affected units.

Your service department **MUST** perform the following actions as directed by this Safety Bulletin:

1. Each member of your service department team must review this Safety Bulletin in its entirety.
2. Each member of your service department must watch the training video prior to completing **ANY** work, or submitting **ANY** warranty claim for this Safety Bulletin.

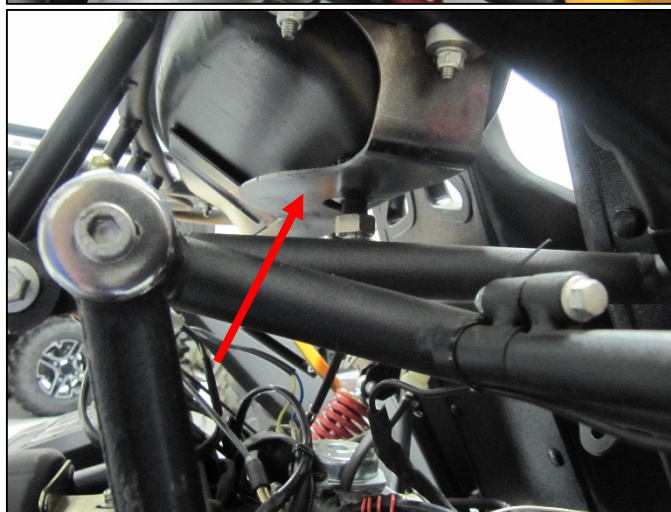
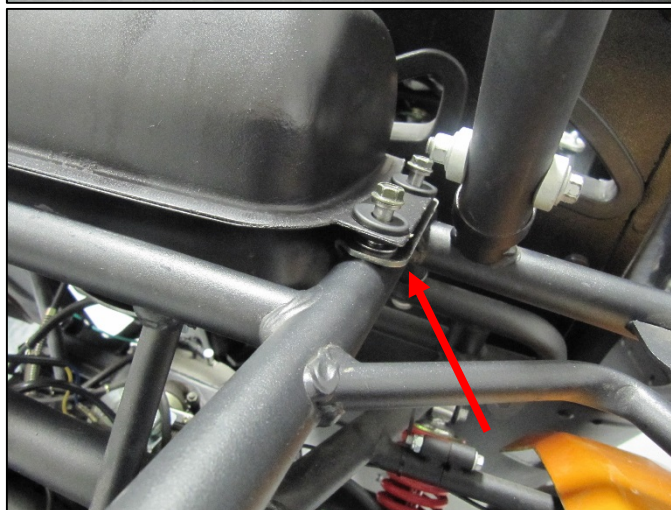
AFFECTED MODELS:

Model Year	Models	Vehicle Identification Number Range
2009-2015	GTS 150 GL 150 GTS Platinum	All 2009-2015 Hammerhead GTS 150, GL 150, and GTS Platinum units are affected EXCEPT for any units shipped after the release of this bulletin. Refer to images below to determine if a vehicle is affected.

The VIN label can be found on the cross bar behind the seats as shown. VINs starting with **L6KDB**, **L6KSAL** or **L6KSAK** are affected.



Vehicles with this bracket installed are not affected, or have already been updated.



CUSTOMER NOTIFICATION

Dealers are required to review their sales records and make arrangements with customers for Safety Bulletin completion. In addition to customer units, dealers are required to correct any affected units in their inventory. Hammerhead Off-Road will be mailing a Safety Alert notification letter to consumers affected by this Safety Bulletin in the United States. Examples of the consumer letters can be found at the end of this Safety Bulletin.

WARRANTY CLAIM / PARTS INFORMATION

Dealers must submit a Warranty Labor Claim form along with a completed copy of the HH13-01 Bulletin Completion Instructions & Dealer Confirmation form for reimbursement after performing the repair on an affected unit. Templates of the parts order form and warranty labor claim form can be found at the end of this Safety Bulletin.

Dealers are also required to print out the associated recall notice poster and display it in an area of your dealership that is visible to customers such as the entry door, cash registers, bulletin boards, or other high traffic areas. The poster must be displayed until the date noted at the bottom of the poster. You can find the poster in the Form Downloads section of the dealer login area of the Hammerhead Off-Road website, or on www.netsuite.com.

SAFETY BULLETIN #	HH-001
JOB CODE & LABOR ALLOWANCE	2130 0.75 hrs
PART NUMBER / DESCRIPTION	99-1300 (QTY 1) Fuel Tank and Bracket Kit
PARTS AVAILABILITY	Available to order
VIDEO TRAINING REQUIREMENT	YES

DEALER SERVICE PARTS INVENTORY

Dealers should review their service parts inventory and ensure that fuel tank part number 4.000.011-FB is **NOT** used for any repairs.

WARRANTY COVERAGE PERIOD

Warranty coverage for Safety Bulletin HH-001 will begin 11/14/2016. This bulletin has no expiration date.

DISPOSAL INFORMATION

Dealers/Distributors: Under no circumstances shall the parts removed in this repair be re-used, sold, or re-purposed for another application. It is your dealership / distributor's responsibility to make sure every part replaced (related to this bulletin) is taken out of circulation and disposed of properly.

Sincerely,

Hammerhead Off-Road

HH-001 TWO-PART PROCEDURE

IMPORTANT

Several steps of this procedure require an audit by another dealership representative other than the technician who is completing the repair. Completing these check backs is a critical component to ensuring the repair has been properly completed.

An audit checklist will be provided with each kit. It must be completed and retained with the instruction sign-off and repair order.

AUDIT CHECKLIST

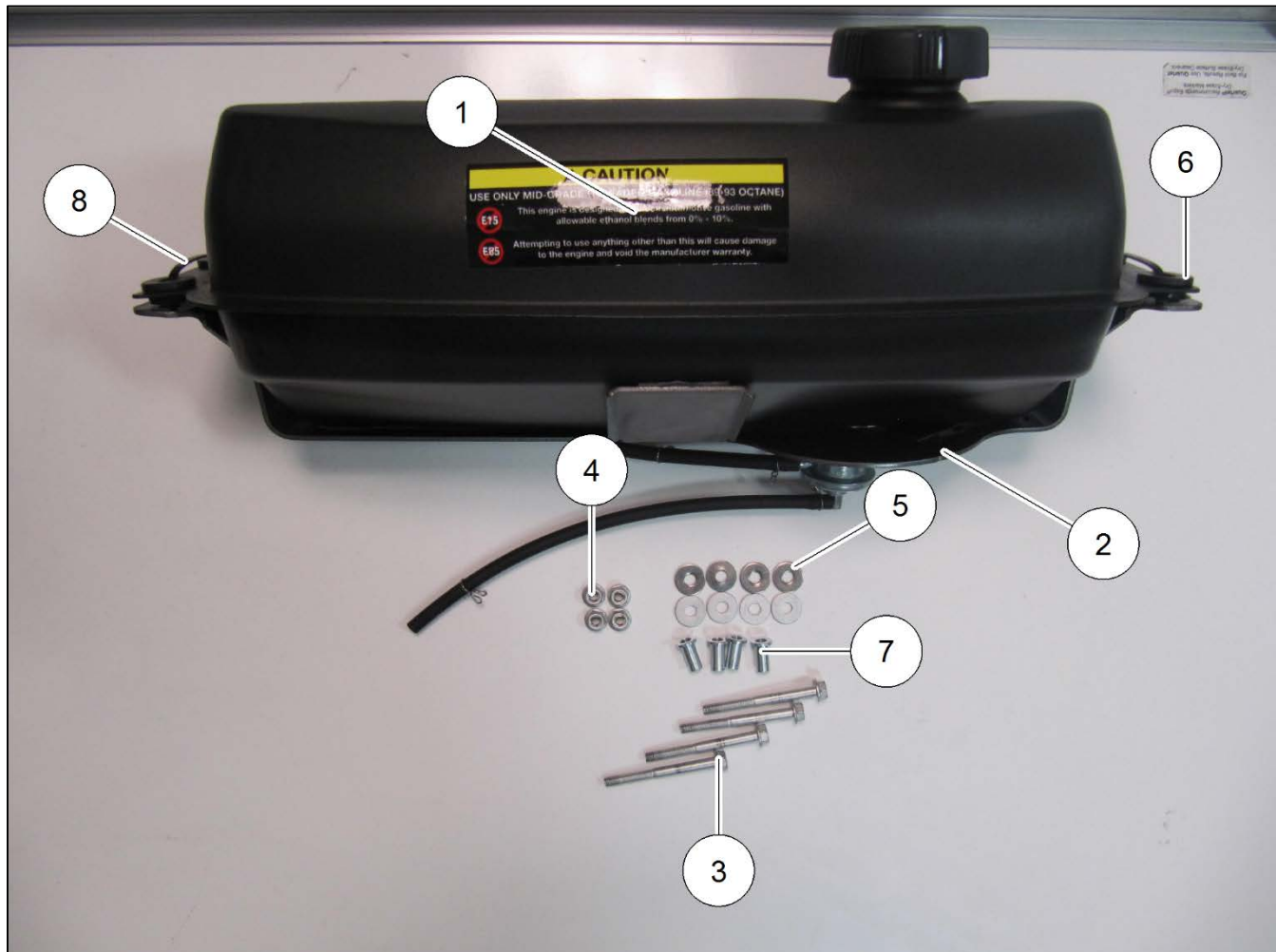
- ☐ Inspect for proper bracket adhesion across all surfaces including the rear portion of the bracket.
- ☐ Ensure the hardware was installed in the correct order and the fasteners were properly torqued.
- ☐ Ensure the fuel and vacuum hoses were properly reconnected and the spring clamps are in place.

VIDEO TRAINING REQUIREMENT

Each member of your service department team must watch the training video prior to completing any work, or submitting ANY warranty claim for this Safety Bulletin. Access the video by clicking [HERE](#).



KIT CONTENTS (P/N 99-1300)



REF	PART DESCRIPTION	PART NUMBER	QTY
①	Fuel Tank	13-0629-00	1
②	Fuel Tank Bracket	13-0630-00	1
③	Flange Bolt	9.106.065	4
④	Lock Nut	9.220.006	4
⑤	Flat Washer	9.300.006	8
⑥	Rubber Bushing	7.020.011	4
⑦	Collar	8.010.035	4
⑧	Panduit strap		2

TWO-PART PROCEDURE

PART 1: REMOVAL

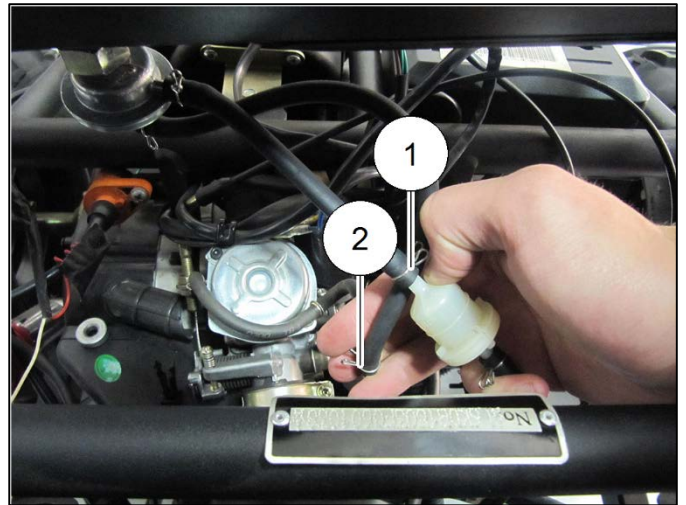
Tools Required:

- For Removal:
 - 12 mm Wrench
 - 10 mm Socket.
- For Installation:
 - Side cutters
 - 10 mm Wrench
 - 10 mm Socket
 - Torque Wrench

NOTE

Allow the engine to cool before servicing.

1. Safely drain fuel from existing tank.
2. Hold a rag under the fuel lines to prevent any fuel from spilling into the engine area and disconnect the fuel pickup hose ① from the fuel filter, and vacuum hose ② from the three-way junction.
3. Using a 12 mm wrench and a 10 mm socket, remove the four fuel tank mounting bolts ④.



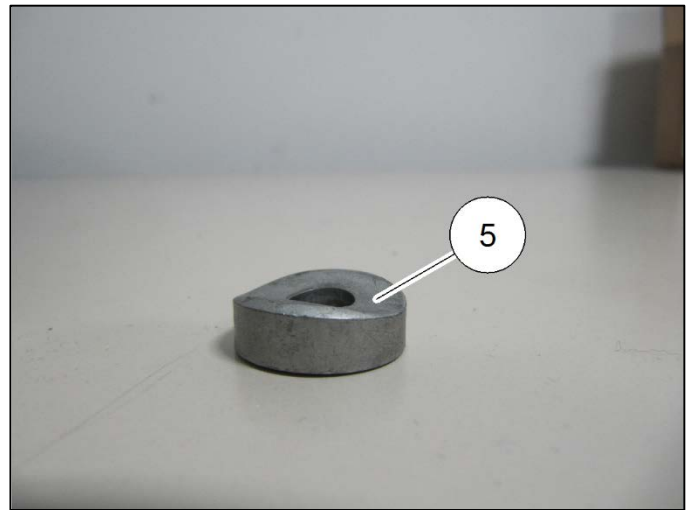
IMPORTANT

Be sure to keep the R-washers ⑤ to be reused when installing the new tank.

4. Remove the fuel tank from the vehicle and discard it along with all hardware (except R-washers ⑤).

NOTE

Dispose the fuel tank as required per local regulations.



PART 2: INSTALLATION

IMPORTANT

The mounting bracket is adhered to the new fuel tank and should not be separated. Ensure the bracket is fully adhered to the fuel tank in all areas shown.

IMPORTANT – AUDIT STEP

A secondary dealer representative must verify that the support bracket is fully adhered to the fuel tank in all applicable areas.



5. Cut and remove the two Panduit straps that came installed on the new tank assembly.



6. Place the tank/bracket assembly into its mounting position.

NOTE

Do not reuse the fuel tank that was previously removed.



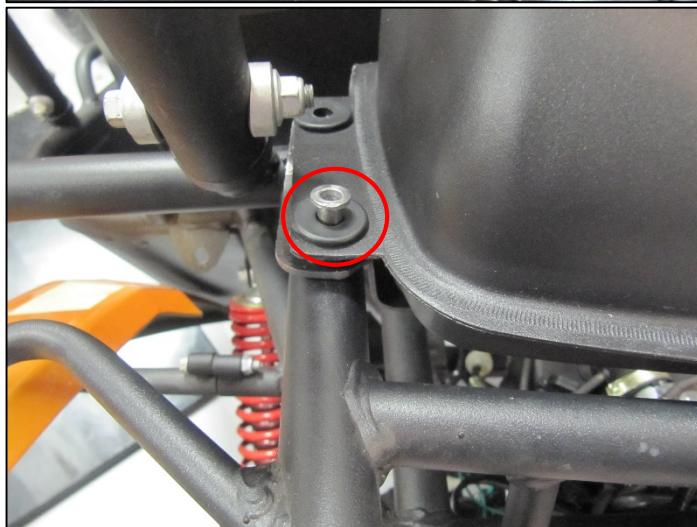
7. Install the four flat washers in the gap between the tank and bracket as shown.



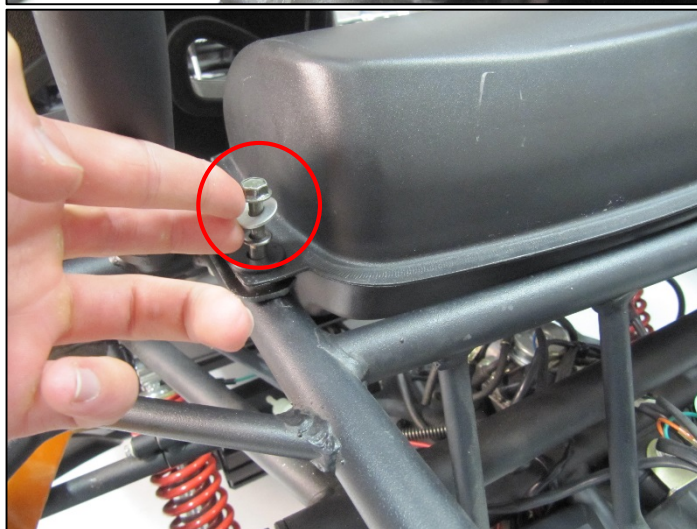
8. Install the four fuel tank collars from the top side of the tank.

NOTE

Collars should sit on top of the washers.



9. Install a washer onto each of four bolts and insert bolts through the frame.



10. Loosely install the four R-washers and nuts from the bottom side of the frame.

NOTE

Ensure the arced side of the washer is seated in-line with the frame tube.

11. Using a 10 mm wrench and socket, torque bolts to specification.

NOTE

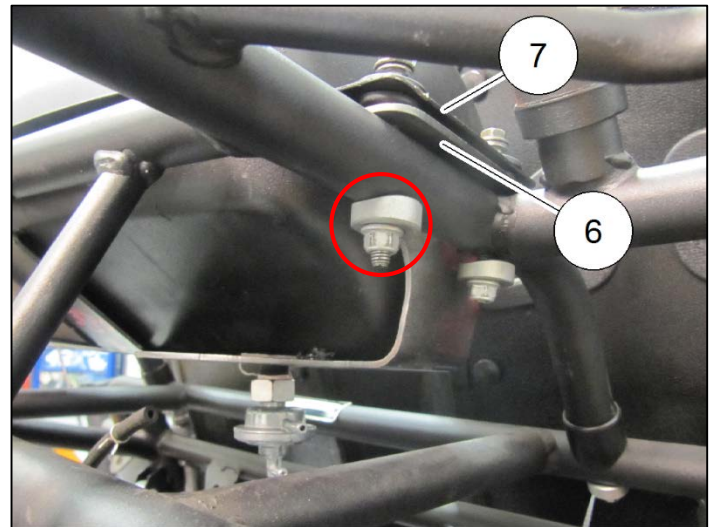
There will be a gap between the support bracket ⑥ and the fuel tank flange ⑦.

TORQUE

Fuel Tank Bracket Fasteners
8 ft-lbs (11 Nm)

IMPORTANT – AUDIT STEP

A secondary dealer representative must verify that the fasteners were installed in the correct order and the fasteners were torqued to specification. Mark the nuts with a paint pen to indicate the audit has been completed.

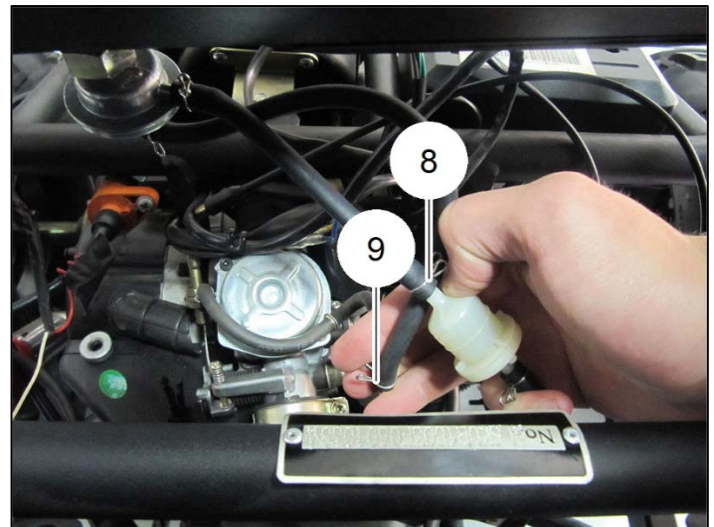


12. Install the fuel pickup hose ⑧, vacuum hose ⑨ and spring clamps.
13. Add fuel to the tank, start the vehicle and inspect for any leakage.

IMPORTANT – AUDIT STEP

A secondary dealer representative must verify the fuel pickup hose, vacuum hose and both spring clamps are correctly installed.

14. Submit a Warranty Labor Claim Form along with a completed copy of the HH-001 Bulletin Completion Instructions & Dealer Confirmation form for reimbursement.





Hammerhead Off-Road
1200 Lakeside Parkway #400
Flower Mound, TX 75028
www.hammerheadoffroad.com
T: (214) 513-1700 F: (214) 513-1738

WARRANTY PARTS ORDER FORM (ver: 201404)

IMPORTANT INSTRUCTIONS

This form is used to order warranty replacement parts. Warranty parts EXCLUDE normal wearable items or parts broken from misuse of the units. Please read and understand Hammerhead Limited Warranty Policy before submitting this form. If you have any questions, please call our Service Department for assistance.

Dealer Name: _____

Ship To Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

Unit Information

Product Model: _____ VIN# (17 Digits): _____

Color: _____

Registration Date: _____ Today Date: _____

Problem Description: _____

Part Number	Description	Quantity
99-1300	Fuel Tank Kit	1
Shipping Method:	Hammerhead Off-Road ships all parts ground.	

Technician Name: _____ Signature: _____

Please Fax Order to (214) 513-1738



Hammerhead Off-Road
 1200 Lakeside Parkway #400
 Flower Mound, TX 75028
 www.hammerheadoffroad.com
 T: (214) 513-1700 F: (214) 513-1738

WARRANTY LABOR CLAIM FORM (ver: 201404)

IMPORTANT INSTRUCTIONS

To ensure warranty labor reimbursement are paid timely and correctly, all fields must be accurately completed. Please read and understand Hammerhead Off-Road limited warranty policy before submitting this claim. All labor hours are paid according to our flat hour sheet. If you do not have a copy of the flat hour sheet please check on-line or contact our service department. Hammerhead will only pay up to \$55 / hour for labor claims.

Dealer Name: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

Unit Information

Product Model/Color: _____ VIN# (17 Digits): _____

Registration Date: _____ Repair Date: _____

Description of Repair:

Job Code	Hours	Description of work performed	Rate/Hr.	Ext. Total
2130	.75	Recall Fuel Tank	55	\$41.25
<input type="checkbox"/> HH13-01 Bulletin Completion Instructions and Dealer Confirmation (both sides) Must be signed, dated and returned with this labor form for labor reimbursement				
TOTAL LABOR				\$41.25

Warranty Parts List

If you wish to reimburse parts for this repair, please attach copy of the parts invoice and indicate which parts were replaced in the repair.

I certify the above listed parts have been repaired or replaced to my satisfaction.

 Technician Signature

Hammerhead Off-Road use only: Approved Amount \$ 41.25 Rejection Reason _____

SAFETY RECALL NOTICE

PLEASE READ IMMEDIATELY

VIN: HH-001
Consumer Name
Address
City, State ZIP

Dear Hammerhead GTS 150, GL 150 and GTS Platinum Owner,

In cooperation with the U.S. Consumer Product Safety Commission (CPSC), Hammerhead Off-Road has issued Safety Bulletin HH-001 for all Model Year 2009-2015 Hammerhead GTS 150, GL 150 and GTS Platinum vehicles.

The reason for this recall:

Our records indicate your vehicle was manufactured with a fuel tank that may develop a crack and result in a fuel leak.

What Hammerhead Off-Road and your dealer will do:

Hammerhead Off-Road has developed an updated fuel tank and support bracket to be installed on your vehicle. Your Hammerhead Off-Road dealer has been authorized to install the new fuel tank and support bracket at no cost to you.

What you should do:

Please contact your local Hammerhead Off-Road dealer to schedule an appointment to have the bulletin completed. When making contact with your dealer, discuss parts availability, their schedule and how long they will need to keep your vehicle to complete the updates.

DO NOT OPERATE YOUR VEHICLE UNTIL THIS SAFETY BULLETIN HAS BEEN COMPLETED BY YOUR HAMMERHEAD OFF-ROAD DEALER.

This notice was mailed according to our most current registration information. If you no longer own this vehicle, or if some of the contact information in this notice is incorrect, please contact your local Hammerhead Off-Road dealer to complete a transfer of ownership.

While your Hammerhead Off-Road dealer is in the best position to answer your questions, if you have any questions your dealer cannot address, call our Customer Service Department at: (844) 298-6528. If you need assistance contacting or locating a Hammerhead Off-Road Dealer, please call (844) 298-6528 or visit the Hammerhead Off-Road web site at www.hammerheadoffroad.com.

We apologize for this inconvenience and assure you that we are committed to customer satisfaction and providing world class products for riders to enjoy.

Sincerely,

Hammerhead Off-Road

AVIS DE RAPPEL DE SÉCURITÉ

À LIRE IMMÉDIATEMENT

NIV : HH-001
Nom du consommateur
Adresse
Ville, province, code postal

Cher propriétaire de véhicule Hammerhead GTS 150, GL 150 ou GTS Platinum,

En collaboration avec la commission américaine de surveillance des produits de consommation (CPSC), Hammerhead Off-Road a publié le bulletin de sécurité HH-001 pour tous les véhicules Hammerhead GTS 150, GL 150 et GTS Platinum des années modèles 2009 à 2015.

Raison de ce rappel :

Selon nos dossiers, votre véhicule a été fabriqué avec un réservoir de carburant pouvant se fissurer et provoquer une fuite de carburant.

Ce que feront Hammerhead Off-Road et votre concessionnaire :

Hammerhead Off-Road a conçu un réservoir de carburant et un support améliorés à être installés sur votre véhicule. Votre concessionnaire Hammerhead Off-Road a reçu l'autorisation d'installer le réservoir de carburant et le support neufs sans frais.

Ce que vous devez faire :

Veuillez vous adresser à votre concessionnaire Hammerhead Off-Road pour fixer un rendez-vous afin de faire effectuer les réparations indiquées dans ce bulletin. En communiquant avec votre concessionnaire, discutez de la disponibilité des pièces, de son calendrier et de la durée de rétention de votre véhicule pour l'exécution des réparations.

N'UTILISEZ PAS VOTRE VÉHICULE AVANT QUE TOUTES LES RÉPARATIONS REQUISES PAR CE BULLETIN DE SÉCURITÉ SOIENT EFFECTUÉES PAR VOTRE CONCESSIONNAIRE HAMMERHEAD OFF-ROAD.

Cet avis a été envoyé compte tenu des renseignements les plus récents dont nous disposons. Si vous n'êtes plus le propriétaire de ce véhicule ou si cet avis comporte des coordonnées erronées, veuillez communiquer avec votre concessionnaire Hammerhead Off-Road pour remplir un formulaire de transfert de propriétaire.

De plus, bien que votre concessionnaire Hammerhead Off-Road soit le mieux placé pour répondre à vos questions, s'il n'est pas en mesure de le faire à votre satisfaction, communiquez avec le service à la clientèle en composant le : 1-844-298-6528. Si vous avez besoin d'assistance pour joindre un concessionnaire Hammerhead Off-Road, veuillez composer le 1-844-298-6528 ou visiter le site Web de Hammerhead Off-Road à www.hammerheadoffroad.com.

Nous regrettons sincèrement cet inconvénient. Soyez assuré que satisfaire nos clients et fournir des produits de renommée mondiale sont nos priorités.

Cordialement,

Hammerhead Off-Road