



DEALER COMMUNICATIONS

HARLEY-DAVIDSON MOTOR COMPANY

Recall 0171 Brake Fluid Change Reminder Stickers

Highlights:

- H-D to provide brake fluid flush reminder stickers for key fobs and down tubes
- Stickers will be shipped quarterly
- Additional stickers available upon request
- See revised version of M1470 for detailed application instructions
- Customers who have already had the recall service performed will receive stickers in the mail

Key Dates:

- June 1: U.S. dealers begin applying stickers as part of Recall 0171

Contact:

- Dealer Services (1-800-664-7762)
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May 24, 2018

To promote customer awareness of the importance of flushing brake fluid every two years, Harley-Davidson, in an agreement with National Highway Traffic Safety Administration (NHTSA), will provide all U.S. dealers with brake fluid flush reminder stickers, at no cost to the dealer.

On or before June 1, dealers will receive a shipment of pre-dated reminder stickers that must be applied to the motorcycle key fobs and/or down tube.

- The stickers are easy to apply and remove.
- See the revised version of Service Bulletin M1470 for detailed sticker application instructions.
- Dealers will receive the three, month-dated batches of stickers quarterly.
- Each batch will contain 50 of each type of sticker.
- If more stickers are needed, contact Dealer Services at 1-800-664-7762.

Harley-Davidson will also send a set of stickers directly to customers who had the brake fluid flush recall service performed prior to June 1, 2018.

Applying these reminder stickers to motorcycle key fobs and/or down tube is an important component of customer education on the importance of regular brake fluid flushes. Dealer cooperation is greatly appreciated.

TO (check all that apply):

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| <input checked="" type="checkbox"/> U.S. | <input checked="" type="checkbox"/> U.S. HAWAII | <input checked="" type="checkbox"/> U.S. MILITARY | <input type="checkbox"/> AUSTRALIA/PACIFIC RIM |
| <input type="checkbox"/> CANADA
(Must provide French
Canadian translations) | <input type="checkbox"/> ASIA | <input type="checkbox"/> EMEA | <input type="checkbox"/> LATIN AMERICA |

FOR (check all departments that apply):

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| <input checked="" type="checkbox"/> ADMINISTRATION | <input type="checkbox"/> FINANCE & INSURANCE | <input type="checkbox"/> PARTS & ACCESSORIES | <input checked="" type="checkbox"/> SERVICE |
| <input checked="" type="checkbox"/> DEALERSHIP MANAGEMENT | <input type="checkbox"/> GENERAL MERCHANDISE | <input type="checkbox"/> RENTALS | <input type="checkbox"/> TRAINING |
| <input type="checkbox"/> eCOMMERCE | <input type="checkbox"/> H.O.G. | <input type="checkbox"/> RIDING ACADEMY | <input checked="" type="checkbox"/> VEHICLE SALES |
| <input type="checkbox"/> MARKETING | | | |