



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 1, 2021

Mr. Michael Nixdorf
Director, Product Integrity
Harley-Davidson Motor Company
11800 W. Capitol Drive
Wauwatosa, WI 53222

NEF-107JK
21V-924

Subject: Seat Base May Fracture

Dear Mr. Nixdorf:

This letter serves to acknowledge Harley-Davidson Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

HARLEY-DAVIDSON/PAN AMERICA/2021

Mfr's Report Date: November 24, 2021

NHTSA Campaign Number: 21V-924

Components:

SEATS:MOTORCYCLE

Potential Number of Units Affected: 2,689

Problem Description:

Harley-Davidson Motor Company (Harley-Davidson) is recalling certain 2021 Pan America RA1250S and RA1250 motorcycles. The seat base may not be fastened properly, which could cause the hand-hold portion of the base to fracture.

Consequence:

A seat base that fractures while a passenger is using the hand-hold feature can increase the risk of injury.

Remedy:

Dealers will replace the seat base, free of charge. Owners are advised to not use the passenger hand-hold feature until the remedy is complete. Owner notification letters are expected to be mailed December 6, 2021. Owners may contact Harley-Davidson customer service at 1-800-258-2464. Harley-Davidson's number for this recall is 0178.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

We have received Harley-Davidson's proposed owner notification letter and approved it for distribution.



Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Harley-Davidson Motor Company's contact for this recall will be Jennifer Kruger who may be reached by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement