



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN # 1HD1ZES15 [REDACTED]

February 8th, 2022
Harley-Davidson Recall No. 0631
NHTSA Recall No. 22V-030

Dear Harley-Davidson® Motorcycle Owner:

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

Harley-Davidson Motor Company, Inc. has decided that certain 2021 Pan America and Sportster S motorcycles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 123, “*Motorcycle Controls and Displays*.” We are notifying you because our records indicate that you may own one of these motorcycles.

What is the Issue?

Due to a software error in the instrument cluster module, if the instrument cluster temperature is below freezing, the display unit may generate an error message and, shortly thereafter, go blank until the next ignition cycle when the instrument cluster temperature is above freezing. Operating a motorcycle without a visible speedometer or neutral indicator may increase the risk of a crash. Note: Our testing indicates that, due to the self-heating characteristics of the instrument cluster, this condition can occur only at cold start-up when the instrument cluster temperature is below freezing.

What Should You Do?

Please contact your authorized Harley-Davidson dealer to schedule an appointment to have the software updated in the instrument cluster module. The repair will be performed at **no cost to you** and should take less than a half hour. However, due to scheduling, the dealer may require your motorcycle for a longer period. Once the service has been completed, your dealer will ask you to sign a recall claim.

If you have sold your motorcycle and have an address for the current owner, it is important that you forward this notice to the new owner. Alternatively, you may contact us at the Harley- Davidson phone numbers listed below and provide us with the new contact information so that we may notify the new owner of this recall. Also, federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

What If You Have Additional Questions or Concerns?

For more information, or if you take your motorcycle to your dealer on a mutually agreed upon date and they are unable to perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. at 1-800-258-2464 in the U.S. or 1-414-343-4056 world-wide.

If you are still having difficulty getting your vehicle serviced in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY:1-800-424-9153); or go to <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,

Harley-Davidson Motor Company, Inc.
Recall 0631

Harley-Davidson Motorcycles covered by this recall:

Model Year	Model
2021	RA1250S
2021	RA1250
2021	RH1250S