



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN # 1HD1YBK19LB [REDACTED]

September 8th, 2023
Harley-Davidson Recall No. 0182
NHTSA Recall No. 23E063

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 a defect which relates to motor vehicle safety exists in certain P&A Profile Low Rear Suspension (P/N 54000134) or P&A Tall Rear Shock (P/N 54000294) kits intended for installation on certain Softail motorcycles. We are notifying you because our records indicate that you may have purchased one these parts as a replacement or post-sale service part for your motorcycle.

Note: You may have also received a similar recall notice on your motorcycle, as Original Equipment (OE) shocks used on certain Softail motorcycles are part of recall 0181 (NHTSA 23V591). Please follow the guidance in the “What Should You Do?” section below and your dealer will ensure the proper remedy is applied to your motorcycle.

What is the Issue?

The fastener that retains the rear shock absorber adjuster on your motorcycle may fracture, allowing the rear shock absorber adjuster to damage the rear tire. A damaged rear tire can result in a loss of tire pressure, increasing the risk of a crash.

What Should You Do?

Please contact your authorized Harley-Davidson motorcycle dealer and arrange an appointment to have your motorcycle’s shock absorber adjuster fastener replaced. Recall kits are expected to begin

shipping to authorized Harley-Davidson dealers in early September. To schedule an appointment to have your motorcycle repaired, please contact your Harley-Davidson dealer. The repair will be performed at no cost to you and should take less than one 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?

If you previously paid to remedy the specific condition that is the subject of this recall, you may be eligible for reimbursement. For more information regarding eligibility, 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. for immediate assistance 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 0182

Recall 0182 P&A Fitment Statements:

- P/N 54000134 - Fits '18-later FLHC and FLHCS models
- P/N 54000294 - Fits '18-later Softail® models (except FXFB, FXFBS, FLFB and FLFBS).