



## SAFETY RECALL CAMPAIGN 0185

December 14, 2023

### HARLEY-DAVIDSON MOTOR COMPANY

FAVORITE ★

Harley-Davidson has learned that certain MY23 Street Glide CVO (FLHXSE) motorcycles built prior to 10/06/2023 may respond more than expected to road and environmental inputs (examples: road irregularity, wind gust) when operated at speeds exceeding 100 mph. If an increased vehicle response occurs and the operator does not follow the guidance outlined in the Owner's Manual (i.e., to reduce speed and guide the motorcycle with a relaxed grip to a controlled condition), there may be an increased risk of a crash.

We have voluntarily declared that this condition constitutes a safety defect to allow us to formally recall (Campaign 0185) all affected motorcycles. The remedy is to first confirm that the motorcycles are covered by this recall. If covered, perform the recommended recall update per Service Bulletin M1618 (the "Bulletin"). The bulletin outlines the repair and credit procedures for the recall update and provides additional relevant information.

The recall kit (part number 91500117) will be used for Recall 0185. Recall kits will begin shipping in late February 2024. Kits will not be available for dealer order at launch but will be distributed in wave shipments.

In the interest of our customers' safety, and as required by federal law, you may sell but **not deliver** any affected motorcycles until the recall remedy is complete. **Please refer to *H-Dnet / My Toolbox / Warranty Campaign Center*. Select "Safety Campaign Open VIN list," then select "0185" Campaigns to view the VIN list.**

In accordance with federal regulations administered by the National Highway Traffic Safety Administration (NHTSA) and other appropriate market-specific government agencies, Harley-Davidson or authorized Harley-Davidson dealers will provide notice to all owners of record of affected products with direction to arrange for the recall service.

If you have any questions related to this recall, you can contact us at:

- U.S. dealers: Call 800-664-7762 and select the appropriate prompts
- International dealers: Contact your regional office

We take pride in the quality standards and controls we employ in our drive to lead the industry and deliver the world's most desirable motorcycles. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.

Recall 0185

Recall 0185 Model Year List (production date range: built prior to October 6, 2023)

Year	Model	Market
2023	FLHXSE	<b>Worldwide</b>

### Key Dates

- Between December 14 and December 21, 2023 – Dealer Communication and Service Bulletin released.
- Between December 22 and December 29, 2023 – Owner Letters mailed.
- Recall kits will begin shipping in late February 2024.

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