

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

JAN 29 2019

1-14-2019

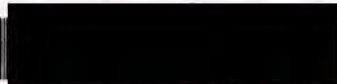
I am writing in regards to my 2017 Freewheeler.  
I RECEIVED the hydraulic clutch system on Nov 5, 2018  
Vehicle Vin# 1HD1MCC18HB [REDACTED] (Recall)

My husband and I have called the Dealership  
Superstition Harley Davidson 2910 W. Apache Trail  
Apache Junction, AZ 85120 1-846-362-0600  
<sup>480-346-0600</sup>

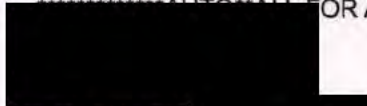
on a weekly basis to make an appointment to  
get the clutch fixed. We have been told that  
they don't get enough clutches to start making  
appointments. We went to Superstition H/D on  
1-13-2019 and yet again told the same  
from the service man on site.

We would like if you could send the clutch  
and parts for my 2017 Freewheeler to the  
Dealership so we can get the Recall fixed. The  
Recall is a big Safety issue to us and would like  
to be able to drive my Freewheeler.

Recall 0173  
[REDACTED]




FOR AADC 852 P36 C29 0173



PHOENIX AZ



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN # 1HD1MCC18HB 

November 5, 2018  
Harley-Davidson Recall No. 0173  
NHTSA Recall No. 18V734

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 on 2017 Touring, CVO Touring and Trike; certain 2017 Softail and CVO Softail (FLSS, FLSTFBS, FXSE only); and 2018 Touring, CVO Touring and Trike. We are notifying you because our records indicate that you may own one of these motorcycles.

### What is the Issue?

The hydraulic clutch system with secondary clutch actuator (part numbers 37200131 and 37200131A) may, on certain motorcycles, exhibit an internal leak of fluid past the secondary clutch actuator piston/seal. If this leak continues, the clutch master cylinder reservoir could lose enough fluid to expose the hydraulic clutch circuit to air, which may result in the inability to generate enough lift to disengage the clutch. This could lead to a loss of control of the vehicle when started in gear, first shifted into gear, or coming to a stop, increasing the risk of a crash.

### What Should You Do?

Please contact your authorized Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your motorcycle repaired. Your dealer will confirm that your motorcycle is covered by this recall. If covered, the dealer will perform the recall repair work using the recall kit provided by Harley-Davidson at no cost to you. The repair will take less than two hours to perform. However, due to scheduling, the dealer may require your motorcycle for a longer period

of time. To verify that 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 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 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, 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 0173

[Redacted]  
Phoenix, Az.

PHOENIX AZ 852  
15 JAN 2019 PM 3 L



Administrator: National Highway Traffic  
Safety Administrator  
1200 New Jersey Avenue, SE  
Washington, DC 20590

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