

May 30, 2022

Harley-Davidson Motor Company
Attn: H-D Customer Support Center
P.O. Box 653
Milwaukee, WI 53201

Good Morning,

I have been a Harley owner since 2000 and never had a problem with a defect I thought would cause me injury or harm in any way, until now.

As you can see by the enclosed repair invoice, the clutch actuator failed at little over 6,000 miles. Luckily it was in my driveway and not out in city traffic.

In doing some checking, I found that Harley had recalled bikes equipped with hydraulic clutches made in 2013 through 2018 for possible pin holes in the actuators. I believe my 2019 Road King should be included in the recall as the diagnosis was indeed a pinhole in the actuator.

My dealer picked up the bike for repair and I've since gotten it home, however I am concerned about taking a trip too far from home. The cost of the repair was out of my pocket, and the fact that this defect has obviously not been corrected completely by Harley-Davidson has caused me to seriously consider a different brand of bike. I would really hate to do that after 22 years as a proud Harley owner. Furthermore, I am concerned about whether or not the repair is a permanent fix or not.

I would appreciate a reply or explanation to the above as I feel it is important and is a very dangerous situation out on the open road.

Sincerely,

[REDACTED]
[REDACTED]
Modesto CA
[REDACTED]

cc: Administrator, NHTSA
400 Seventh Street, SW
Washington DC 20590

BR

Customer: [REDACTED] W.O. Number: [REDACTED]
 [REDACTED] Appointment: 5/11/2022 8:52AM Mileage In: 6109
 [REDACTED] Offered Back: 5/12/22 9:56AM Mileage Out: 6271
 [REDACTED] Year: 2019 Shop Tag:
 [REDACTED] Mfg: HD Plate No:
 [REDACTED] Model: FLHR Service Advisor: KFA
 [REDACTED] VIN: 1HD1FBC32 Sold By: KFA
 [REDACTED] Color: BLACK Invoice No: [REDACTED]
 [REDACTED] Ref. No.: Dir. Lic: [REDACTED]

MODESTO, CA [REDACTED] BILLING
 Phone: [REDACTED] Work: [REDACTED] Ext: JANIS
 Fax: [REDACTED] *Mobile: [REDACTED]
 P.O. No: [REDACTED] Tax No: [REDACTED] Tax Exempt: No
 Comments: CHECK CLUTCH INOP

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Amount
Event Number 1 Type: R				
Description: CHECK CLUTCH INOP				
36700131	GASKET,COVER,MSTR CYL	1.00	6.95	6.95
37200131C	CLUTCH ACTUATOR,SECONDARY	1.00	72.95	72.95
41800770	BRAKE FLUID,DOT 4,PLATINU	1.00	8.95	8.95
LABOR	Job Code: 0 Tech: CSP	3.00	125.00	375.00
Work Description: CHECK CLUTCH INOP				
Work Resolution: FOUND PIN HOLE IN CLUTCH ACTUATOR CAUSING LOSE OF PRESSURE. REPLACED WITH NEW ACTUATOR & BLED SYSTEM. CLUTCH IS HOLDING PRESSURE AT THIS POINT. COMPLETED				
Sub-total For Event (without Tax):				463.85

Payment Details

Type Number	Amount
_VS XXXX-XXXX-XXX [REDACTED]	470.84

Credit Card:	470.84
SO/Layaway Deposit:	0.00
Work Order Deposit:	0.00
Item Total:	88.85
Labor Total:	375.00
Sublet Total:	0.00
Shop Supplies:	0.00
Total Deductible(s):	0.00
Storage Fee:	0.00
Tax/Fee Total:	6.99
Total Amount:	470.84
Total Received:	470.84
Change Tendered:	0.00

Harley-Davidson Hydraulic Clutch Actuator Recall Affects 177,636 bikes


By Gary Iliminen - November 1, 2018



2018 Harley-Davidson Road Glide Ultra

Harley-Davidson Hydraulic Clutch Actuator Recall

Harley-Davidson is recalling 177,636 certain 2017-2018 bikes. The recall was initiated because the secondary clutch actuator cylinder may leak fluid internally and the clutch master cylinder may lose the ability to generate enough lift to disengage the clutch.

 SUBSCRIBE

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- Police Road King (FLHP)
 - Road King (FLHR)
 - Road King Special (FLHRXS)
 - Electra Glide Ultra Classic (FLHTCU)
 - Ultra Limited (FLHTK)
 - Ultra Limited Low (FLHTKL)
 - Ultra Limited Shrine (FLHTK SHRINE)
 - Police Electra Glide (FLHTP)
 - Street Glide (FLHX)
 - Street Glide Special (FLHXS)
 - Road Glide Ultra (FLTRU)
 - Road Glide (FLTRX)
 - Road Glide Special (FLTRXS)
 - Freewheeler (FLRT)
 - Tri Glide Ultra (FLHTCUTG)
 - CVO Limited (FLHTKSE)
 - CVO Street Glide (FLHXSE)
 - 2017 Softail Slim S (FLSS), Fat Boy S (FLSTFBSS)
 - 2017 CVO Pro Street Breakout (FXSE)
 - 2018 115th Anniversary Ultra Limited (FLHTK ANV)
 - 115th Anniversary Street Glide (FLHX ANV)
 - 115th Anniversary Street Glide Special (FLHXS ANX)
 - 115th Anniversary Tri Glide Ultra (FLHTCUTG ANV)
 - 115th Anniversary CVO Limited (FLHTKSE ANV)
 - 2018 CVO Road Glide (FLTRXSE)

Harley-Davidson will notify owners, and dealers will install a new secondary clutch actuator piston assembly, free of charge.

The recall is expected to begin Nov. 5, 2018. Owners may contact Harley-Davidson customer service at 1-800-258-2464. Harley-Davidson's number for this recall is 0173. Owners may also contact the National Highway Traffic Safety Administration (NHTSA) Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov. The NHTSA Campaign Number is 18V734000.

Modesto, CA

SACRAMENTO CA 957

31 MAY 2022 PM 2 L



*NFF
Received 6/6/22
Not controlled*

Administrator, NHTSA
400 Seventh Street, SW
Washington DC 20590

20590-

