



Harley-Davidson Motor Company, 3700 West Juneau Avenue, Box 988, Milwaukee, WI 53201 414/342-4000

SAMPLE COPY

Dear Harley-Davidson Motorcycle Owner:

This notice is being sent to you in accordance with the requirements of 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 certain 2004 Model Year Dyna Glide EFI Fuel Injected motorcycles. A defect, involving a fuel hose leak, while it may not exist in all the subject motorcycles, could result in a fire.

Our records indicate that you purchased one of the motorcycles involved in this safety recall identified by the VIN (Vehicle Identification Number) shown on this letter.

We strongly urge you to take your motorcycle to your dealer to have the appropriate service performed as soon as possible. If you had the defect, which is subject of this letter, remedied prior to receiving this letter, you may be eligible for reimbursement by Harley-Davidson for your remedy costs. If you have incurred such pre-recall notice letter costs, please refer to the enclosure in this mailing which presents all of the details, including coverage and limitations, of the Harley-Davidson reimbursement plan. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

Please contact your Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your fuel line assembly replaced. The dealer labor time to perform this service takes approximately less than 1 hour and the parts and labor will be free of charge to you. Parts should be available at your dealership on approximately February 18, 2004.

To verify that the service has been completed, Dealer will ask you to sign a recall claim. If you have sold your motorcycle, please forward the appropriate information about your purchaser. This will enable us to contact him/her and advise that person of this recall.

If you take your motorcycle to your dealer on a mutually agreed upon date and he does not perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Harley-Davidson Motor Company, Inc. fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, The National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-DASH-2DOT or contact NHTSA at www.NHTSA.DOT.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 you cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.

**Harley-Davidson Pre-Notification
Remedy Reimbursement Program**

Recall Summary

(1) Harley-Davidson Motor Company, Inc. is recalling certain 2004 Model Year Dyna Glide EFI Fuel Injected motorcycles produced between September 2, 2003 and November 19, 2003. Harley-Davidson has determined that there are motorcycles in the field that may have a defect involving the fuel hose. Our records indicate that you are the owner of one of the motorcycles covered in this recall campaign. The defect in this recall involves a rubber fuel hose, which has the potential to separate from the inner liner causing a fuel leak, which could result in a fire.

Reimbursement Program

(2) Our program for reimbursing a claimant who incurred costs prior to this recall for a remedy involving the defect which is the subject of this recall is as follows: subject to the limitations and qualifications noted below, we will reimburse the lesser of the dollar amount you paid for the remedy or your cost of remedy parts [at the Harley-Davidson list price for related, authorized parts], labor at local rates, and associated costs such as taxes and disposal fees.

Our remedy in this recall involves replacement of the fuel line assembly, and this is the only type of pre-notification remedy eligible for reimbursement consideration.

Time Limitation

(3) The covered pre-recall remedy of your motorcycle must have occurred no later than March 15th, 2004.

Exclusions

(4) Harley-Davidson's Pre-Notification Remedy Reimbursement Program does not include reimbursement:

(a) for costs incurred while our original warranty, or an extended warranty as to which we gave written notice in either case, was in effect and would have provided a free remedy (without any consumer payment) of the problem involved in the recall, unless our authorized dealer or representative denied warranty coverage to you or the warranty repair did not remedy the problem involved in the recall;

(b) for a pre-notification remedy which was not of the same type as the Harley-Davidson recall remedy, which is a replacement of the fuel line assembly by Harley-Davidson.

(c) for a pre-notification remedy that did not address the defect involved in the recall;

(d) for a pre-notification remedy that was not reasonably necessary to correct the defect involved in the recall;

(e) for a pre-notification remedy involving a motorcycle first purchased more than 10 calendar years before the recall notice letter in this recall campaign was provided to owners or purchasers by Harley-Davidson; or

(f) for insufficient documentation of your claim for pre-notification reimbursement, as specified immediately below. If this is the case, you will be given an opportunity to resubmit the claim with the complete information.

Required Claim Documentation

(5) To process your claim, Harley-Davidson must have:

- (a) your name and mailing address;
- (b) the make, model, model year and vehicle identification number (VIN) of your motorcycle;
- (c) the recall campaign number (you may provide either the NHTSA or Harley-Davidson recall number);
- (d) name of the owner or purchaser of the recalled motorcycle at the time the pre-notification remedy was obtained;
- (e) a copy of the receipt for the pre-notification remedy, which, in the case of a replacement of a motorcycle part or component, a copy of the receipt identifying the part, etc. involved and stating the total amount paid for the part, etc. which replaced the defective item; and
- (f) if the pre-notification remedy was obtained when your motorcycle could have been remedied at no charge under a Harley-Davidson original or extended warranty, documentation indicating that our authorized dealer or facility either refused or failed to remedy the recall problem under our warranty program.

Where to File a Claim

(6) Claims for reimbursement, with the requisite documentation as itemized above, should be mailed to:

Harley-Davidson Motor Company
Attn: Customer Service
3900 W. Juncau Avenue
Milwaukee, WI 53208

Call Us With Your Questions

(7) It is as important to us as it is to you that you understand the terms of our pre-notification reimbursement program. If you have any questions about the program or its possible application to you, please call us at 1-414-343-4056.

As always, Harley-Davidson stands behind its products and wants to assure your continued satisfaction with your Harley-Davidson motorcycle.

Harley-Davidson Motor Company