

SAMPLE COPY

June 10, 2004

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 in certain 2001-2003 Model Year FL Touring and Police model motorcycles, including FLHPI, FLHTPI, FLHPEI, FLHTCI, FLHTCUI, FLTRI and FLTRSEI-2. These motorcycles have a condition whereby the 40 Amp. main circuit breaker could open due to reasons other than for which it was designed, causing an unexpected interruption of all electrical power to the motorcycle. This condition could cause a "quit while riding" situation, which could occur without warning and ultimately lead to a crash, thereby presenting a risk of death or injury to the rider.

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. 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 circuit breaker replaced. The dealer labor time to perform this service takes approximately 1 hour and the parts and labor will be free of charge to you. Parts should be available at your dealership the week of June 20, 2004.

To verify that the service has been completed, Your dealer will ask you to sign a recall claim. If you have sold your motorcycle, please forward the appropriate information about your purchaser to us. This will enable us to contact him/her and advise that person of this recall. Also, Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you had this repair before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Harley-Davidson at 1-414-343-4056.

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 25090, 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 your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.

SAMPLE COPY

June 10, 2004

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 in certain 1999-2000 Model Year FL Touring and Police model motorcycles, including FLHPE, FLHPL, FLHTPI, FLHTCI, FLHTCUI, FLTRI, FLTRSEI, and FLHPEI. If the charging system has been upgraded, as part of a repair or for other reasons, to a 45 amp system through the installation of a new stator, part number 29987-99A, these motorcycles would have a condition whereby the 40 Amp. main circuit breaker could open due to reasons other than for which it was designed, causing an unexpected interruption of all electrical power to the motorcycle. This condition could cause a "quit while riding" situation, which could occur without warning and ultimately lead to a crash, thereby presenting a risk of death or injury to the rider.

Our records indicate that you purchased one of the motorcycles on which this upgrade could have been installed.

If you are aware that the charging system on your motorcycle has been upgraded, or if you are not sure if this upgrade has been installed, we strongly urge you to take your motorcycle to your dealer to have the appropriate service performed as soon as possible. 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 circuit breaker replaced. The dealer labor time to perform this service takes approximately 1 hour and the parts and labor will be free of charge to you. Parts should be available at your dealership the week of June 14th, 2004.

To verify that the service has been completed, Your dealer will ask you to sign a recall claim. If you have sold your motorcycle, please forward the appropriate information about your purchaser to us. This will enable us to contact him/her and advise that person of this recall. Also, Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you had this repair before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Harley-Davidson at 1-414-343-4056.

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 25090, 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 your 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 2001-2003 Model Year FL Touring and Police model motorcycles, including FLHPI, FLHTPI, FLHPBI, FLHTCI, FLHTCUI, FLTRI and FLTRSEI-2 (2001 only). Harley-Davidson has decided that there are motorcycles in the field that may have a condition whereby the 40 Amp. main circuit breaker could open due to reasons other than for which it was designed. This condition could cause an unexpected interruption of all electrical power to the motorcycle, which could cause a "quit while riding" situation, which could lead to a crash, and possibly cause death or injury to the rider. In addition, if the charging system has been upgraded, as part of repair for other reasons, to a 45 amp system through the installation of new stator, part number 29987-99A on 1999 – 2000 Model Year motorcycles, FLHPE, FLHPI, FLHTPI, FLHTCI, FLHTCUI, FLTRI, FLTRSEI, and FLHPBI, this same condition could exist. Our records show that you are the registered owner of one of the vehicles involved in this recall campaign.

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 circuit breaker, 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 April 15, 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 circuit breaker 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. Juneau 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