



BUELL MOTORCYCLE COMPANY
3700 WEST JUNEAU AVE. MILWAUKEE, WI 53201
414.342.4680 | buell.com

SAMPLE COPY

April 27, 2005

Dear Buell Motorcycle Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Buell Distribution Company, LLC has decided that a defect which relates to motor vehicle safety exists in certain 2005 Buell model XB12S, XB12R and XB9SX motorcycles built from January 11, 2005 through January 17, 2005. The defect may not allow the sidestand to automatically retract as designed if contact is made with the ground when the vehicle is in motion. This could in turn disrupt the stability of the motorcycle leading to a crash thereby, causing death or injury to the rider.

Our records indicate that you are the owner of one of the above listed motorcycles involved in this safety recall as identified by the VIN (Vehicle Identification Number) shown on the enclosed Dealer Service Card.

We strongly urge you to take your motorcycle to your dealer to have the appropriate service performed as soon as possible. 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 Buell Distribution Company, LLC at 1-414-343-8400. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

Please contact your Buell motorcycle dealer immediately and arrange an appointment to have your sidestand repaired. The dealer labor time to perform this service takes approximately 30 minutes or less and the parts and labor will be free of charge to you. Parts should be available at your dealership the week of April 25th, 2005.

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. 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 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 Buell Distribution Company, LLC for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Buell Distribution Company, LLC 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,

Buell Distribution Company, LLC

**Buell Pre-Notification
Remedy Reimbursement Program**

Recall Summary

(1) Buell Distribution Company, LLC is recalling certain 2005 Model Year XB12S, XB12R and XB9SX motorcycles built between, January 11, 2005 through January 17, 2005. Our records indicate that you purchased one of these motorcycles covered in this recall campaign. The defect in this recall condition involves the sidestand, which was designed to retract 5 degrees when the vehicle is lifted off the sidestand. This condition may not allow the sidestand to retract automatically if contact is made with the ground when the vehicle is in motion. This could in turn disrupt the stability of the motorcycle leading to a crash, thereby causing death or injury to the rider.

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 Buell 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 replacing the sidestand pivot bolt, part number L0174.1AA, with a similar bolt that is .100 inch longer. If this bolt, the entire

sidestand assembly, or the sidestand bracket has been replaced previously to remedy this situation, you may be eligible for reimbursement. These are 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 May 13, 2005.

Exclusions

(4) Buell'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 Buell recall remedy, which is replacing the sidestand pivot bolt, the sidestand assembly, or the bracket.

(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 Buell; 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, Buell 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 Buell recall number);

(d) name of the owner or purchaser of the motorcycle with the recall 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 Buell 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:

Buell Distribution Company, LLC
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 1-414-343-8400.

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

Buell Distribution Company, LLC