



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

December 13, 2010

SERVICE LETTER BML- 848

NHTSA # - 09V-347

IMPORTANT SAFETY RECALL CAMPAIGN INFORMATION!

Dear Buell Dealer,

In a continuing effort to increase the completion rates of our safety recalls we have an established procedure to send follow-up notifications to the motorcycle owners of record who haven't had their motorcycles serviced in response to selected recalls. This communication and the attached sample Customer Letter relate to the following recall.

CODE 0839 CERTAIN 2009 BUELL MODEL XB12Ss MOTORCYCLES BUILT JUNE 30, 2008 THROUGH JUNE 4, 2009

This recall relates to certain 2009 model year XB12Ss model motorcycles built June 30, 2008 through June 4, 2009. The front brake line on the subject motorcycles may contact the front tire. The recall was initiated in September of 2009. **Please refer to h-dnet.com on the Service Page, Safety Campaign and Product Campaign link, Safety Campaign and Open VIN lists link and select the appropriate campaign number link (0839) to view any outstanding vehicles involved in this recall being unserviced.** Refer to Buell Service Bulletin B-097 dated September 21, 2009 for details on carrying out the requirements for this recall. Parts for this recall are currently available however, current shipment records indicate a number of kits are available in the field at the dealer level. Please check your inventory before placing any orders for parts. You may be required to provide a VIN for each recall kit ordered. Please refer to Buell Service Bulletin B-097 for detailed instructions.

If a VIN appears on your h-dnet.com list for a vehicle on which you have recently completed this recall and have submitted a claim, please check the claim status in your Dealer management system - DO NOT submit a duplicate recall claim. If a claim is not credited or approved, please take the appropriate action to resolve the claim. Claim information will be essential in reporting our completion rates to NHTSA, as required by law.

Your cooperation in this effort is appreciated.

Sincerely,

A handwritten signature in black ink that reads "Roger Roeszler".

Roger Roeszler,
Manager, Technical Research and Support
0839



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SAFETY RECALL SECOND NOTICE

December 17, 2010

NHTSA # - 09V-347

Dear Buell Motorcycle Owner:

In September 2009, you and other registered owners were notified by the attached letter that a defect which relates to motor vehicle safety exists on certain 2009 model year XB12Ss model motorcycles built June 30, 2008 through June 4, 2009. This is a follow-up to that earlier communication.

Our records indicate you have not responded to our recall notice. Therefore, we are sending you this second notice in order to re-emphasize the importance of having your motorcycle serviced immediately to remedy the safety issues described in our earlier letter. A brief description of the defect and safety issue involved is described in the attached copy of our earlier letter to you.

Please contact your Authorized Buell Service provider immediately for an appointment to have your motorcycle serviced according to instructions contained in the attached letter.

If your dealer has already serviced your motorcycle under this recall, you are receiving this letter because we have not been notified that the work had been completed. **We request that you contact your servicing dealer to confirm that the repair has been completed and ask them to submit this recall repair record to us.** (Disregard this instruction if you have had the service completed recently.) This will assist us in accurately reporting vital information to NHTSA about your vehicle, as required by law.

If you have sold your motorcycle, please fill out and mail the enclosed Motorcycle Owner Card with the appropriate information about your purchaser. This will enable us to contact that person and provide notification of this recall.

Sincerely,

Buell Distribution Company, LLC
Attachments
839



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

SAMPLE COPY

September 22, 2009

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 on certain 2009 model year XB12Ss model motorcycles built June 30, 2008 through June 4, 2009. The front brake line on the subject motorcycles may contact the front tire. This contact could cause a hole to develop in the front brake line, allowing brake fluid to leak. This condition might cause an ineffective front brake and lead to a crash, which could result in injury or death of the rider.

Our records indicate that you purchased one of the affected motorcycles.

We strongly urge you to contact your dealer to make arrangements to have the appropriate service performed as soon as possible.

Please contact your Buell motorcycle dealer immediately and arrange an appointment to have your motorcycle repaired. Actual dealer labor time to perform this service will be less than one hour; however, due to scheduling, the dealer may require your motorcycle for a longer period of time. The parts and labor will be free of charge to you.

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 law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have had this defect repaired 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 1-414-343-8400. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

If you take your motorcycle to your dealer on a mutually agreed upon date and they do 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, 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 contact NHTSA at <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,

Buell Distribution Company, LLC.
0839