



Harley-Davidson Motor Company, 3700 West Juneau Ave., PO Box 653, Milwaukee, WI 53201 414/342-4680

January 28, 2011

Daniel C. Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
US Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Mr. Smith:

The following information is submitted in accordance with National Highway Traffic Safety Administration's defect reporting regulations, 49 CFR Part 573.6.

Harley-Davidson Motor Company, Inc. has decided that a defect affecting motor vehicle safety exists on certain model year 2011 Softail family vehicles and accessory Security System Kits intended for installation on these model vehicles.

IDENTIFICATION OF VEHICLES AND EQUIPMENT POTENTIALLY CONTAINING THE DEFECT:

This recall involves 6,964 model year 2011 Softail family vehicles built 6/07/10 through 10/08/10, as well as certain other 2011 Softail models which have had a "Security System Kit" installed as an accessory. The Body Control Modules (BCM) involved are P/Ns 69991-11 and 69993-11. Harley-Davidson is also recalling 805 accessory kits which were sold as P/N 41000021 for installation on 2011 Softail motorcycles. These accessory kits contain BCM P/N 69993-11 and were shipped to Harley-Davidson dealers 7/28/10 through 9/29/10. This recall covers the subject motorcycle and accessory kit population in its entirety.

DESCRIPTION OF DEFECT:

The Body Control Modules (BCM P/N 69991-11 or P/N 69993-11) installed on these motorcycles and included in the accessory "Security System Kit" (Kit P/N 41000021; contains BCM P/N 69993-11) have a case that may not have been properly sealed during production. An improper seal may allow water intrusion into the BCM, which may cause an engine stall. An engine stall while in traffic can result in a crash, which could lead to injury or death of the rider.

CHRONOLOGY OF EVENTS:

On August 23, 2010, a dealer technician called into Harley-Davidson's Technical Service stating that the BCM on a customer's bike had failed. On October 8, 2010 the failed part was received by Harley-Davidson Engineering for inspection. An inspection of the part revealed evidence of significant water intrusion. At that time, Harley-Davidson also pressure tested eight sample

BCMs from its parts inventory and determined that two of the eight BCMs failed. On October 14, 2010, the inspection and test results were communicated to the Harley-Davidson Recall Investigation Committee (RIC), which commenced an investigation into the issue. Shipment of vehicles and parts to the dealer network was immediately suspended and the component supplier, Delphi Automotive Systems LLC, was notified.

Investigation by Delphi identified an issue with the operation that glued the two halves of the BCM case together. Specifically, Delphi's production process included an end-of-line 100% vacuum-decay check. However, it was determined that the applied vacuum closed up the seam and sealed any questionable part, causing the vacuum-decay check to incorrectly indicate a 100% pass rate. Delphi immediately implemented a pressure check at end-of-line to address this concern.

Delphi's pressure check of product on-hand showed a failure rate of approximately 20%, with about half of the failures showing a significant leak rate. Further testing indicated that under certain conditions, a BCM with a significant leak can allow sufficient water intrusion to lead to unpredictable failures of the electronics within the module. Some of the failure modes could potentially lead to a quit-while-riding condition.

A search of Harley-Davidson's warranty claims and customer contacts databases at the commencement of the investigation revealed one additional failure (for a total of two) that may be related to this issue. Updated searches (as of 1/03/11) have not revealed further claims or complaints. Harley-Davidson is not aware of any accidents or injuries related to this defect.

On 1/20/11, upon review of the results of the RIC's investigation and analysis, Harley-Davidson's executive management made its determination that a safety related defect existed in the subject population and declared a recall to remedy the issue.

DESCRIPTION OF THE PROGRAM TO REMEDY THE DEFECT:

Dealers will remove and replace the BCM of affected motorcycles, including motorcycles that have been equipped with the accessory kit.

SUPPLIER INFORMATION:

Delphi Automotive Systems, LLC
Kevin Butler
Vice President of HR & Global Business Services
5725 Delphi Drive M/C 483-400-606
Troy, MI 48098
(248) 813-2463

HARLEY-DAVIDSON MOTOR COMPANY PRE-NOTIFICATION REMEDY REIMBURSEMENT PROGRAM:

Harley-Davidson Motor Company incorporates by reference herein the general reimbursement plan it has previously provided to NHTSA for reimbursing customers for remedy costs incurred prior to notification of this recall.

DEALER AND OWNER NOTIFICATION:

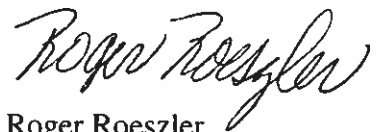
Harley-Davidson expects to notify its dealer network on or before the week of January 31, 2011 and the motorcycle owners on or before the week of February 21, 2011.

PART 577 NOTICE LETTER:

A draft of the owner notification letter is attached.

Please advise the undersigned of the campaign number assigned by ODI to this recall.

Sincerely,

A handwritten signature in black ink, appearing to read "Roger Roeszler". The signature is written in a cursive style with a large, prominent initial "R".

Roger Roeszler
Harley-Davidson Motor Company, Inc.
0144



Harley-Davidson Motor Company, 3700 West Juneau Ave., PO Box 653, Milwaukee, WI 53201 414/342-4680

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 model year 2011 Softail family vehicles built through 10/08/10, as well as other 2011 Softail models which have had a certain "Security System Kit" (shipped to dealers through 9/29/10) installed as an accessory. On these vehicles and accessory kits, the case of the Body Control Module (BCM), P/Ns 69991-11, 69993-11 may not be sufficiently sealed to prevent water intrusion. Water intrusion of the BCM may lead to an engine stall. An engine stall while in traffic can result in a crash, which could lead to injury or death of the rider.

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

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

Please contact your authorized Harley-Davidson 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 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 Harley-Davidson at 1-414-343-4056. 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 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, 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,

Harley-Davidson Motor Company, Inc.
0144