

Harley-Davidson Motor Company Reimbursement Program for Pre-Notification Remedies

Recall No. 18V076

Application: This Reimbursement Program describes Harley-Davidson's program for reimbursing U.S. customers who (i) previously paid to have a brake fluid flush performed on a motorcycle that is covered by Safety Recall No. 18V076 on or after January 29, 2017 and (ii) can demonstrate (through receipts or service records) that periodic brake fluid maintenance (as specified in the Owners' Manual) had been performed on the motorcycle since the first date of sale/delivery.

Time Limitation: To be eligible for reimbursement, the brake fluid flush must have occurred on or after January 29, 2017 and no later than March 3, 2018.

Reimbursement Program: We will reimburse the customer the lesser of (i) the amount paid by the owner for the service; or (ii) the cost of the service at the Harley-Davidson list price for related, authorized parts/components, plus labor at local rates and associated costs such as taxes and disposal fees.

Exclusions: Harley-Davidson's program **does not** provide reimbursement for the following:

- (a) Parts, labor and associated charges for service other than a brake fluid flush.
- (b) Service with respect to vehicles that were first purchased more than 10 years before this recall commenced; and,
- (c) Failure to provide proper documentation for the claim as specified below.

Required Claim Documentation: To process your claim, you must submit the following information to Harley-Davidson:

- A. Claimant name and address
- B. Recall number (Recall No. 18V076)
- C. Vehicle make, model and model year
- D. Original receipt/service order showing:
 - Name and address of person paying for the service
 - Vehicle Identification number (VIN) of vehicle serviced
 - Description of the service provided
 - Date of service and mileage on the vehicle at the time of service
 - Total cost of service expense being claimed, including a breakdown of the amount for brake fluid, labor, other costs and taxes related to the service

- E. Copy of prior maintenance receipts demonstrating that brake fluid flushes were periodically performed in accordance with maintenance requirements (Refer to your Owner's Manual)
- F. Proof of ownership (e.g., copy of title or certificate of title, bill of sale or vehicle registration)
- G. Evidence of payment for the service showing date of payment and amount paid (e.g., copies of cancelled check or credit card receipt)

Failure to submit all of the above information may result in denial of the reimbursement request.

Where to File a Claim: Claims for reimbursement, with the required claim documentation, should be mailed to: Harley-Davidson Customer Care, 3700 W. Juneau Avenue, Milwaukee, WI 53208.

Response to a Claim for Reimbursement: A response to a claim for reimbursement will be sent within 60 days of receipt. If the claim is denied due to a failure to provide complete documentation, the claimant may resubmit the claim with the complete documentation such that it is received by Harley-Davidson within 60 days of the date of the denial.

Call Us With Your Questions: If you have any questions about the program or its possible application to you, call us at 800-258-2464.