

IMPORTANT SAFETY RECALL INFORMATION
Safety Recall Campaign 0178 – MY21 Pan America Seat Base

To: Worldwide Dealers

Roles:

Dealer Operator, General Manager, All P&A Roles, All Service Roles, Vehicle Sales Manager

December 2, 2021

Dear Dealer:

Harley-Davidson has learned that the seat base on certain 2021 Harley-Davidson Pan America motorcycles (see model list below) built between 08/06/2020 and 11/16/2021 may lose threaded insert retention at one or more of the fastening locations. Field data suggests this condition is most likely to develop as a result of the operator applying upward load on the hand-hold portion of the seat base while deploying the center stand. If the hand-hold portion of the seat base fractures while a passenger is using the hand-hold feature with the vehicle in motion, it may increase the risk of an injury.

We have voluntarily declared that this condition constitutes a safety defect to allow us to formally recall (Campaign 0178) all affected motorcycles. The remedy is to first confirm that the motorcycles are covered by this recall. If covered, perform the recommended recall update per Service Bulletin M1543 (the "Bulletin") to replace the seat base. As part of Campaign 0178, any affected seat bases (part number 47200713) in your service parts inventory must also be inspected to verify an acceptable date code. The Bulletin outlines the acceptable date codes for service parts, the repair and credit procedures for the recall update, and additional relevant information.

In the interest of our customers' safety, and as required by federal law, you may sell but **not deliver** any affected motorcycles until the recall remedy is complete. **Please refer to *H-Dnet / My Toolbox / Warranty Campaign Center*. Select "Safety Campaign Open VIN list," then select "0178" Campaign to view the VIN list.**

In accordance with federal regulations administered by the National Highway Traffic Safety Administration (NHTSA) and other appropriate market-specific government agencies, Harley-Davidson or authorized Harley-Davidson dealers will provide notice to all owners of record of affected products with direction to arrange for the recall service.

If you have any questions related to this recall, you can contact us at:

- U.S. dealers: Call 800-664-7762 and select the appropriate prompts
- International dealers: Contact their regional office

We take pride in the quality standards and controls we employ in our drive to lead the industry and deliver the world's most desirable motorcycles. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.
Recall 0178

Model Year List (production date range: 08/06/2020 to 11/16/2021)

Year	Models
2021	RA1250, RA1250S

Key Dates:

- On or about 12/06/2021: Service Bulletin posts
- On or about 12/07/2021: Owner notification letters begin mailing
- On or about 12/13/2021: Recall kits begin shipping