



## IMPORTANT SAFETY RECALL Owner Notification

This notice applies to your vehicle, VIN # 1HD1ZES15MB [REDACTED]

December 7th, 2021  
Harley-Davidson Recall No. 0178  
NHTSA Recall No. 21V924

Dear Harley-Davidson® Motorcycle Owner:

This notice is sent to you in accordance with 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 2021 Pan America models (see model list below). We are notifying you because our records indicate that you may own one of these motorcycles.

### What is the Issue?

The seat base on certain 2021 Harley-Davidson Pan America motorcycles may lose threaded insert retention at one or more of the fastening locations, which may cause the hand-hold portion of the seat base to fracture. This condition may 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.

### What Should You Do?

Recall kits that include a new seat base are expected to begin shipping to authorized Harley-Davidson dealers the week of December 13th. To schedule an appointment to have your motorcycle repaired, please contact your Harley-Davidson dealer. The repair will be performed at no cost to you and should take less than one hour. However, due to scheduling, the dealer may require your motorcycle for a longer period. Once the service has been completed, your dealer will ask you to sign a recall claim.

**IMPORTANT:** If you choose to ride your motorcycle before this safety recall service has been completed, to reduce the risk associated with this condition, we recommend that the seat base not be used as a passenger hand-hold.

If you have sold your motorcycle and have an address for the current owner, it is important that you forward this notice to the new owner. Alternatively, you may contact us at the Harley- Davidson phone numbers listed below and provide us with the new contact information so that we may notify the new owner 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 (10) days.

**What If You Have Additional Questions or Concerns?**

For more information, or if you take your motorcycle to your dealer on a mutually agreed upon date and they are unable to perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at 1-800-258-2464 in the U.S. or 1-414-343-4056 world-wide.

If you are still having difficulty getting your vehicle serviced in a reasonable time or without charge, you may write 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 go to <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.  
Recall 0178

Model Year List (production date range: 03/08/21 to 10/13/21)

Year	Models
2021	RA1250, RA1250S