



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

January 31, 2022

Mr. Michael Nixdorf
Director, Product Integrity
Harley-Davidson Motor Company
11800 W. Capitol Drive
Wauwatosa, WI 53222

NEF-107JK
22V-030

Subject: Instrument Cluster Malfunction/FMVSS 123

Dear Mr. Nixdorf:

This letter serves to acknowledge Harley-Davidson Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

HARLEY-DAVIDSON/RA1250/2021
HARLEY-DAVIDSON/RA1250S/2021
HARLEY-DAVIDSON/RH1250S/2021

Mfr's Report Date: January 25, 2022

NHTSA Campaign Number: 22V-030

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 3,917

Problem Description:

Harley Davidson Motor Company (Harley-Davidson) is recalling certain 2021 Pan America 1250S (RA1250S), Pan America 1250 (RA1250), and Sportster S (RH1250S) motorcycles. The instrument cluster module may not display the speedometer and neutral indicator at start-up when the module is below freezing temperatures. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 123, "Motorcycle Controls and Displays."

Consequence:

Operating a motorcycle without a visible speedometer or neutral indicator may increase the risk of a crash.

Remedy:

Dealers will update the instrument cluster module software, free of charge. Owner notification letters are expected to be mailed February 8, 2022. Owners may contact Harley-Davidson customer service at 1-800-258-2464. Harley-Davidson's number for this recall is 0631.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



We have received Harley-Davidson's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Harley-Davidson Motor Company's contact for this recall will be Jennifer Kruger who may be reached by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement