

**IMPORTANT RECALL INFORMATION**  
**Regulatory Non-Compliance Recall Campaign 0631**  
**MY21 Pan America and Sportster S Instrument Temperature Error**

To: Worldwide Dealers

Roles:

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

February 01, 2022

Dear Dealer:

Harley-Davidson has learned that due to a software error in the instrument cluster module on certain 2021 Harley-Davidson Pan America and Sportster S motorcycles (see model list below), when the instrument cluster temperature is below freezing, the display unit may generate an error message and, shortly thereafter, go blank until the next ignition cycle when the instrument cluster temperature is above freezing. If the warning is ignored and the vehicle is operated, the speedometer and neutral indicator would not be visible as required by US, Canadian, and ECE regulations.<sup>1</sup> Note: Our testing indicates that, due to the self-heating characteristics of the instrument cluster, this condition can occur only at cold start-up when the instrument cluster temperature is below freezing.

We have voluntarily declared that this condition constitutes a regulatory non-compliance to allow us to formally recall (Campaign 0631) 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 M1549 (the “Bulletin”) to update the software in the instrument cluster module. The Bulletin outlines the repair and credit procedures for the recall update and additional relevant information.

In the interest of our customers’ satisfaction, 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 “0631” 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

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<sup>1</sup> Per Federal Motor Vehicle Safety Standard (FMVSS) and Canadian Motor Vehicle Safety Standard (CMVSS) No. 123, *Motorcycle controls and displays*, if a motorcycle is equipped with a speedometer and/or neutral indicator, these functions must meet certain visibility requirements. In addition, UN/ECE Regulation No. 39 requires motorcycles to be equipped with a visible speedometer.

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 0631

Harley-Davidson models covered by this recall:

<b>Model Year</b>	<b>Model</b>
2021	RA1250S
2021	RA1250
2021	RH1250S

Key Dates:

- On or about 2/01/2022: Service Bulletin posts
- On or about 2/08/2022: Owner notification letters begin mailing