



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 29, 2023

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

NEF-107ES
23V-591

Subject: Rear Shock Absorber Fastener May Break

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/FLDE/2018-2019
HARLEY-DAVIDSON/FLHC/2018-2021
HARLEY-DAVIDSON/FLHCS/2018-2023
HARLEY-DAVIDSON/FLHCS ANV/2018, 2023
HARLEY-DAVIDSON/FXLRS/2020-2023
HARLEY-DAVIDSON/FXLRST/2022-2023
HARLEY-DAVIDSON/FXRST/2022

Mfr's Report Date: August 22, 2023

NHTSA Campaign Number: 23V-591

Components:

SUSPENSION:REAR:SHOCK ABSORBER

Potential Number of Units Affected: 65,310

Problem Description:

Harley-Davidson Motor Company (Harley-Davidson) is recalling certain 2018-2019 FLDE, 2018-2021 FLHC, 2018-2023 FLHCS, 2018 and 2023 FLHCS ANV, 2020-2023 FXLRS, 2022-2023 FXLRST, and 2022 FXRST Softail motorcycles. A fastener securing the rear shock absorber may break and allow the rear shock absorber adjuster to damage the rear tire, causing a loss of tire pressure.

Consequence:

A loss of tire pressure can lead to a loss of vehicle control, increasing the risk of a crash.

Remedy:

Dealers will replace the shock absorber fastener, free of charge. Owner notification letters are expected to be mailed September 5, 2023. Owners may contact Harley-Davidson customer service at 1-800-258-2464. Harley-Davidson's number for this recall is 0181.



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.

Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

AMENDED 573 REQUIRED.

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the affected component(s). If your company manufactured the component itself, then please state so in 573.

AMENDED 573 REQUIRED.

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Harley-Davidson Motor Company's contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



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