



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 14, 2023

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

NEF-107ES
23V-836

Subject: Motorcycle Difficult to Control at High Speeds

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/FLHXSE/2023

Mfr's Report Date: December 8, 2023

NHTSA Campaign Number: 23V-836

Components:

ENGINE AND ENGINE COOLING:ENGINE:ENGINE CONTROL MODULE (ECU/ECM)
STRUCTURE:FRAME AND MEMBERS

Potential Number of Units Affected: 1,464

Problem Description:

Harley-Davidson Motor Company (Harley-Davidson) is recalling certain 2023 FLHXSE (Street Glide CVO) motorcycles. The motorcycle may react unexpectedly and become difficult to control when traveling at certain high speeds, especially on rough roads or through wind gusts.

Consequence:

A motorcycle that is difficult to control can increase the risk of a crash.

Remedy:

Dealers will update the engine control module software and install a ballast and strap, free of charge. Owner notification letters are expected to be mailed December 22, 2023. Owners may contact Harley-Davidson customer service at 1-800-258-2464. Harley-Davidson's number for this recall is 0185.

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).

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