

Part 573 Safety Recall Report

23V-836

Manufacturer Name : Harley-Davidson Motor Company**Submission Date :** DEC 21, 2023**NHTSA Recall No. :** 23V-836**Manufacturer Recall No. :** 0185**Manufacturer Information :****Population :**

Manufacturer Name : Harley-Davidson Motor Company

Number of potentially involved : 1,464

Address : 3700 W. Juneau Avenue

Estimated percentage with defect : 100 %

Milwaukee WI 53201-0653

Company phone : (414) 343-4056

Vehicle Information :

Vehicle 1 : 2023-2023 Harley-Davidson FLHXSE

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The population includes 2023 FLHXSE models manufactured up to 10/06/2023. Motorcycles produced after this date received an updated calibration.

Production Dates : MAY 10, 2023 - OCT 06, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**

Description of the Defect : Certain Model Year 2023 Street Glide CVO (FLHXSE) motorcycles built between 05/10/23 and 10/06/23 may respond more than expected to road and environmental inputs (examples: road irregularity, wind gust) when operated at speeds exceeding 100 mph.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If an increased vehicle response occurs and the operator does not follow the guidance outlined in the owner's manual (i.e., to reduce speed and guide the motorcycle with a relaxed grip to a controlled condition), there may be an increased risk of a crash.

Description of the Cause : On certain Model Year 2023 Street Glide CVO (FLHXSE) motorcycles, the overall combination of front end mass, stiffness, and inertia does not enable the desired vehicle performance at speeds greater than 100 mph.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : CALIB, ECM, 121 VVT, CVO TOURING

Component Description : ECM Calibration

Component Part Number : 41001360D

Supplier Identification :**Component Manufacturer**

Name : Harley-Davidson Motor Company

Address : 11800 W. Capitol Drive
Wauwatosa Wisconsin 53222

Country : United States

Chronology :

08/31/2023 - The Harley-Davidson Technical Subcommittee (TSC) is made aware of two field reports related to alleged handling concerns on Model Year 2023 FLHXSE motorcycles.

09/01/2023 - 10/26/2023 The TSC met six times to review additional information. Available data showed that there were 4 field reports related to this condition. There were no accidents or injuries known to be associated with the condition. Upon completion of the investigation, the matter was escalated to Harley-Davidson's Field Action Committee (FAC).

11/08/2023 - The FAC reviewed the TSC's findings and analysis and escalated the matter to H-D's Executive Decision Authority (EDA).

12/01/2023 - Based upon the information developed during the investigation, the EDA authorized a voluntary recall to address this condition.

Description of Remedy :

Description of Remedy Program : Owners of affected motorcycles will be advised to arrange service with an authorized Harley-Davidson dealer, who will perform the remedy at no charge to the customer. Pursuant to 49 CFR 577.11(e), Harley-Davidson requests that it be exempt from providing a notification of a reimbursement plan. Any pre-notification product failure would have been addressed under the manufacturer's limited warranty. Accordingly, no person would be eligible for reimbursement pursuant to 573.1

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| How Remedy Component Differs from Recalled Component : | The remedy will involve a new Engine Control Module (ECM) calibration. |
| Identify How/When Recall Condition was Corrected in Production : | A new ECM calibration was utilized in motorcycles produced after 10/06/2023. |

Recall Schedule :

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| Description of Recall Schedule : | The Dealer Communication occurred on 12/14/2023. A revised Dealer Communication is planned for 12/21/2023. The Owner Letters are planned to be mailed 12/22/2023 - 01/03/2024. |
| Planned Dealer Notification Date : | DEC 14, 2023 - DEC 21, 2023 |
| Planned Owner Notification Date : | DEC 22, 2023 - JAN 03, 2024 |

* NR - Not Reported