

IMPORTANT SAFETY RECALL INFORMATION
Safety Recall Campaign 0181 – Softail Shock Adjuster
Safety Recall Campaign 0182 – H-D P&A Softail Shocks

To: Worldwide Dealers

Roles:

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

August 29, 2023

Dear Dealer:

Harley-Davidson has learned that the fastener (P/N 942 or 10200673) on certain Model Year 2018 – 2023 Softail motorcycles (see chart below) may fracture, potentially allowing the rear shock absorber adjuster to contact the rear tire. In addition, certain Softail motorcycles on which P&A Profile Low Rear Suspension (P/N 54000134) or P&A Tall Rear Shock (P/N 54000294) have been installed are affected. A risk of a crash exists if contact between the rear shock adjuster and tire remains undetected, resulting in a loss of pressure.

We have voluntarily declared that this condition constitutes a safety defect to allow us to formally recall all affected motorcycles and P&A parts. The remedy is to first confirm that the motorcycles or parts are covered by this recall. If covered, perform the recommended recall update per Service Bulletin M1603 (the “Vehicle Bulletin”) or Service Bulletin M1604 (the “P&A Bulletin”) to update the shock adjuster mounting hardware. Any affected rear shock assemblies (P/N 54000138, P/N 54000134 (P&A) or 54000294 (P&A) in your service parts inventory must also be inspected. The bulletins outline the repair and credit procedures for the recall update, and additional relevant information.

The recall kit (P/N 91500114) will be used for both Recall 0181 and 0182. Recall kits will begin shipping on or about 9/1/2023. Kits will not be available for dealer order at the time of launch and will be sent in wave shipments due to part availability.

In the interest of our customers’ safety, and as required by federal law, you may sell but **not deliver** any affected motorcycles or any affected P&A shocks until the recall remedy is complete. **Please refer to *H-Dnet / My Toolbox / Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then separately select “0181” and “0182” Campaigns to view the VIN lists.**

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

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 0181 and Recall 0182

Recall 0181 Model Year List (production date range: 01/24/2017 to 08/07/2023)

Year	Models
2018	FLDE, FLHC, FLHCS, FLHCS ANV
2019	FLDE, FLHC, FLHCS
2020	FLHC, FLHCS, FXLRS
2021	FLHC, FLHCS, FXLRS
2022	FLHCS, FXLRS, FXLRST, FXRST
2023	FLHCS, FLHCS ANV, FXLRS, FXLRST

Recall 0182 P&A Fitment Statements:

- P/N 54000134 - Fits '18-later FLHC and FLHCS models.
- P/N 54000294 - Fits '18-later Softail® models (except FXFB, FXFBS, FLFB and FLFBS).

Key Dates:

- On or about 9/1/2023: Service Bulletins will post to SIP
- On or about 9/1/2023: Recall kits begin shipping
- On or about 9/8/2023: Owner notification letters begin mailing