



Buell Motorcycle Co.

2700 Patterson Ave SE, Grand Rapids, MI 49546

www.BuellMotorcycle.com | info@buellmotorcycle.com

Jane Doe
4567 Main ST
Anytown PA 98765-3210

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN # [VIN].

Buell Recall No. 0001
NHTSA Recall No. 23V257

[Date]

Dear [Owner],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Buell Motorcycle Company (“Buell”) has determined that a defect, which relates to motor vehicle safety, exists in certain 2021-2022 Buell 1190 Hammerhead RX and SX motorcycles.

WHY DOES MY VEHICLE NEED REPAIRS?

The index spring (CG0003.1B7) which applies a locking force to the gear select shift drum may be anchored in an incorrect position. If that condition exists, the rider may experience one or more of the following conditions: a) driver actuated shifts between gears may feel more vague (not as precise), b) the motorcycle may upshift or downshift a gear without rider input, or c) the motorcycle may “hang” between gears creating a false neutral or in rare cases, cause the transmission to lock up. Any of these conditions could cause temporary loss of control of the motorcycle, increasing the risk of a crash without prior warning. Malfunction may occur at any time while operating the motorcycle.

WHAT WILL BUELL AND YOUR AUTHORIZED SERVICE CENTER DO?

Buell has arranged for its Authorized Service Centers to inspect and ensure proper installation of the index spring, free of charge. The earliest date service facilities will receive necessary parts and instructions will be **May 8th, 2023**.

The repair should take approximately 6 hours to complete. However, due to scheduling, your authorized service center may require your motorcycle for longer. Your authorized service center should be able to provide a more accurate repair time estimate. Remember to take this letter with you when you take in your motorcycle. There will be no charge to you for this repair procedure.

WHAT SHOULD YOU DO?

Please contact your local authorized service center and schedule an appointment for your free repair as soon as possible. The accompanying insert to this letter provides the location, phone number, and other important contact information on your recommended authorized service center location.

Only ride your motorcycle to the Authorized Service Center to be repaired. You should avoid riding your affected motorcycle shown above whenever possible until you can take it to the Authorized Service Center to have the recall repair performed.

WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If, after your Authorized Service Center, you have questions or concerns, please contact Buell at

2700 Patterson Ave SE
Grand Rapids, MI 49546
info@buellmotorcycle.com
(262) 624-1627

You may submit a complaint to the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>, if you believe that:

- (A) Buell or the Authorized Service Center has failed or is unable to remedy the defect without charge.
- (B) The manufacturer has failed or is unable to remedy the defect without charge within a reasonable time, which is not longer than 60 days after you first deliver the vehicle to an Authorized Service Center following the earliest repair date specified in this notification.

WHAT IF YOU ARE A LESSOR?

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days of receiving this notice.

WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible to receive reimbursement for the cost of repairs made prior to receiving this notice. You may submit your receipts along with the Reimbursement Request Form found online at <https://www.buellmotorcycle.com/reimbursement> by mail to 2700 Patterson Ave SE, Grand Rapids MI, 49546.

WHAT IF YOU NO LONGER OWN THE VEHICLE?

If you no longer own the vehicle, please call us at (262) 624-1627 with the name and address of the new owner, along with the VIN number shown above your name on the address label above.

We apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely,

[Manufacturer/Campaign Administrator]