



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN # 1HD1YBK19PB [REDACTED]

September 8th, 2023
Harley-Davidson Recall No. 0181
NHTSA Recall No. 23V591

Dear Harley-Davidson® Motorcycle Owner:

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

Harley-Davidson Motor Company, Inc. has decided that a defect which relates to motor vehicle safety exists in certain model year 2018 – 2023 Softail motorcycles (see chart below). We are notifying you because our records indicate that you may own one of these motorcycles.

What is the Issue?

The fastener that retains the rear shock absorber adjuster on your motorcycle may fracture, allowing the rear shock absorber adjuster to damage the rear tire. A damaged rear tire can result in a loss of tire pressure, increasing the risk of a crash.

What Should You Do?

Please contact your authorized Harley-Davidson motorcycle dealer and arrange an appointment to have your motorcycle's shock absorber adjuster fastener replaced. Recall kits are expected to begin shipping to authorized Harley-Davidson dealers on or about September 1st. To schedule an appointment to have your motorcycle repaired, please contact your Harley-Davidson dealer. The repair will be performed at no cost to you and should take less than one hour. However, due to scheduling, the dealer may require your motorcycle for a longer period. Once the service has been completed, your dealer will ask you to sign a recall claim.

If you have sold your motorcycle and have an address for the current owner, it is important that you forward this notice to the new owner. Alternatively, you may contact us at the Harley-Davidson phone numbers listed below and provide us with the new contact information so that we may notify the new owner of this recall. Also, federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

What If You Have Additional Questions or Concerns?

If you previously paid to remedy the specific condition that is the subject of this recall, you may be eligible for reimbursement. For more information regarding eligibility, or if you take your motorcycle to your dealer on a mutually agreed upon date and they are unable to perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at 1-800-258-2464 in the U.S. or 1-414-343-4056 world-wide.

If your dealer fails or is unable to remedy this defect in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.
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