



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN # 1HD1PX61XPB [REDACTED]

December 22, 2023
Harley-Davidson Recall No. 0185
NHTSA Recall No. 23V836

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 2023 FLHXSE CVO™ Street Glide® motorcycles. We are notifying you because our records indicate that you may own one of these motorcycles.

What is the Issue?

The motorcycle may respond unexpectedly to road and environmental inputs (examples: road irregularity, wind gust) at high speeds. A motorcycle that responds unexpectedly may be difficult to control, which can increase the risk of a crash. If an unexpected motorcycle response occurs, the operator should 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).

What Should You Do?

Please contact your authorized Harley-Davidson motorcycle dealer and arrange an appointment to have your motorcycle repaired with an updated engine control module calibration. The remedy is available at authorized dealers now. The repair will be performed at no cost to you and should take less than 30 mins. 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?

For more information regarding eligibility, to locate a dealer, 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 0185