

IMPORTANT SAFETY RECALL INFORMATION
Safety Recall Campaign 0628
MY18-19 Softail Tire Capacity

To: Worldwide Dealers

Roles:

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

October 2, 2024

Dear Dealer:

Harley-Davidson has learned that certain Model Year 2018 and 2019 Softail FXBB Street Bob and FXLR Low Rider models built between 6/22/2017 and 6/11/2019 may have front tire pressures listed with recommended load capacities less than the stated Gross Axle Weight Ratings (GAWRs) based on the Harley-Davidson recommended tire inflation pressure. Accordingly, these vehicles do not conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 120, Section S5.3.1 and Technical Standards Document (TSD) No. 120, Section S5.3.1. In the event the front axle is loaded in excess of the load carrying capacity of the front tire, there is an increased risk of a crash. Harley-Davidson is conducting a noncompliance recall to address this condition.

We will provide instructions, a label overlay, and an update to the Owner's Manual to affected owners in their owner notification. As such, not all affected customers will need your assistance with this recall. In the event an owner opts to have your dealership perform this repair, the remedy is to first confirm that the motorcycles are covered by this recall. If covered, perform the recommended service per Service Bulletin M1670 using the VIN label overlays that will be provided to all customers.

There are no recall kits for this repair as the VIN label overlay is being mailed directly to the customer. If the VIN label overlay mailed to the customer is lost or otherwise unavailable, please contact the Technical Service team for your region to obtain a replacement.

In the interest of our customers' safety, and as required by federal law, you may sell but **not deliver** any affected motorcycles until the recall remedy is complete. **Please refer to *H-Dnet / My Toolbox / Warranty Campaign Center*. Select "Safety Campaign Open VIN list," then select "0628" Campaigns to view the VIN list.**

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 your 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 0628

Recall 0628 Model Year List (production date range: 6/22/2017 and 6/11/2019)

Model Year	Model	Countries
2018 - 2019	FXBB	USA, Guam, Puerto Rico and Canada
2018 - 2019	FXLR	USA, Guam, Puerto Rico and Canada

Key Dates:

- October 2nd, 2024 – Dealer Communication released.
- October 4th, 2024 – Service Bulletin released.
- Mid-late November 2024 – Owner Letters mailed, including VIN label overlay.