

IMPORTANT SAFETY RECALL INFORMATION
Safety Recall Campaign 0188 – Softail Shock Adjuster Bracket
Safety Recall Campaign 0189 – H-D P&A Softail Shock Kits

To: Worldwide Dealers

Roles:

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

June 9, 2025

Dear Dealer:

Harley-Davidson has learned that the rear shock pre-load adjuster mounting bracket installed as original equipment on certain Model Year 2018 – 2024 Softail motorcycles (see Table 1 below), and included in the P&A Profile Low Rear Suspension Kit or the P&A Tall Rear Shock Kit (see Table 2 below), may fracture under normal use, potentially allowing the rear shock adjuster to contact the rear tire. This condition presents a risk of a crash if contact between the rear shock adjuster and tire remains undetected and causes a sudden loss of tire pressure. Accordingly, we have voluntarily declared that this condition constitutes a safety defect to allow us to formally recall all affected motorcycles and P&A parts.

Note: Recalls 0188 and 0189 are separate from Recalls 0181 and 0182, which involve the fastener that mount the rear shock pre-load adjuster (not the mounting bracket). Recalls 0181 and 0182 must still be performed on affected motorcycles and are not superseded by Recalls 0188 and 0189.

The remedy is to first confirm that the motorcycles or P&A shock kits are covered by this recall. If covered, perform the recommended recall update per Service Bulletin M1693 (the “Vehicle Bulletin”) or Service Bulletin M1694 (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. Furthermore, in an effort to notify purchasers with unregistered accessory kits, we request that you display the Recall 0189 notice poster prominently in the customer area and review your sales records to identify purchasers of these kits. Additional details will be provided in the Bulletins.

The recall kit (P/N 91500124) will be used for both Recall 0188 and 0189. Recall kits will begin shipping on or about 06/16/2025. 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 shock kits 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 “0188” and “0189” 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 0188 and Recall 0189

Table 1: Model Year List (production date range: 01/24/2017 to 12/13/2024)

Year	Models (worldwide)
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
2024	FLHCS, FXLRS, FXLRST

Table 2: Accessory Kit Fitment

Kit Part Number	Fitment Statement
54000134	Fits 2018 and later FLHC, FLHCS, FLHCS ANV and 2024 FLI models
54000294	Fits 2018 and later Softail models (except FXFB, FXFBS, FLFB, and FLFBS)

Key Dates:

- Week of 6/9/2025: Service Bulletins will post to SIP
- On or about 6/16/2025: Owner notification letters begin mailing
- On or about 6/16/2025: Recall kits begin shipping