

CSC-10057816-5218

March 20, 2015

Dear Harley-Davidson Motorcycle Owner:

Harley-Davidson Motorcycle Company, Inc. has determined that certain Harley-Davidson International configuration model year 2014 and 2015 FL Touring model motorcycles may have been built with a Boom!TM Box 6.5 GT Audio System with GPS navigation which may not include the appropriate GPS maps for your region of the world. Harley-Davidson has declared a voluntary Product Program (0918), in order to allow us to formally correct all of the affected motorcycles by installing the proper GPS maps for your region.

We are notifying you because our records indicate that you purchased one of the affected motorcycles. We strongly urge you to contact your dealer to make arrangements to have the appropriate service performed as soon as possible.

Please contact your authorized Harley-Davidson motorcycle dealer immediately and arrange an appointment to have the Boom! Box 6.5 GT Audio System with GPS Navigation inspected, and install the appropriate maps if required. The service will be performed at no cost to you if performed within two years from the program announcement date. The service will require less than one-half hour to perform, however, due to scheduling, your dealer may request to have your motorcycle for a longer period of time.

This no cost offer expires two years (March 20, 2017) from the date of the program announcement.

To verify that the service has been completed, your dealer will ask you to sign an acknowledgement. If you have sold your motorcycle, please forward the appropriate information about your purchaser. This will enable us to contact him/her and advise that person of this Product Program.

If you have had this condition corrected before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this product program. Contact your dealer for details. Should you choose to ride your motorcycle prior to this service, be aware you may not have the proper GPS maps for your desired region.

If you take your motorcycle to your dealer on a mutually agreed upon date and they do not perform the required service to your satisfaction, please contact us for immediate assistance at the address or telephone number listed on this letterhead.

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

Sincerely,

Harley-Davidson Motor Company, Inc.

(0918)