



BUELL MOTORCYCLE COMPANY
3700 WEST JUNEAU AVE. MILWAUKEE, WI 53201
414.342.4680 | buell.com

SAMPLE COPY

November 20, 2003

Dear Buell Motorcycle Owner:

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

Buell Motorcycle Company has decided that a defect related to motor vehicle safety exists in the throttle control system of all 1999 (MY) X1 Lightning, 1999 (MY) S3 Thunderbolt and a limited number of 2000 (MY) X1 Lightning, 2000 (MY) S3 and 2000 (MY) S3T Thunderbolt motorcycles produced on or before June 15, 1999. This defect involves the idle control cable, which can become dislodged from the fuel injection system cable guide due to improper adjustment of the throttle control system. Should this occur, the throttle may not snap back to the idle position when the operator's hand is removed from the twist grip, and will require light hand pressure to do so. Failure or the inability to return the throttle to the idle position, should this condition occur, could result in a crash. Our records indicate that you purchased one of these motorcycles involved in this safety recall identified by the VIN (Vehicle Identification Number) shown on the enclosed Dealer Service Card.

We strongly urge you to take your motorcycle to your dealer to have the appropriate service performed as soon as possible. If you had this issue, which is subject of this letter, remedied prior to receiving this letter, you may be eligible for reimbursement by Buell for your remedy costs. If you have incurred such pre-recall notice letter costs, please refer to the enclosure in this mailing which presents all of the details, including coverage and limitations, of the Buell reimbursement plan. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

Please contact your Buell motorcycle dealer immediately and arrange an appointment to have your throttle cable clamp installed. The dealer labor time to perform this service takes approximately 1/2 hour and the parts and labor will be free of charge to you. Parts should be available at your dealership during the week of December 2nd, 2003. Due to scheduling considerations, you will need to contact your dealer beforehand to arrange an appointment.

To verify that the service has been completed, the enclosed Dealer Service Card must be presented to the dealer when service is performed, then signed by you and your dealer, and returned to us. If you have sold your motorcycle, please fill out and mail the enclosed

Motorcycle Owner Card with the appropriate information about your purchaser. This will enable us to contact him/her and advise that person of this recall.

If you take your motorcycle to your dealer on a mutually agreed upon date and he does not perform the required service to your satisfaction, please contact Buell Motorcycle Company for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Buell Motorcycle Company, Inc. fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, The National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 25090, or call the toll-free Auto Safety Hotline at 1-888-DASH-2DOT or contact NHTSA at www.NHTSA.DOT.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,

Buell Motorcycle Company

**Buell Pre-Notification
Remedy Reimbursement Program**

SAMPLE COPY

Recall Summary

(1) Buell Motorcycle Company is recalling all fuel injected 1999 model year and certain fuel injected 2000 model year Buell motorcycles built on or before June 15th, 1999. Our records indicate that you purchased one of these motorcycles covered in this recall campaign. The defect in this recall involves the idle control cable. This control cable can become dislodged from the fuel injection system cable guide due to improper adjustment of the throttle control system. Should this occur, the throttle may not return to the idle position when the operator's hand is removed from the twist grip, and will require light hand pressure to do so.

Reimbursement Program

(2) Our program for reimbursing a claimant who incurred costs prior to this recall for a remedy involving the defect which is the subject of this recall is as follows: subject to the limitations and qualifications noted below, we will reimburse the lesser of the dollar amount you paid for the remedy or your cost of remedy parts [at the Buell list price for related, authorized parts], labor at local rates, and associated costs such as taxes and disposal fees.

Our remedy in this recall involves installing a throttle cable clamp, which serves to ensure retention of the throttle control cables in the cable guide, and this is the only type of pre-notification remedy eligible for reimbursement consideration.

Time Limitation

(3) The covered pre-recall remedy of your motorcycle must have occurred no later than December 15th, 2003.

Exclusions

(4) Buell's Pre-Notification Remedy Reimbursement Program does not include reimbursement:

(a) for costs incurred while our original warranty, or an extended warranty as to which we gave written notice in either case, was in effect and would have provided a free remedy (without any consumer payment) of the problem involved in the recall, unless our authorized dealer or representative denied warranty coverage to you or the warranty repair did not remedy the problem involved in the recall;

(b) for a pre-notification remedy which was not of the same type as the Buell recall remedy, which is installation of a throttle cable clamp.

(c) for a pre-notification remedy that did not address the defect involved in the recall;

(d) for a pre-notification remedy that was not reasonably necessary to correct the defect involved in the recall;

(e) for a pre-notification remedy involving a motorcycle first purchased more than 10 calendar years before the recall notice letter in this recall campaign was provided to owners or purchasers by Buell; or

(f) for insufficient documentation of your claim for pre-notification reimbursement, as specified immediately below. If this is the case, you will be given an opportunity to resubmit the claim with the complete information.

Required Claim Documentation

- (5) To process your claim, Buell must have:
- (a) your name and mailing address;
 - (b) the make, model, model year and vehicle identification number (VIN) of your motorcycle;
 - (c) the recall campaign number (you may provide either the NHTSA or Buell recall number);
 - (d) name of the owner or purchaser of the motorcycle with the recall at the time the pre-notification remedy was obtained;
 - (e) a copy of the receipt for the pre-notification remedy, which, in the case of a replacement of a motorcycle part or component, a copy of the receipt identifying the part, etc. involved and stating the total amount paid for the part, etc. which replaced the defective item; and
 - (f) if the pre-notification remedy was obtained when your motorcycle could have been remedied at no charge under a Buell original or extended warranty, documentation indicating that our authorized dealer or facility either refused or failed to remedy the recall problem under our warranty program.

Where to File a Claim

(6) Claims for reimbursement, with the requisite documentation as itemized above, should be mailed to:

Buell Motorcycle Company
Attn: Customer Service
3900 W. Juneau Avenue
Milwaukee, WI 53208

Call Us With Your Questions

(7) It is as important to us as it is to you that you understand the terms of our pre-notification reimbursement program. If you have any questions about the program or its possible application to you, please call us at 1-414-343-4056.

As always, Buell stands behind its products and wants to assure your continued satisfaction with your Buell motorcycle.

Buell Motorcycle Company