



Harley-Davidson Motor Company, 3700 West Juneau Ave., PO Box 653, Milwaukee, WI 53201 414/342-4684

**SAMPLE COPY**

Dear Harley-Davidson Motorcycle Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This notice is also being sent in accordance with the requirements of California Code of Regulations (CCR), section 2114, 2117, and 2118.

Harley-Davidson Motor Company, Inc. has decided that this defect, which relates to motor vehicle safety and emission requirements, exists in certain 2004 and 2005 model motorcycles built for the California market, including all Touring, Softail, Dyna, V-Rod and XL families. These vehicles contain an evaporative fuel canister on which a port may be blocked. This condition could allow pressure to build up in the fuel tank. On fuel injected vehicles, this condition could cause fuel to spray out unexpectedly when the fuel cap is removed. On carbureted vehicles, excessive fuel could be transferred to the carburetor, which would eventually allow fuel to drip from the air cleaner. These situations could cause serious personal injury or create a fire hazard for persons or property on or near the motorcycle. In addition, vehicles with this condition may be releasing air pollutants which exceed California standards for evaporative emissions of 2 grams per test, as denoted in the Executive Orders granted to Harley-Davidson by the California Air Resources Board for 2004 and 2005 model year motorcycles. Also, it may be possible that your vehicle may fail emissions inspections, required by law in the State of California.

Our records indicate that you purchased one of the motorcycles involved in this safety recall identified by the VIN (Vehicle Identification Number) on the enclosed material.

**We strongly urge you to take your motorcycle to your dealer to have the appropriate service performed as soon as possible. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.**

Please contact your Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your canister inspected and, if necessary, replaced. The dealer labor time to perform this service takes less than two hours and the parts and labor will be free of charge to you. Parts will be available at your dealership the week of November 8, 2004.

To verify that the service has been completed, your dealer will ask you to sign a recall claim. In the event you have sold or transferred this vehicle, the enclosed card must be completed with the name and address of the new owner, and returned to Harley-Davidson for processing. This will

enable us to contact him/her and advise that person of this recall. Also, it is important to be aware that completion of this recall will be required for future registrations of your vehicle in the State of California. Also, Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you had this repair 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 recall. For more information contact Harley-Davidson at 1-414-343-4056.

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 Harley-Davidson Motor Company, Inc. for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Harley-Davidson Motor Company, Inc. fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-DASH-2DOT or contact NHTSA at [www.NHTSA.DOT.GOV](http://www.NHTSA.DOT.GOV).

We regret any inconvenience this may cause you, but we are initiating these actions in the interest of your personal safety and air quality within the State of California. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.



**HARLEY-DAVIDSON MOTOR COMPANY**  
 P.O. BOX 594, MILWAUKEE, WI U.S.A 53201  
**PARTS & ACCESSORY ORDER**

M-1160 SAFETY RECALL CODE 0115

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER
R	REGULAR	
P	POLICE	
D	DOWN VEHICLE	
W	WARRANTY	
<b>RC</b>	<b>RECALL</b>	

DEALER ORDER	
ORDER DATE	
DEALER NO.	
ORDER TYPE	<b>RC</b>
WARRANTY CLAIM NO.	

S O L D NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 T O CITY/STATE/ZIP \_\_\_\_\_

S H I P NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ **SAME** \_\_\_\_\_  
 T O CITY/STATE/ZIP \_\_\_\_\_

FOR OFFICE USE ONLY	
ACCT.	<b>1744115</b>
FRT. ACCT	<b>1744115</b>

QUANTITY	PART NUMBER	
	94338	<b>Code 0115: CALIFORNIA EVAP CANISTER KIT</b> <i>NOTE:</i> All orders are subject to approval. You may not receive the total quantity of kits ordered due to parts availability. If this happens, please submit another order for the balance, following all order procedures indicated in the Service Bulletin. Fax orders to the warranty department: 414-343-8346.

**RECALL CODE 0115**

**PLEASE USE PART NUMBERS  
 DO NOT USE FOR  
 CORRESPONDENCE**

**ALL ORDERS SUBJECT TO ACCEPTANCE AT MILWAUKEE, WI 53201**

All goods covered by this order, including goods back-ordered, will be billed at prices current at the time of shipment. Goods are purchased for resale and delivery is made to purchaser F.O.B. factory, Milwaukee, Wisconsin or other point of origin. If accepted, this order as accepted shall be subject to availability of goods to seller for delivery to purchaser. Any delay in shipment shall not relieve purchaser of responsibility for his accepted order and seller shall not be liable for any loss or damage due to delay in shipment or failure to deliver. Any request for cancellation of this order or any part thereof must be received by seller prior to the date of shipment, and in case of reconsignment or return of goods to seller, purchaser shall pay the entire cost connected therewith, plus zero, ten or twenty-five percent of selling price, as determined by Company policy from time to time, as liquidated damages for loss of sale. Purchaser will be responsible for collection and payment of all Federal, State and local taxes that apply on the retail sales.

**PLEASE USE PART NUMBERS  
 DO NOT USE FOR  
 CORRESPONDENCE**

**Harley-Davidson Pre-Notification  
Remedy Reimbursement Program**

**Recall Summary**

Harley-Davidson Motor Company, Inc. is recalling motorcycles built for the California Market. Harley-Davidson has decided this defect, which relates to motor vehicle safety and emission requirements, exists in certain 2004 and 2005 model motorcycles built for the California market, including all Touring, Softail, Dyna, V-Rod and XL families.

These vehicles contain an evaporative fuel canister on which a port may be blocked. This condition could allow pressure to build up in the fuel tank. On fuel injected vehicles, this condition could cause fuel to spray out unexpectedly when the fuel cap is removed. On carbureted vehicles, excessive fuel could be transferred to the carburetor, which would eventually allow fuel to drip from the air cleaner. These situations could cause serious personal injury or create a fire hazard for persons or property on or near the motorcycle.

Our records show that you are the registered owner of one of the vehicles involved in this recall campaign.

### **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 Harley-Davidson 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 replacement of the evaporative fuel canister, 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 October 31, 2004.

### **Exclusions**

(4) Harley-Davidson'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 Harley-Davidson recall remedy, which is a replacement of the canister by Harley-Davidson.

(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 Harley-Davidson; 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, Harley-Davidson 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 Harley-Davidson recall number);

(d) name of the owner or purchaser of the recalled motorcycle 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 Harley-Davidson 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:

Harley-Davidson Motor 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, Harley-Davidson stands behind its products and wants to assure your continued satisfaction with your Harley-Davidson motorcycle.

Harley-Davidson Motor Company