



Harley-Davidson Motor Company, 12700 W. Wisconsin Ave., PO Box 033, Milwaukee, WI 53201 414/342-4000

03V-058

SEE NEXT PAGE.

August 16, 2004

SERVICE LETTER ML-392

IMPORTANT SAFETY RECALL CAMPAIGN INFORMATION

Dear Dealer,

In a continuing effort to have the highest number of potential safety defects remedied, we have established a procedure to send follow-up notifications to the motorcycle owners of record who haven't had their motorcycles serviced. This communication focuses on two different safety recalls for which our level of expected correction has not been attained.

CODE 0106 2000 FLTRSEI FULLY BRAIDED CLUTCH CABLE

This recall relates to the fully braided clutch cable on certain 2000 FLTRSEI Screamin' Eagle Road Glide motorcycles. The recall was initiated in October of 2002. A sample of the follow-up letter, which we are sending to all registered owners of unserviced vehicles, is attached. Also attached is an updated list of Code 0106 vehicle VINs which our records show as still being unserviced. Refer to Harley-Davidson Service Bulletin M-1125A dated October 25, 2002 for details on carrying out the requirements for this recall. Parts for the recall will be available on or around October 15, 2004.

If a VIN appears on this list for a vehicle on which you have recently completed this recall, please disregard. DO NOT send in a duplicate service card. However, if a vehicle appears on the list that you know you have completed the recall on some time ago, please fill out a Dealer Service Card and attach a copy of your internal repair order to the card. We will use this information to update our records and issue you the appropriate amount of labor for performing the service. This information will be essential in reporting our completion rates to NHTSA, as required.

03V-058

CODE 0108 2002 XL 1200C MIRROR REPLACEMENT

This recall relates to the long stemmed mirrors on certain 2002 model year Custom Sportster motorcycles. The recall was initiated in April 2003. A sample of the follow-up letter, which we are sending to all registered owners of unserviced motorcycles, is attached. Also attached is an updated list of Code 0108 vehicle VINs which our records show as still being unserviced. Refer to Harley-Davidson Service Bulletin M-1136 for details on carrying out the requirements for this recall. Parts for this recall will be available around October 1st, 2004.

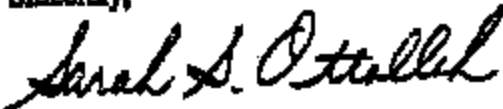
If a VIN appears on this list that you have recently serviced, please disregard. DO NOT send in a duplicate service card. However, if a vehicle appears on the list that you know you have serviced some time ago, please fill out a Dealer Service Card and attach a copy of your internal repair order to the card. We will use this information to update our records and issue you the appropriate amount of labor for performing the service. This information will be essential in reporting our completion rates to NHTSA, as required.

***Special Note re: the 0108 recall**

Should the customer come in for this service and upon inspection of the vehicle, the affected original equipment mirrors are no longer present on the vehicle, we now require you to complete a Dealer Service Card. Write safety recall code "0108" on the card and place an "I" in the letter box. You will be reimbursed for the inspection and administrative time, a total of 0.3 hours labor. Providing us with this inspection information will again be essential in accurately reporting all corrections and proper completion rates to NHTSA.

Your cooperation in this effort is appreciated.

Sincerely,



Sarah S. Otallah
Manager, Warranty and Recall Administration



Harley-Davidson Motor Company, 3700 West Juniper Ave., PO Box 989, Milwaukee, WI 53201 414/549-4400

SAFETY RECALL SECOND NOTICE

August 5, 2004

Dear Harley-Davidson Motorcycle Owner:

In April of 2003 you and other registered owners were notified by the attached letter that a defect which relates to motor vehicle safety exists in certain 2003 model year Custom Sportster motorcycles. This is a follow up to that earlier communication.

Our records indicate you have not responded to our recall notice. Therefore, we must re-emphasize the importance of having your motorcycle serviced immediately because your personal safety is involved.

Please contact your Harley-Davidson dealer immediately for an appointment to have your motorcycle serviced according to instructions contained in the letter attached.

If your dealer has already serviced your motorcycle under this recall, you are receiving this letter because we have not been notified that the work had been completed. We ask that you take the enclosed service card to your dealer, have it completed, signed by you and your dealer, and returned to us for our records as required by law. (Disregard this instruction if you have had the service completed recently, since it takes some time for mailing and our processing of information). Special Note: If your vehicle has been fitted with accessory or after-market mirrors of any kind, and therefore not affected by this recall, we still ask that you take the card to your dealer. Have the dealer complete it, indicating an inspection has been done, and have it signed by you and your dealer. This will assist us in accurately reporting vital information to NHTSA about your vehicle, as required by law.

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.

Sincerely,

Harley-Davidson Motor Company, Inc.

Attachments