



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25E041

Manufacturer Name: Harley-Davidson Motor Company

Submission Date: Jun 04, 2025

NHTSA Recall No.: 25E041

Manufacturer Recall No.: 0189

Manufacturer Information

Population

Manufacturer Name: Harley-Davidson Motor Company
Address: 3700 W. Juneau Avenue
Milwaukee WI, 53201-0653

Total number of potentially involved: 776
Estimated percentage with defect: 0.1%

Equipment Information

Brand / Trade 1: HARLEY-DAVIDSON

Model: TALL REAR SHOCK

Part Number: 54000294

Type: Replacement

Function: Shock Absorber

Size:

Production Dates: Jan 23, 2022 - May 22, 2024

Number of potentially involved: 165

Descriptive Information:

These parts were sold as Harley-Davidson Parts & Accessories (i.e., service or post-sale parts) and are potentially affected by the same condition addressed in a companion vehicle recall (Harley-Davidson 0188). This part was a valid fitment on select Softail models from 2018-2024

Brand / Trade 2: HARLEY-DAVIDSON

Model: LOW REAR SUSPENSION

Part Number: 54000134

Type: Replacement

Function: Shock Absorber

Size:

Production Dates: Nov 02, 2019 - May 22, 2024

Number of potentially involved: 611

Part 573 Safety Recall Report

25E041**Descriptive Information:**

These parts were sold as Harley-Davidson Parts & Accessories (i.e., service or post-sale parts) and are potentially affected by the same condition addressed in a companion vehicle recall (Harley-Davidson 0188). This part was a valid fitment on select Softail models from 2018-2024

Defect / Noncompliance Description**Description of the defect or noncompliance:**

The rear shock pre-load adjuster mounting tab installed on certain model year 2018-2024 Softail motorcycles may fracture under normal use, potentially allowing the rear shock adjuster to contact the rear tire.

FMVSS1:**FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

If the defect condition occurs and remains undetected, contact between the adjuster and tire may create a groove in the tire, which may eventually lead to a sudden loss of pressure, increasing the risk of a crash.

Description of the cause:

The rear shock pre-load adjuster bracket may fracture due to fatigue.

Identification of any warning that can occur:

Operator or passenger may detect a noise from under the seat. A loose rear shock adjuster may also be visually observed if the seat is removed. In addition, if the rear shock adjuster is making contact with the rear tire, the operator may experience difficulty maneuvering the motorcycle, and non-typical wear may be noted on the rear tire.

Component Manufacturer**Tier of Supplier:**

Supplier Type: OEM

Name: Harley-Davidson Motor Company

Address: 11800 W. Capitol Drive
Wauwatosa WI, 53222

Country: United States

Involved Components

Part 573 Safety Recall Report

25E041**Component Name 1:****Component Description:****Component Part Number:**

Purchaser Information

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name:**Address:****Country:**

Chronology

- 09/15/2024 - Harley-Davidson's (H-D's) Technical Subcommittee (TSC) was made aware of a Service Request (SR) on a Softail motorcycle alleging that the rear shock pre-load adjuster mounting bracket failed allowing the adjuster to become wedged between the shock and rear fender causing damage to the fender. The subject vehicle was previously repaired under Recall 0181, replacing the original 1/4" mounting tab screw with a larger 5/16" bolt and nut.
- 09/16/2024 through 12/19/2024 - The TSC investigated this matter and determined that further action was not warranted, but the topic should be monitored until August 2025.
- 04/29/2025 - After monitoring PLA mounting tab field performance from Jan-April 2025, the TSC had been made aware of additional allegations of mounting tab failures. There were now a total of six motorcycles on which the mounting tab had allegedly failed after Recall 0181 was performed. In addition, three vehicles built with the post-recall countermeasure had also allegedly experienced a mounting bracket failure. The TSC was not aware of any accidents, injuries or damage to the rear tire on the post-recall design.
- 05/13/2025 - The TSC escalated the matter to H-D's Field Action Committee (FAC).
- 05/20/2025 - The FAC escalated to H-D's Executive Decision Authority (EDA).
- 05/28/2025 - Based upon the information developed during the investigation, the EDA authorized a voluntary recall to address this condition due to the risk of a crash if contact between the rear shock adjuster and tire remains undetected, potentially resulting in a sudden loss of tire pressure. At the time of the EDA authorization, H-D was aware of 11 warranty claims, field reports, or service reports alleging a failure of the rear shock pre-load adjuster bracket.
- Harley-Davidson is not aware of any accidents or injuries related to this matter.

Related NHTSA Recall Number:

Part 573 Safety Recall Report

25E041

Description of Remedy

Remedy Type: Repair

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Owners of affected motorcycles will be advised to arrange service with an authorized Harley-Davidson dealer to have the remedy performed, which will involve the installation of new hardware provided in the recall kit, at no charge to the customer. Also, all Harley-Davidson dealers will be requested to correct any affected kits in their inventory and to post a recall notice in a conspicuous location at their dealership in an effort to reach non-registered customers. The "Harley-Davidson Motor Company General Reimbursement Program for Pre-Notification Remedies" dated January 2025 will apply to this recall.

How remedy component differs from recalled component:

The remedy hardware in the recall kit includes a new bracket which limits the movement of the pre-load adjuster and also prevents the adjuster from making contact with the rear tire.

Identify how/when recall condition was corrected in production:

Beginning in model year 2025, the subject Softail motorcycles were assembled with new hardware including a new bracket which limits the movement of the pre-load adjuster and also prevents the adjuster from making contact with the rear tire.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Harley-Davidson intends to notify dealers the week of June 9, 2025 and owners the week of June 16, 2025.

Planned Dealer Notification Date: Jun 09, 2025 - Jun 16, 2025 ☐ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Planned Remedy Owner Notification Date: Jun 16, 2025 - Jun 23, 2025 ☐ Phased Recall