



HARLEY-DAVIDSON®

October 9, 2017

Ed Townsend
1654 Wigwam Parkway
City of Henderson, NV 89011

Dear Mr. Townsend,

To demonstrate our commitment to quality and customer satisfaction, we are extending the factory limited warranty for the hydraulic clutch engagement system on your 2018 motorcycle by two years for a total of five years. At the same time, we offer you a free inspection by your authorized dealer.

As you know, our company previously issued two recalls on certain 2018 models with hydraulic clutches. You are the owner of one of those cycles, and we worked quickly to correct these technical issues. We are sorry for the inconvenience the recalls may have caused you. You have a right to expect more from us. Rest assured that we aspire to the highest quality standards going forward.

No action is necessary on your part to activate the coverage. Even if you sell your motorcycle, future owners will also be covered. Our dealers are prepared to assist you should you have any questions. Although this is no recall, we encourage you to take advantage of a complimentary inspection of your hydraulic clutch engagement system next time you visit your local authorized dealership.

We hope that the warranty extension will provide you with additional peace of mind and ensure you fully enjoy your riding experience. Thank you for being a Harley-Davidson customer.

Sincerely,

Kayla Gambia

Kayla M. Gambia
Senior Vice President, Motor Company Product and Operations