January 22, 2010

To: All Dealers, All Parts Managers, All Service Managers, All Vehicle Sales Managers

Subject: RUNNING CHANGE FOR FLHTK, FLHTCU, FLHTC & FLHTCUTG SEATS & BACKRESTS

Dear Dealers:

I am pleased to announce the launch of a new stock seat and backrest for the MY2010 Touring motorcycles listed above. This running change goes into production as of January 18, 2010.

Your feedback has led to this new seat design. Since we believe it’s beneficial to get this into the marketplace as soon as possible, we are opting to launch this as a running change rather than wait for model year 2011 to go to market.

Increased Comfort & Confidence
Our testing of this new, lower, narrower seat indicates increased comfort and confidence at a stop and improved ground reach for a wide variety of riders. With the narrowing of the seat nose, side pressure on the rider’s thighs has been reduced; and, by dropping the seat pan and re-contouring the seat design, test riders of all sizes report more confidence when the bike is stopped.

The new seat is easily identified by the distinctive stitching pattern. This new pattern also provides better reinforcement in high wear areas of the seat covering. In addition, the Tour Pak passenger backrest stitching is also new, although there are no comfort changes to the backrest. Attached is Service Bulletin M-1265 depicting the new stitch design. You will also be able to identify the new seat by the word “LOW” molded into the bottom of the seat pan base.

In addition, please note that due to a slight length change, a new grab strap is recommended to be replaced with each new seat installed on FL models that use one. Applicable ordering part numbers are indicated in the attached Service Bulletin.

Limited Time Offer for Dealers
We are so confident that this seat increases comfort and better fits Electra Glide rider needs that we are offering a special program to address your existing MY2010 Touring vehicle inventory or to address current customer issues with the previous stock seat. For a limited time only—until
April 30th, 2010—dealers can order the new seat at a reduced cost. After April 30th, pricing will revert back to standard seat pricing so be sure to check h-dnet.com for current pricing.

Updating a vehicle to this new seat will not be covered under warranty, goodwill or the Customer Care Program (formerly known as COOP or DAG). In addition, this reduced cost program applies to the seat only and does not extend to the matching backrest or grab strap. Also note that existing seats and grab straps that were shipped on motorcycles from the factory will not be eligible for a dealer return credit.

Both the original MY2010 seat and the new running change seat will be available for purchase going forward should a customer opt for either seat, but the original seat will not be available for this one-time reduced price. There will be no retail promotion of this running change; it is to be communicated exclusively through the dealer network only.

Thank you again for the valuable feedback that has led to this important product change. We are certain you and your customers will notice the improvement.

Sincerely,

Jim Hofmann,
General Manager, Motorcycle Product Planning
2010 TOURING MODELS SEAT RUNNING CHANGE

Purpose
The purpose of this bulletin is to inform dealers about the running change of seat, backrest and seat strap and their part numbers. The new lower seat is being introduced to accommodate customer requests.

Motorcycles Affected
FLHTC, FLHTCU, FLHTK and FLHTCUTG models built after January 18th, 2010.

Markets Affected
U.S. and Non-U.S.

Table 1. Seat Part Numbers

<table>
<thead>
<tr>
<th>Description</th>
<th>Original 2010 Part No.</th>
<th>New 2010 Low Part No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seat</td>
<td>52164-09A</td>
<td>52164-10</td>
</tr>
<tr>
<td>T-pack Backrest</td>
<td>52395-06A</td>
<td>52395-10</td>
</tr>
<tr>
<td>Handrail / FLHTCUTG</td>
<td>Handrail</td>
<td>No Change</td>
</tr>
<tr>
<td>Grab Strap / All Models</td>
<td>51239-09</td>
<td>51239-10</td>
</tr>
</tbody>
</table>

Customer Care Program
No warranty consideration is allowed under this bulletin. This running change does not qualify for the Customer Care Program (CCP), formerly Dealer Approved Goodwill (DAG) U.S. Markets only.

Required Dealer Action
Update appropriate literature and notify the parts and service personnel of this running change.

See Figure 1. The later seat will have "LOW" molded into the seat pan to assist in identification. See Figures 2 and 3. Seat changes include a lowered seat height, a narrower nose, and modified stitching. Backrest changes include modified stitching and the removal of pleats. The grabstrap length has increased. Additionally, when a replacement seat is needed, be sure to determine which seat is needed before ordering. Please update all of your information concerning new part numbers for future reference and notify all of your parts and service personnel.
Figure 2. Original 2009/2010 Seat and Backrest

Figure 3. New Low 2010 Seat and Backrest