



Harley-Davidson Motor Company, 3700 West Juneau Ave., PO Box 653, Milwaukee, WI 53201 414/342-4680

May 15, 2017

Dear Harley-Davidson Motorcycle Owner:

Our records indicate you are the owner of a 2014 – 2017 model year motorcycle. Harley-Davidson has recently implemented a new calibration for certain model year 2014 - 2017 Dyna and Softail model motorcycles equipped with the 110 cubic inch engine. The new calibration offers improved cranking and starting performance under all temperature conditions.

In the interest of customer satisfaction, Harley-Davidson has decided to conduct a Product Program (0924) offering a no cost corrective software update on affected motorcycles.

While this is not a safety issue, we urge you to contact your authorized Harley-Davidson dealer to schedule an appointment to have your motorcycle inspected and, if necessary, corrected. The service will be performed at no cost to you if completed within two years from the program announcement date. The service will require less than one hour to perform, however, due to scheduling, your dealer may request to have your motorcycle for a longer period of time.

Please Note: If you have installed a Screamin' Eagle calibration on your motorcycle, this re-flash will replace the Screamin' Eagle calibration features and return to original equipment configuration. Updated Screamin' Eagle calibrations with the improved starting features are expected to be available at your dealer by late August of this year. If you have had a Screamin' Eagle calibration installed on your motorcycle, we recommend waiting until late August to have this Product Program (0924) update performed.

This no cost offer expires two years from the date of the program announcement on May 04, 2019.

After the calibration install, the ACR (Automatic Compression Release) valve actuation after "ignition on" may be noticeable as an audible click, which is now part of the normal start-up operation.

To verify that the service has been completed, your dealer will ask you to sign an acknowledgement when you pick up your motorcycle.

We thank you for your cooperation. We regret any inconvenience this may cause, but we have taken this action in the interest of your continued satisfaction with our product.

Sincerely,
Harley-Davidson Motor Company
(0924)