



## DEALER COMMUNICATIONS

Harley-Davidson Motor Company

### **Dealer Department Routing**

<u>X</u>	Dealer Operator	_____	General Merchandise	<u>X</u>	Service
<u>X</u>	General Manager	_____	Buell	<u>X</u>	Parts
_____	Office Manager	_____	F&I Manager	_____	_____
<u>X</u>	Vehicle Sales Manager	_____	H.O.G. Director	_____	_____

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 30<sup>th</sup>, 2010**--dealers can order the new seat at a reduced cost. After April 30<sup>th</sup>, 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,

A handwritten signature in cursive script, reading "James L. Hofmann". The signature is written in dark ink and is positioned below the word "Sincerely,".

Jim Hofmann,  
General Manager, Motorcycle Product Planning

# SERVICE BULLETIN



M-1265

January 22, 2010

## 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.

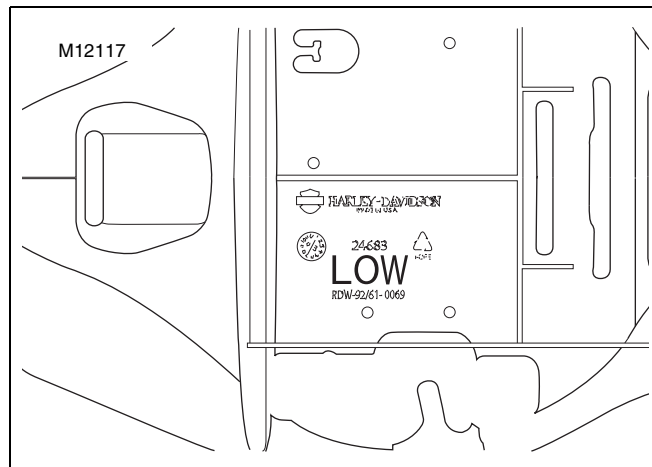
**Table 1. Seat Part Numbers**

Description	Original 2010 Part No.	New 2010 Low Part No.
Seat	52164-09A	52164-10
T-pack Backrest	52395-06A	52395-10
Handrail / FLHTCUTG	Handrail	No Change
Grab Strap / All Models	51239-09	51239-10

### 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 1. New Seat Designation (Located On Seat Pan)**

### 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.

#### IMPORTANT NOTE

*In the interest of preserving customer safety and satisfaction, always check for outstanding recalls whenever any motorcycle is brought into your dealership for either maintenance or service.*

ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

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**Figure 2. Original 2009/2010 Seat and Backrest**

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**Figure 3. New Low 2010 Seat and Backrest**