

Harley-Davidson Confirms To AMSOIL That The Use Of Synthetic Motor Oils Other Than Harley-Davidson Oil Does Not Void Warranty Coverage



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

January 31, 2003

Aaron Scanlon
AMSOIL Building
Superior, WI 54880

Dear Mr. Scanlon:

Thank you for your recent letter requesting information on Harley-Davidson's one-year, unlimited mileage warranty when Synthetic Lubricants are used.

Until now, the Motor Company has never supported the use of synthetic products in our vehicles because there had never been any test validations completed on the numerous formulations in HD/Buell motorcycles to determine the viability of using these products on Harley-Davidson products until now.

We have developed a specially formulated synthetic fluid called SYN3. This fluid can be used in Harley-Davidson engines, transmissions and primary chaincases. This product had been exclusively designed for Harley-Davidson and is the only synthetic product tested and certified by Harley-Davidson engineering for use on HD/Buell motorcycles.

The use of a different brand of fluid does not void the one-year, unlimited mileage warranty unless it can be confirmed that the use of such products was the cause of the failure.

Thank you, Mr. Scanlon, for taking the time to write to Harley-Davidson and allowing me to answer your questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Lisa Sagen". The signature is written in a cursive, flowing style.

Lisa Sagen
Powertrain Customer Service