



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

November 21, 2002

[REDACTED]
Santa Ana, CA [REDACTED]

Dear [REDACTED]

Thank you for your recent letter describing the excessive heat issue that you felt that you were experiencing with your 2002 Fuel Injected Softail Springer.

It was disappointing to read of the frustration that you are feeling and I apologize for any inconvenience that this is causing you. After reviewing your situation with our Technical Staff, they stated that due to the design of the fuel injected system, these motorcycles run at a higher temperature than carbureted motorcycles. While this may be perceived as a defect or a problem by some riders, it is by design and the nature of the motorcycle.

Any cost to install an accessory to customize the look, feel or comfort of the motorcycle is the responsibility of the customer. Harley-Davidson's 12 month, unlimited mileage warranty does not have any provisions to cover the cost to install accessories. Therefore, your request to be reimbursed for the installation of the Stage 1 Kit is denied.

Thank you, [REDACTED], for taking the time to write to Harley-Davidson and allowing me to state our position in this matter.

Sincerely,

Lisa Sagen
Powertrain Customer Service

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DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**