



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

RECEIVE

Repository ☐

02 FEB 25 AM 8:20
Reference No.
10004304

OFFICE

DEFECTS INVESTIGATION
Daytime Telephone Number
Evening Telephone Number

SAFELY ABOVE

OWNER INFORMATION (Type or Print)

Name

Address

City

MONTEREY

State CA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, your address to the vehicle manufacturer.

Signature of Owner

Date 1/7/2003

VEHICLE INFORMATION

1. If applicable, provide the following information:
VIN: 1N01EV9303103516

Make
HARLEY DAVIDSON

Model
SOFTAIL ROADKING
FXSTI

Model Year
2002
2003

Date Purchased

10/15/2002

Dealer's name and telephone number WARREN HARLEY

DAYTON 831 424-1909

Engine:

No. Cylinders (2)

Fuel Type:

INJECTION

Original Owner

Dealer's City

DAYTON

State

CA

Zip Code

93901

Transmission Type

5 SPEED

☐ Antilock Brakes

☒ Cruise Control

Powertrain

2 CYL.

TWIN CAM 88

Vehicle Component Code

200000 WHEELS

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-NOV-2002

Failure Mileage

500

Failure Speed

LACED WHEEL SPOKES DETRIORATION -
METAL FATIGUE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE BIKE HAS SPOKES THAT ARE COVERED WITH SOME TYPE OF COATING. CONSUMER STATES THE SPOKES ARE CORRODING AND TURNING BLACK AFTER ONLY TWO WEEKS OF OWNERSHIP. DEALER HAS BEEN CONTACTED. PLEASE PROVIDE ANY FURTHER INFORMATION. PH

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

MOTORCYCLE COST

\$16,700

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

TWO WEEKS, TWO WEEKS, TWO WEEKS

AT TWO WEEKS OF OWNERSHIP I NOTICED CORROSION, DETRIORATION, BLACKNESS ON MY LACED WHEEL SPOKES. THIS DETRIORATION COULD CAUSE METAL FATIGUE. THE WHEELS ARE HELD TOGETHER BY THE SPOKES. AT WHAT POINT DOES THE CORROSION, DETRIORATION, FATIGUE BECOME A SAFETY FACTOR ON THE STRENGTH OF THE SPOKE. I DON'T WANT TO FIND OUT AT 55 MPH. I KNOW, NOT BELIEVE, KNOWING IS AWARE OF THIS PROBLEM AND CONTINUES TO SELL CADMIUM PLATED SPOKES AND THAT KNOWING CONSTITUTES FRAUD AND A COMPLETE DISREGARD FOR SAFETY THINGING ONLY OF PROFITS. PLEASE FIND ENCLOSED CORRESPONDENCE WHERE I ATTEMPTED TO HAVE HARLEY DAVIDSON DO THE HONEST THING BEFORE I PROCEEDED WITH HELP IN THIS MATTER.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety Administration
MONTEREY, CA.

400 Seventh St., S.W.
Washington, D.C. 20580

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THE FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety
Administration
http://www.safercar.gov

TO
NHTS

From: [REDACTED]
 To: "paul.white" <ps5008@earthlink.net>
 Sent: Tuesday, December 17, 2002 4:13 PM
 Subject: Ltr to Willie Davidson grandson of founder and CEO

VIN # 1HD18V8303 Y0 35161

Ref: a. 2003 FXST b. Quote from 2003 Accessory Catalog "THE PARTS AND ACCESSORIES IN THESE PAGES ARE MADE FROM SUPERIOR MATERIALS AND TESTED TO THE HIGHEST STANDARDS, INSURING PROPER FIT, FUNCTION AND STYLE" I am writing about a problem I am having with my new motor bike. Having had my bike two weeks and while cleaning the wheels I noticed corrosion on the spokes. It would not clean off. I bought some HD wheel and tire cleaner (94658-98) and a brush (43078-99). It would still not clean off. I applied some corrosion protectant (999757-89T) and notified my dealer. The corrosion continues to get worse. I began to talk to other owners who were experiencing the same problem. We agreed that cadmium plated spokes are subject to immediate deterioration. That's not right. One bike I saw was around a year old and the spokes corroded to the point of complete dullness and blackness. I could see what I was in store for. My bike is garaged and covered. It would be like buying a new car and going out to clean it after two weeks and finding the hub caps corroded. What would you do? We both know. After talking with my dealer I was offered, from the manufacturer, complete new wheels of the same quality. The spokes are a problem. I don't want a problem replaced with a problem. That doesn't make any sense to me. Then they said, with manufacturers approval (cust. serv.) they would replace my spokes with higher quality if I paid the difference, \$225. At first and being upset, that sounded okay but after thinking about it, I ask myself why I should pay more to have the statement in ref. a. fulfilled. That fulfillment should have come with the bike. It was suggested that something got on my spokes as if I had something to do with it. Then I went from being upset to mad. I have been riding Harley Davidsons since 1965. I have had everything from a 1936 80 Incher to a panhead I inserted in a servicar. 20 in all. It has been a life long dream to own a new Harley Davidson. Their a part of me. With the Twin Cam 88 and the 100 Year Anniversary I made my move. I love my new FXST, I am amazed at the lack of vibration as a result of counter balance. I like the whole family dealer, organized runs, new friends experience but this corroded spoke problem is tarnishing the joy of it all. My dealer is 1st class. I paid \$16,700 for my bike. I have spent \$1,500 in accessories since purchase and plan more but I am very disappointed that my spokes (poor quality) were put on a 1st class motorcycle. I don't understand that. It's unacceptable to look forward to dullness and blackness at 1 year. "SUPERIOR MATERIALS, INSURING PROPER FIT, FUNCTION AND STYLE", I hope so!

TO HRS

1/20/03

From: [REDACTED]
To: "pat white" <p5005@men.com>
Sent: Sunday, January 19, 2003 9:31 AM
Subject: HDSPOKES

TO HD
MILWAUKEE

Pinto, I haven't got much from the dealer and HD so I took some other steps. My last letter to Willie Davidson states: I haven't heard back from you since my letter of the 15th so I'm assuming you choose not to honor your defective product. As far as I'm concerned HD sold me an inferior product, laced wheel spokes and my dealer failed to protect me. I filed a complaint with: 1. National Highway Traffic Safety Administration, 2. The Center for Auto Safety, 3. New Motor Vehicle Board for the state of Calif., 4. Better Business Bureau for the city of Milwaukee, 5. The Federal Trade Commission and with the help of the National Association of Consumer Advocates initiated a class action lawsuit and I'm sure to have thousands of corroded, black spoked co-complainants to join me. It all may not do me any good but I stuck up for the truth and maybe present someone else from HD's spoke quality problem. I may even get beat by legal doubletalk (owners manual/warranty - page 191) "corrosion is not considered a defect of material" - at two weeks of ownership, 250 miles - NON SENSE! You all may think this is marketing brilliance but to sell people inferior stuff and turn around and charge them double to fix it is DISHONORABLE and allows for no PEACE AND UNITY OF THE SPIRIT, much more important than business. I regret your decision, its wrong and will be left feeling HD cheated me, not a good spokesman for HD.

TO
NADA

From: [REDACTED]
To: <info@naca.net> NATIONAL ASSOCIATION FOR CONSUMER ADVOCATES
Sent: Thursday, January 30, 2003 8:03 PM
Subject: consumer complaint

I'm frustrated and upset. I recently bought a new 2003 Harley Davidson. At two weeks of ownership while cleaning the laced wheels I noticed corrosion and blackness on the spokes. TWO WEEKS. \$16,700. A friend had just bought the same bike and he had the same problem. I started talking to other owners and they all had the same problem. We concluded the zinc plated spokes were of poor quality and subject to immediate deterioration. I told my dealer, Warren's Harley Davidson of Salinas, Calif. They said the manufacturer in Milwaukee would replace my wheels at no cost. I said that sounds great but these spokes have a quality problem, they would immediately corrode and turn black again in a very short time and I don't want to replace a problem with a problem. That doesn't make any SENSE. I believe Harley Davidson knows they are of poor quality and refuses to upgrade because of costs, and there knowledge constitutes fraud. I placed an ad in a local motorcycle publication asking other corroded, blackened spoke complaintants to join me in an attempt at compensation from Harley Davidson. I request help with recall, class action or just some quality spokes for my money. I feel cheated and overwhelmed at their refusal to be fair. \$16,700. TWO WEEKS. I did notify the Federal Trade Commission, #2658485. I'm just a simple citizen who feels taken and alone against a big company. Please help me!

January 10, 2003

[REDACTED]
Monterey, CA [REDACTED]

Dear [REDACTED]

Thank you for your letter to [REDACTED]. He has read your letter and asked me to respond to you.

The parts that are manufactured at Harley-Davidson Motor Company are produced to serve customers from many diverse areas. Because of this, our parts are subjected to a wide variety of environmental conditions. Harley-Davidson recommends a number of products for maintenance of these parts. These products are specifically suited to providing optimum care for your motorcycle in a variety of climates. Any authorized dealer can help you choose the products that are right for you.

We have found that pitting on spokes is typically attributed to environmental effects, salt air, road grime, and brake dust to name a few. Other factors that can also contribute to this condition are storage procedures, the use of harsh chemical cleaners and exposure. As outlined in the owner's manual, our warranty does not provide coverage for ordinary exposure to environmental effects or improper maintenance. In researching your concerns I found that at the request of your dealership, our technical service staff authorized the replacement of your original equipment wheels. This was a Goodwill gesture made in the interest of customer satisfaction. Because of the reasons outlined above, I regret that we cannot honor your request to provide accessory wheels for your motorcycle.

Thank you for taking the time to contact Harley-Davidson and allowing me the opportunity to provide our views in this matter.

Sincerely,



Laurie Walecki
Chassis
70052