



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  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

**FOR AGENCY USE ONLY**

Date Received

*24 Feb 2003*

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

*10009258*

**OWNER INFORMATION (Type or Print)**

Name

Street No.

Apt. No.

City

Daytime Telephone Number

Do you authorize NHTSA to make use of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of your name or address to the vehicle manufacturer.

Signature of Owner

Date *02/06/2003*

**VEHICLE INFORMATION**

Vehicle Identification No. (VIN) (17 Digits) <i>1HD1BXB152Y069363</i>		Make <i>Harley Davidson</i>	Model <i>Fatboy</i>	Year <i>2002</i>
Purchased Date <i>8/7/02</i>	Dealer's Name <i>Apple Harley Davidson Inc.</i>		Engine Size (CID/CC/L) <i>1450</i>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <i>Duncansville</i>	State <i>PA</i>	Zip Code <i>16835</i>	No. Cylinders <i>2</i>
Manufacture Date (on driver's door or pillar) <i>3/27/02</i>	Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Restraint System <input type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt <i>NONE</i>	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other		Sport Utility <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Motorcycle		Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other <i>Motorcycle</i>

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Part Name(s) <i>Solid wheels</i>	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
-------------------------------------	--	--	---

**TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Brand	Tire Name				
Complete Tire Size	DOT No.				
No. of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

**APPLICABLE INCIDENT INFORMATION**

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

I Have Added The Lettles I wrote To Harley I feel  
The Solid Wheels Are Very Dangerous And I feel  
That They Should Be Checked & Tested Because of  
The High Turbulent When A Car, Truck or Bigger  
Vehicle Passes you

Thank You  
[Redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 78173 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, NSA-10.01  
400 7th Street, SW  
Washington, DC 20590



①

Ref # 568272

August 19, 2002

Harley Davidson Customer Service  
3700 W. Juneau Ave.  
Milwaukee, WI 53208

Dear Customer Service Committee:

I recently purchased a 2002 Harley Davidson FLSTFI Fat Boy from Apple Harley Davidson Inc. dealer number 08-4134. The serial number on the bike is 1HD1BXB152Y069363. I picked the bike up on August 7, 2002, and drove it home from the dealer, which is about 62 miles. I was on highway 220 North doing the speed limit, which is 65 mph, and a tractor and trailer passed me and the wind from the tractor and trailer's speed nearly pushed me off of the highway.

I owned a 2001 Harley Davidson Sportster and I have been riding motorcycles for over 20 years. I have never had this problem occur before, so I started to ask fellow motorcyclists if they have ever encountered this before. There is a local motorcycle shop that works on Harley Davidsons' and other bikes, but is not a Harley Davidson dealership. They said that it is the solid wheels that come on the Fat Boy model.

My question is can you change the wheels on my bike to make it less dangerous? I understand that the Harley Davidson Corporation is very interested in keeping it's bikers safe and satisfied. While I ride my new Fat Boy, I do not feel safe on the highway and I am not satisfied with these wheels. Other than this problem, I am very well pleased with my decision to purchase this bike. Can you please consider changing these wheels for me to a different style so that my wife and I may feel safe and secure riding our bike.

I know that the Harley Davidson Corporation builds the best bikes on the highway and I would like to tell my friends and fellow bike owners how pleased I am, not only with the bike, but with the safety. I feel that \$16,635 plus \$695 freight is a lot of money to pay for a bike that I do not feel safe riding. Please consider my request and thank you for your time.

Sincerely,



tjs/rjs

②

Ref # 568272

Harley Davidson Customer Service  
3700 W. Juneau Ave.  
Milwaukee, WI 53208

Dear Customer Service Committee:

I am writing in regards to my previous letter to your committee in which I received a response in due time. A copy of the previous letter and your response is enclosed.

As you can read in my previous letter, I requested a new set of wheels for my motorcycle. The reason I am writing to the committee again is because I would like to request a new set of wheels of my choice at wholesale cost instead of being replaced for free by the Harley Corporation. I feel that if the committee can not change the wheels on my motorcycle, then they should be able to help me change them at a lower expense. Once again, I would like to thank you for taking the time to review my requests.

Sincerely,



Enclosures

tja/rjs

③

Ref # 568272

October 22, 2002

Harley Davidson Customer Service  
3700 W. Juneau Ave.  
Milwaukee, WI 53208

Dear Customer Service Committee:

I am writing in regards to my previous letter to your committee in which I received a response in due time. A copy of the previous letter and your response is enclosed.

As you can read in my previous letter, I requested a new set of wheels for my motorcycle. The reason I am writing to the committee again is because I would like to request a new set of wheels of my choice at wholesale cost instead of being replaced for free by the Harley Corporation. I feel that if the committee can not change the wheels on my motorcycle, then they should be able to help me change them at a lower expense. Once again, I would like to thank you for taking the time to review my requests.

Sincerely,



Enclosures

tjs/rjs