



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 252

Date Received

Repository

203 MAY 27 AM 10:26
13-MAR-2003

Reference No.
10011659

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

City
BEFORD

State
IA

Zip Code

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized NHTSA representative, provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 5/1/03

VEHICLE INFORMATION

Make
HARLEY DAVIDSON

Model
1200
Road King

Model Year
2002

Date Purchased
2-8-02

Dealer's Name and Telephone Number
Zook's Harley Davidson 515-265-4444

Engine:
No: Cylinders
2

Fuel Type:
gas

Original Owner

Dealer's City
Des Moines

State
IA

Zip Code
50313

Transmission Type
Manual
5 Speed

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code
030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
13-MAR-2003
July 2002

Failure Mileage
Approx
1500 miles

Failure Speed

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

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 FRONT AND REAR BRAKE MADE A NOISE WHEN APPLIED, ALSO THE REAR BRAKES DID NOT HOLD. *JB

front brake makes noise all the time

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

May 6, 2003

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

Reference No. 10011659

In February, 2003, I contacted Lori Oelhafen, Consumer Affairs Administrator, for the Harley-Davidson Motor Company, and she made arrangements to have Service Operations Area Representative, Hal Roseberry, inspect my motorcycle at a Harley-Davidson Dealership on April 8, 2003. Mr. Roseberry did a minor inspection of the brakes and declared there was nothing he could find wrong with them, and there was nothing they could do to remedy my complaint.

My brake noises and inadequate effectiveness of the rear brake remains a problem.

Sincerely,


Bedford, IA


January 14, 2003

COPY

Dave Hawley
Harley Davidson Motor Co.
5700 West Juneau Ave.
P.O. Box 653
Milwaukee, WI 53201

Dear Mr. Hawley:

On February 8, 2002, I purchased a new 2002 Harley Davidson Road King Motorcycle from Zook's Harley Davidson in Des Moines, Iowa. Total cash delivered price was \$17,781.40. We picked up the motorcycle at Zook's dealership. On the purchase agreement, there was a disclaimer of warranties which stated, "If there is a manufacturer's warranty on the vehicle you are buying, the dealer is not a party to it and it is not a part of this contract", and "The manufacturer's warranty is between you and the manufacturer as far as the dealer is concerned." The warranty is for 12 months/unlimited mileage and covers defects in factory materials or workmanship.

On June 7, 2002, I took the Harley to Zook's for the 1,000 mile service inspection and adjustments. No brake problems at that time. In July 2002, the front brakes started making noise all the time and I contacted Zook's to have them checked out. Since they were very busy getting customers ready for Sturgis, and my problem did not seem serious, we decided I would bring my Harley in later. The first week of August 2002, the motorcycle developed a problem with the rear brake too. It made a loud noise when applying the brakes, not just a brake squeal, and my rear brake did not seem to be as effective as it formerly was. I took the Harley to Zook's August 17, 2002, and said I could leave it there a few days. Zook's told me they could not fix the problem. I had contacted the factory tech line, and was told some things the mechanic could check out, and was assigned a customer service reference number. I gave that information to Zook's, but they still could not fix the problem. Zook's said the factory would not authorize replacing any additional parts to take care of the problem, so I picked the motorcycle up on or after August 28, 2002.

I contacted other dealers to see if they could fix it and was told basically the same as Zook's, that it was a common problem for this year and that they had no solutions. However, not all of this model has this problem. I again called the factory tech line, gave them my previous customer service reference number and again asked them questions about the problem. The tech person I talked to became indignant and told me that is just the way they were.

Recently (about January 10th) I called Jim Garton, the service manager at Zook's and asked him if he had received any service bulletins on this problem, and he stated that he had not. On January 11th, I talked to Walker's H.D. in Red Oak, Iowa, and they told me that recently they were talking with their factory representative and he asked them if they were still having brake problems with 2003 models. They have not had problems yet. On January 13, 2002, I again called the factory tech line and they could not help me.

COPY

I want both my brakes repaired under warranty. That warranty is going to expire soon. At this time my Harley Davidson Road King has less than 4,000 miles on it. I believe there is a defect in materials or workmanship.

Mr. Hawley, please respond to me in writing within 10 days as to how we can take care of this warranty problem.

Thank you for your attention to this matter.

Sincerely,

[REDACTED]
Bedford, IA
[REDACTED]

Copy to:

Iowa Attorney General's Office
Consumers Protection Division
ATT: Steve Switzer

National Hwy. Traffic
Safety Administration