



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 100083

Date Received

29-SEP-2003 NOV

Repository ☐

Performance No.
10040425 21

OWNER INFORMATION (Type or Print)

Name

Address

City

MCKINNEY

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☒ YES ☒ NO

In the absence of an authorized signature, please print name or address to the vehicle manufacturer.

Signature of Owner

Date 10/21/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5CDMTB5131G001943

Make

INDIAN

Model

SCOUT

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number 972-241-0381

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

DALLAS

State

TX

Zip Code

Transmission Type

MANUAL

☒ Anti-lock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

241000-TRAILER-HIGHWAY-FIFTH-WHEEL-ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

9/23/03

Failure Mileage

Failure Speed

HEAD LIGHT, FENDER MOUNTING
BRACKET AND VOLTAGE REGULATOR

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: DOTM15ABC036)

☐ 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).

CONSUMER CALLED CONCERNING ABOUT RECALL PROBLEMS CONCERNING FIFTH WHEEL ASSEMBLY. RECALL REPAIRS ON MOTORCYCLE HAD NOT BEEN DONE BECAUSE MANUFACTURER WENT OUT OF BUSINESS. ALSO, DEALER HAD THE PARTS, BUT WOULD NOT REPAIR THE MOTORCYCLE BECAUSE THEY WOULD NOT GET REIMBURSED. *AK

SEE ATTACHED LETTER AND RECALL
LETTERS FROM MANUFACTURE.

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.



August 28, 2003

Dear Indian Motorcycle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Any vehicle lessor who receives this notice must forward a copy to the lessee within 10 days, as required by Federal law.

REASON FOR NOTICE

Indian Motorcycle Corporation ("IMC") has decided that a defect, which relates to motor vehicle safety, exists in certain Scout™ and Spirit™ models produced through July 28, 2003. The welds holding the fender mounts to the front forks may crack and break, causing the fender mount to fail with the result that the fender comes in contact with the wheel. This could cause the rider to lose control of the motorcycle.

WHAT YOUR INDIAN DEALER WILL DO

Your IMC dealer will bolt a bracket onto each front fork. This bracket will hold the fender mount in place even if the weld fails. This replacement will be performed without charge to you. If you have previously had your front forks replaced due to broken fender mounts and this work was not covered under warranty, please contact IMC Customer Service at the number given below to obtain a reimbursement.

WHAT YOU SHOULD DO

Please contact your IMC dealer as soon as possible to arrange a service date so the dealer may inspect your bike. The actual labor time necessary to install the bracket is around an hour, but your dealer may need additional time with your motorcycle depending on how appointments are scheduled and processed. When you make your appointment with the dealer, please let the dealer know that you are coming in for the recall work so that the dealer can order the necessary replacement parts.

If you need assistance locating a service facility, please contact a Customer Service Specialist at IMC Customer Service 1-888-899-2997. Also, if you take your bike in on an agreed service date and the repair is not performed within a reasonable time, please call IMC Customer Service. If you have sold or traded your bike, please let us know by completing the postage paid reply card and returning it to us.

If after contacting your dealer and IMC customer service you still have not received the necessary service without charge within a reasonable amount of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D.C. 20590 or call 1-888-327-4236.

We here at IMC apologize for any inconvenience this has caused you. Please understand that we have sent you this notice because we care about your safety and the quality of our products. We urge you to get your bike serviced promptly.

Thank you for your attention to this important matter.

George Nobile, Vice President of Warranty and Customer Service



August 28, 2003

Dear Indian Motorcycle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Any vehicle lessor who receives this notice must forward a copy to the lessee within 10 days, as required by Federal law.

REASON FOR NOTICE

Indian Motorcycle Corporation ("IMC") has decided that a defect, which relates to motor vehicle safety, exists in certain Scout, Spirit, and Chief Vintage models produced through July 10, 2003. The bracket mount for the teardrop headlight can crack, causing the headlight to move out of position or even to fall off, increasing the risk of accident particularly at night.

WHAT YOUR INDIAN DEALER WILL DO

Your dealer will replace your headlight housing and bracket with a newly designed unit. This replacement will be performed without charge to you. If you have previously had your teardrop headlight replaced due to a broken bracket and this work was not covered under warranty, please contact IMC Customer Service at the number given below to obtain a reimbursement. You should also visit your dealer to have the work performed again, as IMC has designed an improved bracket that was not previously available.

WHAT YOU SHOULD DO

Please contact your IMC dealer as soon as possible to arrange a service date. The actual labor time necessary to perform the inspection and replace the defective bracket is around 40 minutes, but your dealer may need additional time with your motorcycle depending on how appointments are scheduled and processed. When you make your appointment with the dealer, please let the dealer know that you are coming in for the recall work so that the dealer can order the necessary replacement parts.

If you need assistance locating a service facility, please contact a Customer Service Specialist at IMC Customer Service 1-888-899-2997. Also, if you take your bike in on an agreed service date and the repair is not performed within a reasonable time, please call IMC Customer Service. If you have sold or traded your bike, please let us know by completing the postage paid reply card and returning it to us.

If after contacting your dealer and IMC customer service you still have not received the necessary service without charge within a reasonable amount of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D.C. 20590 or call 1-888-327-4236.

We here at IMC apologize for any inconvenience this has caused you. Please understand that we have sent you this notice because we care about your safety and the quality of our products. We urge you to get your bike serviced promptly.

Thank you for your attention to this important matter.

George Nobile, Vice President of Customer Service



February 14, 2003

Dear Indian Motorcycle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR NOTICE

Indian Motorcycle Corporation ("IMC") has determined that a defect relating to motor vehicle safety exists in certain Chief, Indian Spirit, Scout, Scout Centennial, Chief Centennial models produced through May 20, 2001. The recalled vehicles have a series type voltage regulator that, if damaged, can become stuck in an open mode that allows battery voltage to flow back through the regulator, potentially causing the regulator to catch on fire.

WHAT YOUR IMC DEALER WILL DO

Your IMC dealer will inspect your motorcycle and, if necessary, replace the series type regulator with a shunt type regulator that prevents any possibility of fire damage due to open voltage flow. This replacement will be performed without charge to you.

WHAT YOU SHOULD DO

Please contact your IMC dealer as soon as possible to arrange a service date so the dealer may inspect your bike. The actual labor time necessary to perform the inspection and replace the regulator is around half an hour, but your dealer may need additional time with your motorcycle depending on how appointments are scheduled and processed. When you make your appointment with the dealer, please let the dealer know that you are coming in for the recall work so that the dealer can order the necessary replacement parts in advance.

Your IMC dealer is fully prepared to assist you. Please take your motorcycle to your nearest IMC dealer or authorized service center. If you need assistance locating a service facility, please contact a Customer Service Specialist at IMC Customer Service 1-888-899-2997. Also, if you take your bike in on an agreed service date and the repair is not performed within a reasonable time, please call IMC Customer Service. If you have sold or traded your bike, please let us know by completing the postage paid reply card and returning it to us.

If after contacting your dealer and IMC customer service you still have not received the necessary service without charge within a reasonable amount of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590 or call 1-888-327-4236.

We here at IMC apologize for any inconvenience this has caused you. We care about your safety and the quality of our products - so please get your bike serviced promptly.

Thank you for your attention to this important matter.

George Nobile,
Vice President of Customer Service

10/13/03

Ref: Indian Motorcycle Corp. Recalls

As discussed over the telephone with your organization. Prior to Indian Motorcycle Corp. going out of business, I made arrangements with a local dealer to install the replacement parts on my motorcycle. The Dealer used my VIN # to acquire the parts from Indian Motorcycle Corp. These parts are sent to the Dealers free of charge and the Motorcycle Corp. reimburses the dealer for his labor installing the parts. When I showed up for my appointment to have the parts installed they refused to do the work. At that time I told them that I understood that they did not want to do the work to my motorcycle and not be able to collect from the Motorcycle Company for their labor. But I reminded them that the parts they had received from the Motorcycle Company belonged to my motorcycle and had been obtained with my VIN number and that I would like to have the parts to install myself due to the dangerous nature of two of the recalls and I am sure that Indian Motorcycle noted on record that the parts went for my motorcycle and I would not be able to obtain them again.

I would appreciate any assistance you may be able to give in acquiring my parts.

Sincerely,
Ron Armistead

Thank you

The recalled items consist of:

- a. The front head light. The bracket holding the light to the front forks cracks and breaks free.
- b. The front fender. The welds that hold the fender mounting brackets break causing the fender to fall into the front tire.
- c. The voltage regulator. The regulator puts out sporadic voltage.

Attached with this letter are the recall notices and the name and telephone numbers to the Dealership refusing to perform their obligation.

Indian Motorcycle of North Texas
13860 N. Stemmons Expressway
Dallas, Texas 75234
972-241-0381 Office
972-241-0383 Fax