



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

Od_or _____
rt_dt _____
od_rt _____
up_lr _____

Reference No.

2002 NOV 19 PM 3:42
10048358

OWNER INFORMATION (Type or Print)

Name _____
Street No. _____ Apt. No. _____
City Groveton State Texas Zip _____
Driving 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 authorization NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 11 / 01 / 03

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side) _____ Make _____ Model _____ Year _____
S U N S 4 8 7 9 1 B R M 0 5 7 5 0 3 Sundance Softail 2003
Purchased Date 5-10-03 Dealer's Name Sundance Components, Inc. Engine Size (CID/CC/L) _____ Turbo Diesel Gas Fuel Injection
 New Used Dealer's City Cocoa State Fla Zip Code 32922 No. Cylinders _____
Manufacture Date (on driver's door or pillar) _____ Transmission Type Manual Automatic Restraint System Driver's Air Bag Motorbelt Yes No Front Rear 4-Wheel 2-Point Belt 3-Point Belt Cruise Control Yes No Drivetrain Front Rear 4-Wheel Vehicle Type Car Sport Utility Van Truck Minivan Motorcycle Other _____ Body Style 2-Door 4-Door Stationwagon Pick Up Truck Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) Motorcycle Frame Location Left Right Front Rear Failed Part(s) Original Replacement Handicap Adaptive Equip Yes 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? Yes No NHTSA Previously Contacted? Yes No

APPLICABLE INCIDENT INFORMATION

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

Crash Yes No Fire Yes No Number of Persons Injured _____ Number of Fatalities _____ Reported to Manufacturer Yes No

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

Frame was purchased on the advertised statement that this product was manufactured to the same standards as the original ~~equipment~~ ^{frame} manufactured by Harley-Davidson Motor Company. An evaluation was made by the Harley-Davidson dealer and builder who purchased the frame for the ultimate consumer. The dealer/builder concluded that the frame was not straight and would not track properly on the highway, thereby becoming a possible safety issue to the rider. The frame was taken to an uninterested third party and placed on a laser frame machine. The results supported the dealer/builder evaluation as the frame was definitely out of square. The manufacture will not respond to any form of communication, ie such as

The Privacy Act of 1974 - Public Law 93-578 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

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

regular mail, certified mail or phone calls by the dealer/builder or customer's attorney

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 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, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline

(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

**MANUFACTURERS'
STATEMENT OF ORIGIN
TO A MOTOR CYCLE FRAME ONLY**

TYPE OF MOTOR CYCLE FRAME

Model Year 2003
Only Frame # SUN548791ERM057503
Style _____
Shipping Weight 62#

The undersigned CORPORATION hereby certifies that the new motor cycle frame only described below, the property of said CORPORATION, has been transferred this 10th day of May, 2003 on Invoice No. 1055

to Russ Welch HD
(Distributor, Dealer, Etc.)
whose address is 4101 State Hwy #6 South
(Street, City and State)
College Station, Tx 77845

The CORPORATION further certifies that this was the first transfer of such new motor vehicle in ordinary trade and commerce.

Sundance Components Inc.
(Corporation)

By Robert Holt, Manager
(Sign Name) (Title or position)

Cocoa, Florida
Office Address of Signatory (City & State)



WILKIN JACOBY & QUINN'S SERVICE
 AND BODY SHOP
 2001 S. HWY 281
 CROCKETT, TEXAS 75835
 409-444-2618

INITIAL INSPECTION REPORT

Date: July 08, 2003 Time: 11:50 AM

Customer.....
 Vehicle.....
 VIN..... A0M54N791R4007750
 Work Order # :
 Technician.....
 Computer.....

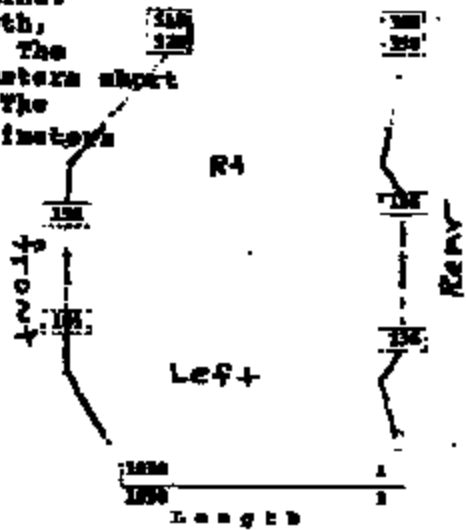
07/31/2003 16:16 5066422454

FIRETRUCK

PAGE 01

From: PATTILLO, RICHARDS, HARPOLD PC 1 830 886 8489 08/05/2003 07:16 #436 P.004/004

Mr. [REDACTED]
 We measured your motor cycle on a Genesic Computerized Laser Machine. We were only able to measure length, on both sides, width and square. The left side of the frame is 8 millimeters short causing a diamond in the frame. The right front of the frame is 4 millimeters in. This frame is out of square.



Front

© 1994, Laser Guided Instrumentation Systems, Inc.
 Note: Due to standard automotive price reductions and/or manufacturing variances, the vehicle's measurements may vary from the specifications listed and still be aligned correctly. See owner's manual for more details and distributor of accessories.

Russ Welch Harley-Davidson/Buell

4101 State Hwy. 6 South
College Station, Texas 77845
Phone: (979) 690-1669
Fax: (979) 690-1660
www.russwelch-hd.com



SUNDANCE COMPONENTS, INC.
440 SHEARER BLVD
COCOA, FLORIDA 32922

RE: DEFECTIVE FRAME SUN 548791ERM057603

JUNE 20, 2003

DEAR SIR:

WE ARE IN RECEIPT OF THE ABOVE MENTIONED FRAME FOR OUR CUSTOMER BYRON RICHARDS. THE FRAME IS COMPLETELY UNACCEPTABLE AND WE ARE REQUESTING A RETURN MATERIALS AUTHORIZATION AND A COMPLETE REFUND OF OUR MONEY.

AS YOU KNOW, WE ORDERED THIS FRAME IN FEBRUARY AND ONLY AFTER MULTIPLE CALLS FROM US AND FROM OUR CUSTOMER TO YOU DID YOU FINALLY DELIVER THIS FRAME, FOUR MONTHS AFTER DATE OF ORDER. NOW WE SIT WITH ALL OUR CUSTOMERS OTHER PARTS ON HAND READY TO FINALLY ASSEMBLE THE PROJECT MR. RICHARDS ORIGINALLY LOOKED FORWARD TO WITH PRIDE AND JOY.

AFTER INSPECTING YOUR FRAME, WE HAVE NO FAITH IN YOUR PRODUCT. MOST OF THE WELDS APPEAR TO BE INFERIOR AND COSMETICALLY, THEY ARE JUST PLAIN UGLY WELDS! MR. RICHARDS HAD PLANNED FOR US TO POWDERCOAT THE FRAME, BUT THERE IS NO WAY I WOULD HAVE THOSE WELDS SHOWING ON ONE OF OUR CUSTOM BIKES. AFTER FURTHER INSPECTION WE HAVE FOUND THAT THE FRAME DOES NOT APPEAR TO BE STRAIGHT. ALTHOUGH WE DO NOT HAVE A FRAME TABLE JIG, WITH THE USE OF LEVELS. SIXTEEN YEARS IN THIS BUSINESS, A PLUMBBOB, AND STRINGLINES IT IS OUR BELIEF THAT THIS FRAME IS NOT STRAIGHT. IN FACT, IT IS VERY OBVIOUS THAT IT IS NOT STRAIGHT WHEN YOU LEVEL THE BOTTOM FRAME TUBES AND STAND BACK AND LOOK AT IT. THIS WOULD DEFINITELY BE A DANGEROUS VEHICLE FOR MR. RICHARDS.

WE PAID YOU IN FULL IN GOOD FAITH THAT YOU WOULD DELIVER A QUALITY PRODUCT. HOWEVER, BECAUSE OF THE POOR QUALITY OF THIS FRAME IT IS MY DESIRE TO RETURN THE FRAME TO YOU FOR A FULL REFUND TO OUR COMPANY CREDIT CARD. HOPEFULLY YOU WILL RESOLVE THIS MATTER QUICKLY. NEITHER OF US NEEDS TO DEAL WITH A LAWSUIT, WHETHER FROM A SIMPLE REFUND DUE TO FAULTY MERCHANDISE, OR FROM AN INJURY INCURRED BY MR. RICHARDS DUE TO YOUR FAULTY MERCHANDISE. IF YOU DECIDE NOT TO SEND ME A RETURN AUTHORIZATION AND A REFUND AND ACCEPT THIS FRAME BACK, I WILL BE FORCED TO IMMEDIATELY TURN THIS MATTER OVER TO MY ATTORNEY AND LEGAL PROCEEDINGS WILL BEGIN BY BOTH MYSELF AND MR. RICHARDS AND HIS ATTORNEY.

SINCERELY



**Pattillo, Richards
& Harpold, P.C.**
Attorneys at Law

Albert D. Pattillo, III
Gregory A. Richards*
Stephen B. Harpold
*Member of the State Bar College

280 E Thompson Drive
Kerrville, Texas 78028
Fax 830/896-8489
Phone 830/267-8080

August 4, 2003

Sundance Components
440 Shearer Blvd.
Cocoa, Florida 32922

RE: *Frame sold to Russ Welch Harley Davidson
Sun 548791ERM057503*

To Whom it May Concern:

This firm represents Russ Welch Harley Davidson of College Station, Texas. In February of this year our client ordered a frame from you. After multiple calls, the frame was finally delivered in June. Initial inspection of the frame revealed it was out of square and had sloppy and unattractive welds. Our client contacted you by letter on June 20, 2003 and requested a Return Materials Authorization and a complete refund. Since that date, you have failed to respond. Our clients sent the frame to Willy Josey's Quality Paint and Body Shop in Crockett, Texas, who measured the frame on a Geneals computerized lazer machine. * (See attached summary). They determined the left side of the frame is 8 millimeters short causing a diamond in the frame. They also found that the right front of the frame is 4 millimeters in. In other words, this frame is out of square.

For a company that advertises its frames as being "exact to the Harley Davidson factory specifications", I find it surprising that you would not immediately remedy this situation. Not only is this frame a poor calling card for your company and its reputation, it also poses a significant threat to the end user.

Mr. Welch has requested that I make final demand of you to send a Return Materials Authorization for the defective frame and to completely refund the money that his company paid. In the event that you fail to do so within 60 days from the date of this letter, we will initiate a formal complaint with the Florida Department of Agriculture and Consumer Services as well as bring a lawsuit against you under the Florida Deceptive and Unfair Trade Practices Act. In reviewing your website, it is absolutely obvious to me that when you compare the product actually received by my client with the claims that you make, there is an obvious attempt to mislead and defraud consumers.

We can all forgo the expense and headache of litigation if you will just send a Return Materials Authorization and a complete refund of my clients' money.

Please contact me if you have any questions.

Sincerely yours,

PATTILLO, RICHARDS & HARPOLD, P.C.

Gregory A. Richards
Attorney at Law

GAR/jp

Cc:





Aftermarket Harley Davidson frames, available nowhere else in the world!



Get More Info

Call Frank Best at (800) 444-4444 or Scott Galt at (800) 444-4444

Harley Davidson

®/™

Site Design by Eric Blomley Products www.ericblomley.com

[Click Here to Contact Us](#)

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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).**