



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 100078

Date Received  
2004 JUL 13 PM 11:41  
04-JUN-2004

Repository   
Reference No.  
10075735

OWNER INFORMATION (Type or Print)

Name [Redacted]  
Address [Redacted]  
City MACON State GA Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorized signature, NHTSA will not include your name or address to the vehicle manufacturer.  
Signature of Owner [Redacted] Date 6/14/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1HD1FCW102 [Redacted] Make HARLEY DAVIDSON Model ULTRA CLASSIC Model Year 2002

Date Purchased [Redacted] Dealer's Name and Telephone Number [Redacted] Engine: No. Cylinders 2 Fuel Type: [Redacted]  
Original Owner  Dealer's City [Redacted] State [Redacted] Zip Code [Redacted]  
Transmission Type  Antilock Brakes  Cruise Control Powertrain [Redacted] Vehicle Component Code 115000 ELECTRICAL SYSTEM:FUSES AND CIRCUIT BREAKERS Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-JUN-2004 Failure Mileage [Redacted] Failure Speed [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]  
DOT No. (Example: DOTM15ABC036)  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code [Redacted] Tire Failure Type [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 [Redacted] Number of Deaths [Redacted] 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).

ON APRIL 23, 2004 CONSUMER RECEIVED NHTSA RECALL LETTER REGARDING CIRCUIT BRAKER, DEALERSHIP STILL DOES NOT HAVE THE PARTS AVAILABLE TO CONDUCT RECALL REPAIRS. \*AK

Include, if available: Police/City 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 included in the report of the agency's action.

[REDACTED]  
Macon, GA [REDACTED]  
[REDACTED]

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June 14, 2004

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

Dear Alberto A. Jimenez,

*I received a letter from Harley Davidson Motor Company dated April 23-2004 (please see enclosed copy) that there is a recall on my motorcycle. As stated in the letter it says please make immediately make arrangements to have the circuit breaker replaced. I now have been trying to have this part replaced since I received the letter. My local dealer Macon Harley Davidson keeps telling me that the factory does not have the part and they are waiting for them to get the part in stock and send it. After waiting well over a month and trying to get this part replaced I called Harley Davidson customer service which I have called before with other problems and received the same rude and belittling testament. The so-called customer service person with out checking told me they have plenty of the parts and that there was nothing they can do as they have no control over the dealers which we all know is not true. In the letter they sent me as you can*

*see says Quote, "If your dealer or Harley-Davidson Motor Company, Inc. fails or is unable to remedy your motorcycle without charge within a reasonable time you may wish to inform the Administrator, The Highway Traffic Safety Administration." Unquote: So now I hope you will do something. It is a shame that I have to go to so much trouble after buying a motorcycle that cost over \$22,000 and they are the ones that tell me to have this done. I sure hope that at least Harley Davidson Motor Company, Inc. will receive a reprimanded and send me a letter of apology. I will no longer waste my time and money as Harley Davidson Motor, Company Inc, which does not have a toll free number. All so when you call the dealer you have to wait some times quite a while to talk to someone about having this problem fixed. If by chance I have a problem or get hurt as a result of this problem not being fixed I will take legal action! I will wait to have someone get in touch with me as I have done all I can to get this problem fixed!*

*Sincerely*

A large black rectangular redaction box covers the signature area. Below the box, the number "114" is handwritten.

April 23, 2004

Dear Harley-Davidson Motorcycle Owner:

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

Harley-Davidson Motor Company, Inc. has decided that a defect which relates to motor vehicle safety, exists in certain 2001-2003 Model Year FL Touring and Police model motorcycles, including FLHPI, FLHTPI, FLHPEI, FLHTCI, FLHTCUI and FLTRSEI-2. These motorcycles have a condition whereby the 40 Amp. main circuit breaker could open due to reasons other than for which it was designed, causing an unexpected interruption of all electrical power to the motorcycle. This condition could cause a "quit while riding" situation, which could occur without warning and ultimately lead to a crash, thereby presenting a risk of death or injury to the rider.

Our records indicate that you purchased one of the motorcycles involved in this safety recall identified by the VIN (Vehicle Identification Number) shown on this letter.

**We strongly urge you to take your motorcycle to your dealer to have the appropriate service performed as soon as possible. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.**

Please contact your Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your circuit breaker replaced. The dealer labor time to perform this service takes approximately 1 hour and the parts and labor will be free of charge to you. Parts should be available at your dealership the week of April 26<sup>th</sup>, 2004.

To verify that the service has been completed, Your dealer will ask you to sign a recall claim. If you have sold your motorcycle, please forward the appropriate information about your purchaser to us. This will enable us to contact him/her and advise that person of this recall. Also, Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you had this repair before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Harley-Davidson at 1-414-343-4056.

If you take your motorcycle to your dealer on a mutually agreed upon date and he does not perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Harley-Davidson Motor Company, Inc. fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, The National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-DASH-2DOT or contact NHTSA at [www.NHTSA.DOT.GOV](http://www.NHTSA.DOT.GOV).

We regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.