


DOT Auto Safety Hotline				FOR AGENCY USE ONLY 117		
 U.S. Department of Transportation National Highway Traffic Safety Administration Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT 2004 OCT 26 (1-888-327-4236) INTERNET www.nhtsa.dot.gov/hotline				Date Received SEP 30 2004	Repository <input type="checkbox"/>	
				Reference No. 10094966		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	E-mail Address	
Name						
Address						
City	State	Zip Code	Evening Telephone Number			
ROUND ROCK	TX					
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.						
Signature of Owner				Date 10/18/04		
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year		
1HD1FFW174Y		HARLEY DAVIDSON	ELECTRA GLIDE FLHTCI	2004		
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:		
May 29, 2004	Bell County H-Shell		No. Cylinders	Gas		
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code			
	Temple	TX				
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code			
Manual 5SPD	<input type="checkbox"/> Cruise Control		023100 SUSPENSION: MULTIPLE AXLE: TORQUE ARM			
Multiple Failure:						
FAILED COMPONENT(S)/PART(S) INFORMATION						
Incident Date(s)	Failure Mileage	Failure Speed				
06-SEP-2004	3300	60				
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: DOTM1AABC036)	<input type="checkbox"/> Original Equipment	Failure Location:				
	<input type="checkbox"/> Prior Repair					
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police		
		0	0	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).						
WHILE RIDING MOTORCYCLE BETWEEN 50-70MPH, THE MOTORCYCLE WOULD PULL TO THE LEFT AND WOULD HAVE PULSATION. HAVE TAKEN MOTORCYCLE TO DEALERSHIP SEVERAL TIMES FOR PROBLEM. MECHANIC INDICATED THE REAR SWING ARM TORQUE WAS REDESIGNED BY MANUFACTURER AND NEEDS REPLACING OF PARTS DUE TO RIGHT/LEFT MOTION OF SWING ARM SEE ATTACHED Letter TO A-D Customer Service.						
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.						

Harley- Davidson Motor Company
P.O. Box 653
Milwaukee, WI 53201

Attn: Customer Service Department

From: [REDACTED]

Round Rock, TX [REDACTED]

Date: 18OCT04

Dear Sir or Ms:

I am writing to describe problems that I have attempted to resolve through your dealer, Area Rep and Harley-Davidson Customer Service Department telephone support process.

I primarily believe there is a problem with left to right movement of the swingarm on my motorcycle when measured at the rear axle. The mechanics seem to be unable to maintain the alignment of the motorcycle as well.

The problem has been severe enough at times to cause the motorcycle to veer suddenly, and without obvious reason, left into oncoming traffic. I have experienced the problem since about 800 miles were on the motorcycle.

Here is what I can visibly see. When the motorcycle is properly supported by a lift, I can move the swingarm left and right in the motorcycle without applying enough pressure to move the engine/drivetrain assembly.

At this point I have been told there is nothing else that will be done to address the problem. Furthermore, I have been told that additional "service actions" in this matter will be billable to me. I believe this is inappropriate.

I did not expect to have this problem so I did not keep "accurate" records. Therefore, I have recreated from memory and some documents the sequence of events as best I can at this time.

Is there anything that you can do to help me get this problem resolved on my motorcycle?

I've been riding Harley-Davidson for 38 years, mostly used. I saved long and hard for this wonderful machine. Please, help me realize the dream. Please be the company that I have always known you to be.

Sincerely,

[REDACTED SIGNATURE]
[REDACTED]
Attachment: Repair Attempt Sequence

CC: NHTSA

Repair attempt sequence

Harley-Davidson Motor Company
P.O. Box 653
Milwaukee, WI 53201

Attn: Customer Service Department

From:

Round Rock, TX

Phone:

Reference: HD Service Report 212-382

Purchased: VIN #1HD1FFW174Y
Bell County Harley-Davidson/Buell
720 N. General Bruce Drive
Temple, Texas 76504
Phone: (254) 773-2243

To Whom It May Concern:

Background:

I purchased this FLHTCI, 2004 mentioned above, on 29MAY2004 at Bell County Harley-Davidson/Buell from Drew Bierds.

The experience was quite positive and I commended Drew and his team for the entire process and gave a perfect score in the survey which followed in a few days.

About three (3) weeks after purchase, on or around 19Jun04, I brought the bike in for its first check, the 1000 mile, when it had a bit over 900 miles on the odometer. Problem #1 below continues following replacement of the rear tire (at my expense due to a puncture). Problem #2 continues and is the primary issue reported to HD Customer Service Department (HDCSD) in HD Service Report 212-382 which began on 20SEP04.

Visit #1

During the 1000 mile inspection, I mentioned three (3) specific "problems" I was having.

1. The rear tire was losing air
2. The motorcycle (MC) had a pronounced tendency to bank/lean to the left when decelerating (i.e.; rolling off the throttle to do engine braking)
3. The clutch would "chatter" as released and it entered the "friction zone"

Result #1

1. Air was checked in rear tire and I was asked to "keep an eye on it"
2. Bike was ridden and the problem was verified. Mechanic made several checks and adjustments. I was asked to watch it for any recurrence or other handling problems
3. Chatter of clutch unresolved

Following the request of the mechanic for more information, I further observed that the MC wanted to "change its line" through turns during my ride back home (50 miles). I continued to ride the MC for a week trying to find a "repeatable process" by which the problems could be corrected.

The problem seemed to exhibit itself as a feel of "instability" of the MC and in several occasions the MC exhibited the tendency to drift/aggressively move to the left when attitude of the bike changed. In one instance, at about 50mph in a left curve, the MC literally went into oncoming traffic, a move which I estimate to be of about 5-6 feet of tire track.

To further verify what I was experiencing regarding issue #2, when traveling a steady speed on straight, flat, smooth roads, there was a discernable forward pressure on the right handgrip to keep the bike in a straight line. Any changes in the throttle would cause immediate changes in the necessary pressure on the grip.

I called Bell County HD (BCHD) around 23JUN04 to report that problems #1 and #2 continued. I was requested to schedule to bring the MC so they could perform a "vehicle alignment" with the HD tools.

Visit #2

I delivered the MC around 30JUN04 by trailer due to my handling concerns.

I made numerous calls but the bike had not been worked on for almost 10 days. I was called on 09JUL04, over 14 days since delivered to BCHD, and informed the MC was ready and the problems were resolved. However, the bike appeared to not have been worked on and was extremely dirty as if sitting outside for days. The Service Manager stated the MC was "within specifications" of pressure on the handgrip.

I trailered the bike home as I wanted the chance to do some riding in a safe area before encountering significant traffic or riding a passenger.

I rode the MC the next day approximately 125 miles solo. The sudden direction changes seemed less, but the bike still had the instability and difficulty "holding a line", even with a steady pressure on the handgrip.

Over the next 2 days, 10-11JUL04, I rode another 500 miles, mostly with a passenger. On 11JUL, when doing about 60mph (the rated speed for the curve) in a right hand curve, on Texas 377, the MC, moved from the right lane to oncoming traffic before I could press hard enough on the right grip to increase countersteering and bring the bike under control. There was no discernable wind that day.

Each morning I had to add air to the rear tire, so I verified the air pressure after the incident above (when I stopped to regain my composure) and it was around 45 PSI.

Note: It was at this point, nearly 600 miles after picking up the MC from BCHD that this serious example resurfaced.

I was unable to ride the MC for several weeks due to medical reasons, but checked the tire several times in an attempt to find a foreign object in the tire. None was found during my inspection or the inspection of two other riders...yet it continued to lose air pressure.

Visit #3

24JUN ... BCHD checked the "front end alignment" and Clutch adjustment

Result:

- A. No change in handling
- B. Clutch "rattle" significantly reduced

I contacted HD Customer Service Department at 10:48, on 20SEP and spoke to LaAnne. We discussed several concerns ending in the creation of the HD Service Report #212-382:

- A. Handgrip pressure
- B. Instability
- C. Loss of directional control
- D. Loss of rear tire air pressure
- E. Swingarm yaw/end play

Visit #4

I was expecting a callback from BCHD and so I called them on 21SEP and they had not heard from HDCSD. I called back to HDCSD and spoke to Manny who called BCHD regarding the MC issues stated above. Manny called me back and said I could call BCHD to schedule another service action. I called BCHD and arranged to bring the MC that day and it was delivered by trailer on 21SEP late in the day.

I was called on 24SEP and told the MC was found to be "in spec" and ready to be picked up. Upon arrival I asked what that meant and was informed that no problem was found and that the MC was not exhibiting the problems I

described. However, they admitted to not having checked the air pressure in the rear tire. When it was checked it was below 36 PSI. I was told to watch it.

I told BCHD, Drew Bjerds I would like to speak to the "Area Representative". I was told by BCHD that he was rarely in the area but they would ask him what to do.

Visit #5

Emailed BCHD saying that problems continued and was asked to bring the MC for another check. I was called by BCHD and asked, per the Area Rep's request, to come with the MC to ride with the shop foreman and mechanic to see if we could get the MC to exhibit the problems. I went to BCHD the following Saturday with the MC. The MC did not exhibit any of the erratic behavior I have been experiencing..

Note: Called HDCSD on 29SEP at 10AM. Phillip took the call, promising a "call back" after discussing the open issue HD Service Report #212-382. None was received.

Visit #6

Took the MC to Central Texas HD on/around 30SEP and asked them to check it. The service writer, Frank wrote up the problem. I did not mention the previous service actions.

Result:

- A. Rear and front tires were low on air. MC rode okay for mechanics.
- B. I trailered it home
- C. Next day, air in rear tire was down to 36PSI. Increased to 42PSI. Immediately took a ride with a passenger aboard. In a left turn, East bound on Texas Hwy 29, the MC exhibited a strong tendency to go to the left but I stopped it before it crossed into the grille of an approaching Mack truck.

Visit #7

I called BCHD to say the rear tire continued to lose air and I was told to bring it in for a check. No punctures found prior to my departure. I rode the MC to BCHD (about 50 miles).

- A. Upon inspection a nail was found in the rear tire.
- B. I paid for a new tire to be installed and aligned.
- C. While the rear wheel was off and the shock absorbers were disconnected, I was able to move the swingarm left to right what seemed to be $\frac{1}{4}$ to $\frac{3}{8}$ of an inch when measured at the point where the rear axle went through the swingarm.
- D. The swingarm did NOT appear to move left to right at the pivot bolt but DID move front to rear
- E. Mechanic, Shop Foreman and Drew Bjerds promised to report this to the Area Rep and get direction
- F. I left the MC and the next day was called and told "the MC is in spec"

NOTE: I used a magnetic base dial caliper to verify the swingarm was moving, independent of the rest of the drivetrain. I measured .330 of an inch left to right at the axle.

Called HDCSD on 06OCT to ask status and explain the measurements I found.

- A. Rod (or Ron) said he would let Phillip know that I needed to talk to someone because the problem with losing air and erratic handling continued.
- B. Rod and I discussed the swingarm movement left to right. It was agreed this is inappropriate.
- C. Awaited callback

Called HDCSD on 07OCT

- A. Spoke to Ron who was going to inform Phillip
- B. Callback occurred. Delay was because "the wrong callback number in the system"
- C. I requested and was approved to bring the MC to CTHD

Visit #8

- A. Delivered MC to CTHD 07OCT in the morning.
- B. I gave the Service Writer the HD Service Report tracking number and asked that the mechanic speak to HDCSD before beginning work.
- C. Went by on 11OCT and MC was "ready"
- D. I was charged \$85 because the rear wheel was not in alignment. Reason: The adjustment cams are not working correctly. Parts were not changed.

- E. The mechanic "Jeff" did not call HDCSD to check the HD Service Report
- F. Mechanic asked me to leave MC another day so he could check with HDCSD
- G. Upon pickup on 12OCT, service writer "Frank" explained "There is no spec for the left to right motion of the swingarm"

Called HDCSD 15OCT.

- A. Phillip promised to call CTHD
- B. At 12:54PM I had not received a callback so I called HDCSD
- C. Phillip repeated the same words "Frank" had used when he spoke to me

I am now writing this letter, today, 18OCT04, pleading for some assistance with this obvious safety issue.