



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 100148

Date Received

Repository ☐

1006 DEC -1 AM 8:40
23-OCT-2006

Reference No.
10171612

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City GLENDALE State AZ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of an address to the vehicle manufacturer, ☒ YES ~~NO~~ 8/27/06
Signature of Owner [REDACTED] Date 10/31/06

VEHICLE INFORMATION

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

1HD1BWB [REDACTED]

Make HARLEY DAVIDSON

Model

~~FXST~~ FLSTCI

Model Year

2005

Date Purchased
11-DEC-04

Dealer's Name and Telephone Number
HACIENDA HARLEY DAVIDSON 480 905 1903

SEVING DLR

Engine:
No: Cylinders 2

Fuel Type:
Gas

Original Owner
☒

Dealer's City
SCOTTSDALE

State
AZ

Zip Code
85260

Transmission Type
MANUAL

☐ Antilock Brakes
☐ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code

135000 VISIBILITY: REARVIEW MIRRORS/DEVICES

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-JUL-2006

Failure Mileage
2900

Failure Speed
40

MIRRORS REFLECT THE INTERNAL STRUCTURE
OF MIRROR NOT THE GLASS

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: DOTM9ABC036)

☐ 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).

DT*: THE CONTACT STATED WHILE DRIVING 40 MPH ON NORMAL ROAD CONDITIONS, THE SUN LIGHT AFFECTED THE MIRROR'S REFLECTION. INSTEAD OF VIEWING AN IMAGE REFLECTION, THE CONTACT SAW THE INTERNAL STRUCTURE OF THE MIRROR. THE CONTACT CHECKED THE MIRROR WITH A FLASH LIGHT AND THE MIRROR PRESENTED THE SAME PROBLEM. THE MANUFACTURER WAS CONTACTED, A COMPLAINT WAS TAKEN, AND ALERTED THE DEALERSHIP ORDERED A NEW MIRROR. THE CONTACT RECEIVED THE NEW MIRROR BUT THE RESULTS WERE EVEN WORST AND ALSO NOTICED THAT THE MANUFACTURED YEAR 2005 WAS THE SAME AS THE ORIGINAL MIRROR OF THE MOTORCYCLE. THE CONTACT EXPRESSED CONCERN ABOUT THIS SAFETY PROBLEM AND AVOIDED DRIVING AT NIGHT. THE MANUFACTURER CONSIDERED THE REPLACEMENT ORDER AS A FAVOR, NOT AS A SAFETY PROBLEM AND NEVER PROVIDED THE MIRROR MANUFACTURER NAME.

SEE BEEN FOR INFO

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.

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

PURCHASED A SET OF HD ACCESSORY REAR VIEW MIRRORS PART # 91965-98 FROM SERVING
HD DEALER, HACIENDA H.D. (SCOTTSDALE) TO REPLACE ORIGINAL FACTORY MIRRORS. (MIRRORS
BILLED ON MY BROTHER-IN-LAW'S CASH ACCT WILLIAM SNYDER BUT PAID W/ MY CREDIT CARD)
DATE OF SALE 12-04-05. IN JULY 05, I NOTICED WHEN DRIVING M/C W/ SUNLIGHT
TO PARK, INSTEAD OF VIEW AN IMAGE REFLECTION, I SAW THE INTERNAL STRUCTURE OF
THE MIRROR. I CALLED HD CUSTOMER SERVICE ON 9-5-06 AND FILED COMPLAINT
(REFERENCE # 444296) ON 10-10-06, LORI (C&REP) AUTHORIZED RETURN OF PROBLEM
MIRRORS AND A REPLACEMENT SENT TO HACIENDA H.D. ON 10-24-06 I PICKED
UP REPLACEMENT MIRRORS FROM ERNIE AT HACIENDA HD PARTS. I TOOK THEM HOME

ATTACH ADDITIONAL SHEETS IF NECESSARY

OPEN THE BOX TO INSTALL, AND FOUND THEM WORSE THAN THE MIRRORS I
RETURN. PACKAGING LABEL OF BOX DATED 7-5-05 SAME AS DEFECTIVE MIRRORS
NO HELP FROM MAILER RETURN MIRRORS TO [REDACTED]

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov

NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

THE ATTACHMENTS TO THIS
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).