



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

2007 11-SEP-2007 8:22 AM

Reference No.
10202567

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: MANITOWOC State: WI Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening 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: [REDACTED] Date: 9/18/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1HD1FLW112 [REDACTED]
 Make: HARLEY DAVIDSON Model: FLHTCU-1 SHRINE Model Year: 2002
 Date Purchased: 09-MAY-02 Dealer's Name and Telephone Number: STOCKS 920-684-0237 Engine: No: Cylinders 2 Fuel Type: Gas
 Original Owner: Dealer's City: MANITOWOC State: WI Zip Code: 54220
 Transmission Type: MANUAL Antilock Brakes: Cruise Control: Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 061100 ENGINE AND ENGINE COOLING:ENGINE:GASOLINE
 Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 06-JUL-2007 Failure Mileage: 36000 Failure Speed: 30

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: DOTM19ABC036): [REDACTED] 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).

I HAVE FILED A COMPLAINT WITH THE WISCONSIN DEPARTMENT OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, AND I BELIEVE THAT THEY HAVE SENT YOU A COPY OF THAT COMPLAINT. ON JULY 6, 2007 WE WERE RIDING IN THE HILLS OF TENN. WHEN THE ENGINE OF MY 2002 HARLEY- DAVIDSON FLHTCUI FIRE FIGHTER EDITION WITH 36,000 MILES HAD A CATASTROPHIC ENGINE FAILURE CAUSED BY CAM BEARING FAILURE. THE ENGINE IS JUNK AND NEEDS TO BE REMANUFACTURED. MY CONCERN IS THAT HARLEY HAS KNOWN THAT THEY HAVE A PROBLEM WITH THE TWIN CAM ENGINE BEARINGS GOING OUT AND WILL NOT STAND BEHIND THEIR PRODUCT WHICH IS A [REDACTED] REPAIR. THE BIGGER CONCERN IS THAT WE WERE ONLY GOING 25-30 MILES PER HOUR WHEN THIS HAPPENED AND I HAD ALL TO DO TO KEEP FROM CRASHING. WHAT IF WE WERE ON THE INTERSTATE DOING 70 MILES PER HOUR. WHAT KIND OF FAITH AM I GOING TO NEED WHEN I GET THE ENGINE BACK AFTER REMANUFACTURED. *TR

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.

8/14/07

To: Customer Service Department, Harley- Davidson Motor Company

From: [REDACTED] Manitowoc, WI [REDACTED]

Re: 2002 FLHTCUI Fire Fighter Special with 36,000 Miles

To Whom It May Concern:

I had made contact with your department at least twice, and the Factory rep has also made contact with Stocks HD in Manitowoc. I am very disappointed in the customer service I received from the Motor Company in light of what has happened with my HD FLHTCUI and the problems with the cam bearings. I was left with no other option but to file a complaint with the State of Wisconsin Consumer Protection Department. I am sending you and Stocks HD of Manitowoc a copy of the information that I sent them.

Thank You
[REDACTED]



Department of Agriculture, Trade and Consumer Protection

Consumer Product Safety Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contact you?

Name: Mr. Mrs. Miss Ms. (check one) [redacted] (first) [redacted] (middle) [redacted] (last)

Home phone: [redacted] Work phone: [redacted] ext. [redacted] or [redacted] ext. [redacted]

Fax: [redacted] Email: [redacted]

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: morning

Address: [redacted] PO Box: [redacted] Apt.# [redacted]

City: Manitowish State: WI Zip: [redacted] County: Manitowish

2. Name and address of victim if different from above

Name: Mr. Mrs. Miss Ms. (check one) [redacted] (first) [redacted] (middle) [redacted] (last)

Home phone: () Work phone: () ext. or () ext.

Available by phone between 8:00 A.M. and 4:00 P.M. at: Home Work Best time:

Fax: () Email:

City: State: Zip: County:

Information about your complaint: Please provide as much information as you can.

3. Victim's age: [redacted] Gender: male Date of incident: July 6, 2007

4. Describe product involved: 2002 Harley Davidson FLHTCUI

5. Product model: ultra Classic Serial number: 1FD1FLW1 [redacted] Do you still have the product? Yes No

6. Brand name/Manufacturer: Harley Davidson Motor Company

Address: P.O. Box 653 PO Box:

City: Milwaukee State: WI Zip: 53207 Country: Milwaukee

7. Manufacturer contact person: Customer Service Title: unknown

8. Manufacturer's phone: (414) 343-4056 Fax: () Manitowish

9. Where was the product purchased? Stock Harley Davidson WI Date of purchase: 5/9/02

10. Contact person at place of purchase: Bill - in service dept. Phone (414) 684-0237

11. Amount paid: \$ [redacted] by: (circle one) cash check credit card financed other plan

12. Did you contact the manufacturer about your complaint? Yes No When? 7/25/07 8/1/07 What happened? Nothing

13. Have you filed this complaint with another agency? Yes No Agency name? What happened?

14. Have you contacted a private attorney? Yes No Have you started court action? Yes No

IMPORTANT: More questions on the back page (over)

15. Describe the incident or hazard in detail and include a description of any injuries. attached

16. How do you feel your complaint should be resolved? (please be specific) attached

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature:  Date: 8/3/07

Return this form and copies of your papers to our office located at:

DATCP - PRODUCT SAFETY SECTION
PO Box 8911 2811 Agriculture Dr
Madison, WI 53708-8911

Toll free in WI: (800) 422-7128

FAX: (608) 224-4939
TOLL FREE: 1-800-422-7128

EMAIL: datcpHotline@datcp.state.wi.us
WEBSITE: www.datcp.state.wi.us

8/14/07

To: Department of Agriculture, Consumer Protection

From: [REDACTED] e. Manitowoc, WI [REDACTED]

Re: Consumer Product Safety Complaint

To Whom It May Concern:

In the summer of 2002 I purchased a Harley Davidson Ultra Classic Fire Fighters special edition motor cycle. I did have some problems with it that were covered under the one year warranty. I purchased it because I planned to take it on trips every summer across the US.

This year we were going to Key West, we left on the 5th of July and on the morning of the 6th at about 10:30 we were riding in Tennessee when we had a catastrophic failure of the engine. After a chain of events we arrived at a Harley dealer in Clarksville Tennessee at 5:30 p.m.. The Clarksville dealer explained to me on Saturday the 7th that a cam bearing had failed and that the engine needed to be remanufactured. We put the bike in a U-Haul and brought it home to Stocks Harley Davidson in Manitowoc for repairs because that's where I bought it and had all my service work done. They took it apart and told me that I did have a cam bearing failure and needed a remanufactured engine. They also said that this problem should not have happen because of my maintenance record and I have only 36,000 miles on the motorcycle. They consulted with their factory representative to see if I qualified for the Harley GOOD FAITH PROGRAM because of what had happened. I was denied anything based on the year and mileage of the motorcycle. I discussed this with Stocks and they agreed with me and suggested that I call Harley customer service for help.

I called customer service and explained my problem and what had happened. They would do nothing for me. I also had been on the internet exploring the problem of the cam bearings going out and the problems that Harley has had since they went to the twin cam 88

engines. There is a lot of info out there about the problem that started in 1999. Harley is aware of the problem and has repair kits and bulletins out to the dealers about it. Also, I believe that they are still having problems with cam bearings failing. I have attached copies of some of the material out there. I have also attached a copy of a party with a 04 Harley that had the same thing happen to him. I talked again with Stocks in Manitowoc and they agreed and said they would keep trying to help me. I called Harley Davidson customer service back and they still will do nothing for me.

These are my concerns; I have explained them to Stocks and the Harley customer service department.

1. Stand behind your product. 2002, [REDACTED] bike, with 36,000 miles with flawless maintenance record.
2. Safety, we were traveling at only 25-30 miles per hour through a national forest. What if we had been on the interstate when this happened? I had all to do to keep the bike on the road.
3. Harley knows that there is a cam bearing problem and I am not alone, yet their attitude is, to bad so sad.

Resolution of problem is this.

I have explained to all that I don't expect the whole cost that might be as much as [REDACTED] or more to be paid by someone else, but I do expect that Harley Davidson Motor Company would stand behind their product, especially with all the information that is out there and known by them and there dealers in regard to cam bearing failures. I am very disappointed in the customer service I have received from Harley Davidson Motor Company and find no other alternative to filing this complaint.

Sincerely Yours,

[REDACTED]

[REDACTED]



**Buell
Ridley
Moto-Guzzi
Boss Hoss**

**STOCK'S
HARLEY-DAVIDSON**

3205 Menasha Avenue
Manitowoc, WI 54220
920.684.0237 • Fax 920.684.3972
service@stockshd.com

CUSTOMER SERVICE ASSISTANCE

Most sales or service issues will be resolved at the dealership. However if an issue arises that your dealer cannot resolve, please follow the procedure below.

1. Discuss your problem with the appropriate personnel at the dealership in the Sales, Service or Parts area. If that proves unsuccessful, speak to the owner of the dealership or the general manager.
2. If you cannot resolve the issue with the dealership, you can contact the Harley-Davidson Customer Service Department by calling (414) 343-4056 or write to:

Attention: Customer Service Department
Harley-Davidson Motor Company
P. O. Box 653
Milwaukee, WI 53201

To avoid delays, please have the following information available to give to the Customer Service Representative:

- Your name, address and phone number.
- Motorcycle VIN (Vehicle Identification Number) found on the vehicle registration, warranty card or stamped on the steering head and on a label located on the right front frame downtube of the motorcycle itself.
- Name and location of the dealership.
- Current mileage.
- Clear description of issue.



HP Figures For Big Twin Engines (Full Version)

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HDF Tech -> [HP Figures For Big Twin Engines](#) (8/26/2005 10:34:46 AM)

Interested in the [HP](#) for your TC engine? Take a look...[HERE](#)

And Sportsters... [HERE](#)

TWIN CAM Warning

If you have a Twin Cam engine manufactured before 2000 you may want to make sure you have the parts listed in the service bulletin below installed in your engine. There are documented problems where the cam bearing support plate and cam bearings fail. This is occurs on stock bikes and modified bikes. If the problem occurs, it can result in catastrophic failure of the cams, cam bearings, cam support plate, cam chain tensioners, blown oil pump and lifters. The fix is very expensive, a failure is even more expensive.

If you have an aftermarket cam shafts, most Harley-Davidson Dealers are not covering this under warranty. There are two repair kits from Harley-Davidson that contain the parts to fix this problem.

Fuel injected models require part number 24984-99.

Carburetor models require part number 24985-99.

There is an extensive list of components is this repair kit including camshafts, cam bearings, cam bearing support plate, cam sprocket, cam chain, cam tenstoner, oil pump, hydraulic lifters and gaskets.

A complete description of this problem was published in the December 2000 American Iron Magazine page 28.

Harley-Davidson Service Bulletin M-1100 "Cam Bearing Repair Kits" issued July 10, 2000 defines the problem and repair found ...[HERE](#)

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current gear,
acceleration in G's

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Garage
Sale**
Used Parts
for Sale


Harley-Davidson

Twin Cam 88 Performance

Twin Cam 95 Performance

Performance and Technical information on Twin Cam 88 and 95 cubic inch engines for Harley-Davidson motorcycles.

Ready to improve the performance of a Twin Cam 88 or 95 engine. Here are some real world examples to show you what to expect now. Some real dyno runs to judge your performance against.

TWIN CAM Troubles 

It looks like the TC engines are having problems again in the cam shaft area. There are documented problems where the cam bearing support plate and cam bearings fail. This is occurs on stock bikes and modified bikes. When the problem occurs, it can result in catastrophic failure of the cams, cam bearings, cam support plate, cam chain

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Motorsport LM-1 portable
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Profession Tuning on a
Shade Tree Budget

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tensioners, blown oil pump and lifters. The fix is very expensive, a failure is even more expensive.

If you have an aftermarket cam shafts, most Harley-Davidson Dealers are not covering this under warranty. There are two repair kits from Harley-Davidson that contain the parts to fix this problem.

Fuel injected models require part number 24984-99.

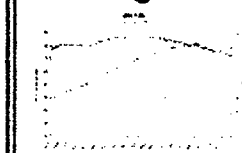
Carburetor models require part number 24985-99.

There is an extensive list of components in this repair kit including camshafts, cam bearings, cam bearing support plate, cam sprocket, cam chain, cam tensioner, oil pump, hydraulic lifters and gaskets.

A complete description of this problem was published in the December 2000 American Iron Magazine page 28.

Harley-Davidson Service Bulletin M-1100 "Cam Bearing Repair Kits" issued July 10, 2000 defines the problem and repair.

Making Power



Engine Performance

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Carburetor

Troubleshooting

Exhaust

Ignition

artie04ultra Offline
Forum Newbie Biker Type

Posts: 3
Quotes: 0

Re: TC cam failures? Noise on '04?

Cam bearing failure

Help, I'm looking for fellow bikers with the same problem.

The front cam bearing on my 04 Ultra failed causing total engine contamination.

I know the problem existed in the '99 and 2000 engines, but I'm looking for anyone who has experienced or knows anyone or anything about failures on the 04 Ultra.

I'm four months out of warranty and am fighting with HD for a new engine.

I need all the ammunition I can get.

Thanks

Quote

Arcade

Challenge artie04ultra in the Arcade!

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Engine Spot

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DONNY PETERSEN'S
HEAVY DUTY CYCLES[About](#)[Contact](#)[Products](#)[Services](#)[Deal Room](#)[Newsletters](#)[Showcase](#)[Bike Sales](#)[Trike](#)[Features](#)[Estimates](#)[Twin Cam88](#)[Search](#)**Please read disclaimer at the end of this article, thank you.**

September 2003

Twin Cam Timing Compartment Debris

1999-2003

An ongoing concern with the Twin Cam engine increasingly focuses on damage in the timing compartment and its associated parts *on all years*. Stevie, my head wrench for 22 years, recently called me into our service department to look at a set of pistons he just removed from a Twin Cam. The piston walls were impregnated with fine shiny metal particulate. Upon further investigation, we concluded that this foreign metal debris could only have come from the *separated* timing compartment. Much more on this later. As we have discussed in previous articles, Harley Davidson was forced to abandon gear driven engine parts because of noise emissions dictates by the EPA. This meant the demise of the gear driven single cam Evo valve train and the evolution to a quieter timing chain driven dual cam TC88 set-up in 1999. Two cams were required to keep the basic shape of the V-Twin that we all love. The two cams are supported on the outer side by bearings in a cam support plate that also routes engine oil. A timing chain driven by a gear on the end of the rotating crank pinion shaft sets the whole valve train in motion including a second chain.

Early Twin Cams

Others and I have written extensively on 1999 and early 2000 Twin Cams with rear cam-bearing problems. This was supposedly corrected in late 2000 by upgrading the cam support plate and replacing the rear cam ball bearing with a roller bearing. In my opinion Harley really dragged their feet on this problem in the beginning with owners of the ball bearing affected bikes. The new cam plate and rear roller cam bearing corrected a large percentage of bikes suffering from this particular issue. But we see evidence of continuing problems all the time even with the late 2000 and up roller bearing engines. For example, I highly recommend changing the inside cam journal bearings in the engine case every time the timing chest is opened up. We replace the stock Ina SCE148, (OEM 9198) bearings with Torrington B148's in ALL our Twin Cam engine work. S&S also supply these bearings

for their gear drive systems that are used to replace the timing chains. Harley Davidson is currently defending itself against a class action suit regarding TC88 timing chest problems. It won in lower court and has now lost on Jan. 14, 2003 in Wisconsin Court of appeals. The case was accepted by the Wisconsin Supreme Court on June 12, 2003 for review. We await a final resolution.

The Factory Warranty[FrontPage HTML Markup Component] [FrontPage Component]

January 2001 a proactive customer of mine who complained loudly and incessantly received a letter from a HD representative. It stated in part that if a problem occurs in 1999 and early 2000 Twin Cam timing compartments that the:

"Motor Company is providing a 5-year/50,000 miles warranty on the rear cam bearing. No action is necessary on your part to activate the coverage. In the event you have sold, or plan to sell your bike, future owners of your motorcycle are also covered."

This was a welcome better late than ever piece of news except for one thing. The engine compartment had to self-destruct with the problem before the warranty would be instituted. There would be no warranty for those who wanted their timing compartments checked to see if there was an impending problem in the making.

Now there were probably tens of thousands of owners of the early year Twin Cams wondering if and when a severe mechanical problem was going to develop as they rode down the highway. As near as I can figure, there would have been up to a hundred thousand Twin Cams affected by this potential malaise. As any rider knows, having to wonder or worry about a mechanical problem ruins the relaxing quality of riding in the first place....never mind where it might happen.

Murphy's Law states that breakdowns never happen in front of your favorite repair facility. So these hapless riders had to wait and see what was going to happen, if anything was going to happen. Many riders like myself just went ahead and corrected the problem on their own dime in order to have peace of mind. I did this on two 1999 Roadglides that I have personally owned. In both my TC88 Roadglides I found varying degrees of damage to the cam support plate rear ball bearing. There was inappropriate wear on both Ina cam

bearings that support the two cams on the other ends in the engine case and the timing chain adjusters were badly worn in one bike and moderately worn in the other. In addition we are finding damaged Ina inner cam bearings, worn timing chain adjusters and cam lobe damage on all year Twin Cams. Since we do a lot of performance work, we take apart many engines with no outward symptoms of wear or impending problems. Therefore we accidentally discover a lot of untoward malaise that we are not initially looking for. Of course, we now check the timing case components religiously. We also get to see wear patterns that will lead to future concerns. Later TC88 Cams In our experience we see a lot of earlier cams wearing out prematurely. This is indicated by case hardening on the cam lobes showing evidence of wearing through. On later Twin Cams we are seeing examples of cam wear or I-manufacturing that is also very disturbing. The first set that we pulled out of a Twin Cam seemed to be a manufacturing defect where the tooling malfunctioned or a step in the grinding process was inadvertently skipped. The cam lobes exhibited a "stepping" contour of flat spots instead of a rounded smooth contour for the lifter roller to glide over. Now we have seen it more times. An engineer has advised me that he feels the stepped cam surface characteristic is the result of the cam grinding machines either inadvertently being turned up too fast or a deliberate attempt to boost production beyond maximum capacity of the machines. Certainly, Harley has ramped up production considerably in the last few years to peak at 289,000 units in 2003. This is a long way from the sub 50,000 level in the 1980's. I am investigating this and if it is a widespread problem, I will report on it in the future

Fixing the Outer Cam Bearing Damage This relates to the Factory's fixing the problem after the blowup Service Bulletin M-1100 issued on July 10, 2000. It informs repair facilities that "cam bearing repair kits" are available to fix rear cam bearing problems. There is one for carbureted, (24985-99), TC88 and B models and the other is also for A and B models that are fuel injected, (24984-99). Different specification cams are used depending on whether the bike is carbureted or injected. At Heavy Duty Cycles we try interdict impending destruction before Armageddon occurs so quite often we only have to replace a few parts such as the support plate,

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