



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 ☐

19-JUN-2008

Reference No.
10231612

OWNER INFORMATION (Type or Print)

Name

Address

City

MIDLAND

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of your name or address to the vehicle manufacturer. ☒ YES ☐ NO
Signature of Owner _____ Date 6/26/08

VEHICLE INFORMATION

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

1HD1DJV133

Make

HARLEY DAVIDSON

Model

FLHTC

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number NEW NAME

Engine: 1450

Fuel Type:

No: Cylinders CC

GAS

Original Owner

Dealer's City

BAY CITY

State

MI

Zip Code

48708

2

CARB

Transmission Type

5 SPEED

☐ Antilock Brakes

Powertrain

1450 CC

Vehicle Component Code

160000 STRUCTURE

Multiple Failure:

2 TIMES 2003
5-3-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-JUN-2004
MAY 3, 2008

Failure Mileage

45000

Failure Speed

25

DETACHABLE BACKREST

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: DOTM19ABC036)

☐ 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

1

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 2003 HARLEY DAVIDSON FLHTC. THE VEHICLE HAS A DETACHABLE BACKREST THAT KEEPS THE PASSENGER ON THE BIKE. THERE ARE TWO BARS ON THE LEFT AND RIGHT THAT KEEP THE BACKREST IN PLACE. WHILE RIDING APPROXIMATELY 25 MPH, THE TWO SIDE UPRIGHT BARS RANDOMLY FAILED AND CAUSED THE BACKREST TO COME OUT OF PLACE. THE CONTACT CALLED THE MANUFACTURER AND HARLEY DAVIDSON SENT A REPLACEMENT. FOUR YEARS AFTER THE REPLACEMENT WAS RECEIVED, THE RIGHT SIDE OF THE UPRIGHT HANDLE BARS FAILED WHILE RIDING 50 MPH. THE REAR PASSENGER NEARLY FELL FROM THE VEHICLE. THE REAR PASSENGER SUSTAINED CUTS AND BRUISES. THE MANUFACTURER WAS NOT NOTIFIED OF THE SECOND FAILURE BECAUSE THE CONTACT FELT THAT THE ISSUE WAS NOT HANDLED PROPERLY THE FIRST TIME. THE FAILURE MILEAGE FOR THE FIRST INCIDENT WAS 45,000 AND CURRENT MILEAGE WAS 68,000.

SEE ATTACHED DOCUMENTATION

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.



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Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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In the absence of a signature or name or address to the vehicle manufacturer. ☒ YES ☐ NO
Signature of Owner _____ Date 6/26/08

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1HD1DJV133

Make

HARLEY DAVIDSON

Model

FLHTC

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number NEW NAME

Engine: 1450 CC

Fuel Type:

GAS
CARB

Original Owner

Dealer's City

BAY CITY

State

MI

Zip Code

48708

No: Cylinders

2

Transmission Type

5 SPEED

☐ Antilock Brakes

☐ Cruise Control

Powertrain

1450 CC

Vehicle Component Code

160000 STRUCTURE

Multiple Failure:

2 3-16-2003
5-3-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01 JUN 2004
MAY 3, 2008

Failure Mileage

45000

Failure Speed

25

DETACHABLE BACKREST

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: DOTM19ABC036)

☐ 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

1

Number of Deaths

0

Reported to Police

N

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This is for the current 2nd incident.

I sent an email to Angela Beres at Harley Davidson on July 7, 2008 about 11:06 a.m. she is the person I was working with on the first incident. She replied and told me she took a new position and was forwarding my email and pictures to customer service and they would contact me.

John Mallon from Harley Davidson contacted me by phone on July 8th 2008 about .
3:45p.m.

Reference # 82924. His direct line is 414 343-8725

He wanted me to take the backrest to my local dealer so they could send it to him. He told me he would give me a \$150 or a replacement.

I have no faith in this product that is why I am contacting you.
See attached documentation.

MY CONTACT INFORMATION

MIDLAND, MI. _____

WORK
HOME
CELL

INCIDENT 1

In 2003 I had a detachable backrest from Harley break and my wife almost fell off. I contacted Harley customer service they told me it was not under warranty. I have the case number with customer service that I opened which is 82924.

I told them they had a safety issue. They ended up giving me a replacement backrest the exact same thing. I sent certified letters with return receipts to Harley CEO, Willie G and the head of engineering. Copy of letter and receipts attached. Angela Beres of H-D Manager of Product Integrity contacted me by phone and I sent them the backrest for testing. They had a Meturlist look at it. After months I was told over the phone it was a one time stress on one side and they would not give me anything in writing and told me that the findings were jointly owned by the testing firm and H-D. All emails have been attached also. The April, 21, 2003 was the first letter and incident with pictures attached of the broken backrest.

INCIDENT 2

On May 3, 2008 my wife and I were riding and this replacement backrest broke and she almost fell off again she ended up cutting her hand (minor scratch but she did bleed). Pictures of the second backrest that broke included. I have not contacted Harley as of yet on this second issue as they didn't do anything on the first issue.. I did tell my local dealer about the second backrest breaking. They ask when I purchased it and told me it wasn't under warranty. I told them it wasn't a warranty issue someone is going to get hurt. They wanted to give me Harley Customer Service number. I said I had it. Do I have any recourse on this issue and if not how or who do I contact to make sure nobody gets killed.

I have a witness that was following me on both events. Paul Len on the 2003 first event Pat Hernandez on the 2008 second event.

I have pictures of the first back rest included.

I also have pictures of the second back rest included.

The second back rest as you can see only broke on the right side completely in half we were going about 55 mph.

The first back rest both sides broke but not all the way off it was like they were sawed $\frac{3}{4}$ way through and they bend all the way down to the fender and she was very lucky we were only going about 25 mph and didn't fall off.

Now what are the odds of the same person getting 2 different backrests that have broke.

I think don't like their design they are welded tubes it wasn't the weld that broke but the tube itself. Harley told me they are design to bend and not break. We have no confidence in this product and my wife doesn't want to ride much anymore. I am a high mileage rider and get 15,000 to 18,000 miles a year and I live in Michigan a cold state, we ride a lot. I feel someone going to get seriously hurt or killed.

April 21, 2003

Jeffrey Bleustein, Chair and CEO
Harley-Davidson, Inc.
3700 W. Juneau Ave.
Milwaukee, WI 53208

cc: Earl Werner, VP of Engineering
Willie G. Davidson, VP of Styling

SUBJECT: SAFETY CONCERN

I am writing in regards to reference # 82924 that I have opened with your customer service department. I would like to start by saying I'm a huge fan of Harley Davidson motorcycles and have been riding them since 1990. I truly enjoy harleys and ride a very high amount of miles each year considering the fact that I live in a cold weather state. I put over 33,000 miles on my 2001 in less than two years. I have purchased 5 brand new harleys in the last 6 years. All the bikes I have purchased have been big twins and I have spent approximately \$100,000 with your company including bikes and accessories. My taste in bikes has changed, I started with a Fatboy and progressed up to the touring models. I presently own a 2003 Electra Glide Classic. I don't like the look of the dresser and the top heavy feel of the tour box so I purchased the quick detachable backrest, luggage rack and detachable tour box rack and a road glide seat. My bike now looks like a Road King with a fairing. I bought the detachable back rest and luggage rack for my 1999 Road King about 4 years ago and kept it when I sold the bike.

When I am riding solo, I like to remove the backrest and have the clean sleek look it gives my bike. When I ride with my wife, I run a backrest for her comfort and safety. This brings me to my safety concern. When I say the backrest provided safety, that is where I made my biggest mistake ever. On, Sunday, March 16, 2003, my wife and I were riding. I had the detachable backrest on the bike because she will not ride without it, because without it she feels as if she is going to fall off. I was riding with 3 other bikes and had just came up to a stop sign. We left from the stop sign and I was the last one to leave. I left at normal speed and did not accelerate fast. When I shifted the bike into second gear, my wife screamed. I immediately let off the throttle and felt her feet come from somewhere and go back down onto the floorboards. She grabs me crying and I stop the bike. At this point I was not sure what had happened, I just knew something was wrong. As I was getting off the bike she is saying something happened to her backrest. I look at the backrest and it is laying down. I barely touch it and it completely snaps in half. I could not believe it, had I not have just left a stop sign and been going slow and when hearing her scream immediately let off the throttle I do not even want to imagine what could have happened. We were going to another city at the time that this happened and were headed for the highway. Five more minutes and we would have been on the highway going 70 mph. I am sure you are aware of what could happen to a person if they are going down the highway at 70 mph and they just fly off the back of a motorcycle.

My backrest has been replaced by my local dealer with the assistance of your customer service representative John Mallon. I want to make it very clear that the concern here is not about a warranted part or getting the part replaced as some people I have spoken with seem to think. In addition I would like to add that I do not think that because the part is 4 years old that has anything to do with the reason for breakage as some have suggested. A backrest should never break regardless of its age. The problem is that my wife and I have no faith in the new backrest. I don't know if the breakage was caused by defective metal or a defect in the design or what exactly the cause was. All I know is that I do not feel that I can rely on this new backrest. This is a very serious issue that needs to be addressed. I spoke to your customer service representative

Jeffrey Bleustein
SAFETY CONCERN
April 9, 2003
Page 2

and he suggested that I send the broken backrest to him and he said that he would get someone to study it. My concern in doing this is that I will send it in and then I will never hear from anyone. This is the reason I am writing to you. I wanted to personally notify you of the situation so that you are aware of what happened and in hope that you will be able to make sure this situation is brought to the attention of the correct individuals. As I mentioned before, I do not have any faith in the new backrest and will never feel safe with it again unless I find out what caused this problem. I am setting my bike back to solid mount with the tour pack permanently mounted. By setting the bike back to it's original form I feel I will have a little more faith in the safeness of it but I will not be happy with the looks. I am very upset by the fact that products were made by Harley so that I could convert my bike to the look I enjoy but I am not able to use them in this manner because of safety concerns. I feel that the only way I can feel safe again is to own one bike that I can actually take a passenger on and that I will have to buy a second bike in order to get the look I enjoy.

I appreciate you taking the time to read this letter and I would appreciate a response from you in this matter. I am attaching pictures that show you how the backrest looks, hopefully this will help you understand the situation. I will send the backrest wherever you suggest but as I said before, I want to make sure that the correct individuals are aware of this problem and that it is being sent to the correct place. You can contact me in any way that works for you. Please see my contact information below.

Sincerely,

Midland MI

(Home Phone)

(Work Phone)

(Home email)

(Work email)

Enclosures

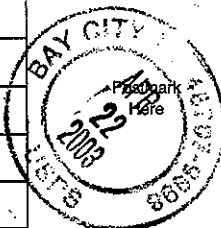
59EE 9T59 5000 05TE 2002

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
 (Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

OFFICIAL USE

Postage	\$.37
Certified Fee	2.30
Return Receipt Fee (Endorsement Required)	1.75
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$ 4.42



Sent To
EARL WERNER
 Street, Apt. No.,
 or PO Box No. **3700 JUNEAU AVE**
 City, State, ZIP+4 **MILWAUKEE WI 53208**

PS Form 3800, June 2002

See Reverse for Instructions

7002 3150 0005 6516 3341

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
 (Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

OFFICIAL USE

Postage	\$.37
Certified Fee	2.30
Return Receipt Fee (Endorsement Required)	1.75
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$ 4.42



Sent To
JEFFERY BLEUSTEIN
 Street, Apt. No.,
 or PO Box No. **3700 JUNEAU AVE**
 City, State, ZIP+4 **MILWAUKEE WI 53208**

PS Form 3800, June 2002

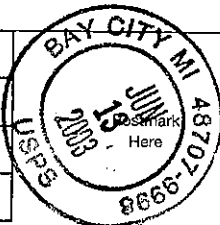
See Reverse for Instructions

74T6 429E 7000 004E 6608

U.S. Postal Service
RETURN RECEIPT FOR MERCHANDISE
 (Domestic Mail Only; No Insurance Coverage Provided)

Article Sent To:

Postage	\$ 5.30
Return Receipt for Merchandise Fee (Endorsement Required)	3.00
Special Handling Fee	
Total Postage & Fees	\$ 8.30



Waiver of Signature ☐ YES ☒ NO

Name (Please Print Clearly) (to be completed by mailer)
HARLEY DAVIDSON ANN ANGELA BERES
 Street, Apt. No., or PO Box No.
11800 W. CAPITOL DRIVE
 City, State, ZIP+4
WAGWATOSA, WI 53222

PS Form 3804, July 1999

See Reverse for Instructions

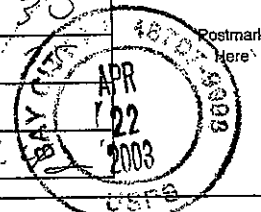
95EE 9T59 5000 05TE 2002

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
 (Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

OFFICIAL USE

Postage	\$.37
Certified Fee	2.30
Return Receipt Fee (Endorsement Required)	1.75
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$ 4.42



Sent To
WILLIE G. DAVIDSON
 Street, Apt. No.,
 or PO Box No. **3700 JUNEAU AVE**
 City, State, ZIP+4
MILWAUKEE WI 53208

PS Form 3800, June 2002

See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

WILLIE G DAVIDSON
VP OF STYLING
HARLEY DAVIDSON INC
3700 JUNEAU AVE
MILWAUKEE WI
53208

2. Article Number

(Transfer from service label)

7002 3150 0005 6516 3358

PS Form 3811, August 2001

Domestic Return Receipt

2ACPRI-03-Z-06

COMPLETE THIS SECTION ON DELIVERY

A. Signature

- ☐
- Agent
-
- ☐
- Addressee

B. Received by (Printed Name)

C. Date of Delivery

4-24

D. Is delivery address different from item 1? ☐ Yes
if YES, enter delivery address below: ☐ No

3. Service Type

- ☒
- Certified Mail
- ☐
- Express Mail
-
- ☐
- Registered
- ☐
- Return Receipt for Merchandise
-
- ☐
- Insured Mail
- ☐
- C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

JEFFREY BLEUSTEIN
CHAIR AND CEO
HARLEY DAVIDSON INC
3700 JUNEAU AVE
MILWAUKEE WI
53208

2. Article Number

(Transfer from service label)

7002 3150 0005 6516 3341

PS Form 3811, August 2001

Domestic Return Receipt

2ACPRI-03-Z-096

COMPLETE THIS SECTION ON DELIVERY

- ☐
- Agent
-
- ☐
- Addressee

B. Received by (Printed Name)

C. Date of Delivery

4-24

D. Is delivery address different from item 1? ☐ Yes
if YES, enter delivery address below: ☐ No

3. Service Type

- ☒
- Certified Mail
- ☐
- Express Mail
-
- ☐
- Registered
- ☐
- Return Receipt for Merchandise
-
- ☐
- Insured Mail
- ☐
- C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

EARL WERNER
VP OF ENGINEERING
HARLEY-DAVIDSON INC
3700 JUNEAU AVE
MILWAUKEE WI
53208

2. Article Number

(Transfer from service label)

7002 3150 0005 6516 3365

PS Form 3811, August 2001

Domestic Return Receipt

2ACPRI-03-Z-098

COMPLETE THIS SECTION ON DELIVERY

- ☐
- Agent
-
- ☐
- Addressee

B. Received by (Printed Name)

C. Date of Delivery

4-24

D. Is delivery address different from item 1? ☐ Yes
if YES, enter delivery address below: ☐ No

3. Service Type

- ☒
- Certified Mail
- ☐
- Express Mail
-
- ☐
- Registered
- ☐
- Return Receipt for Merchandise
-
- ☐
- Insured Mail
- ☐
- C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

I spoke with Angela Beres on Nov 18th 2004

I called her since I didn't hear anything she was in a hurry to go to a meeting but this is what was said.

Meturalist says metal is good
Meturalist says welds are good

No problems found.

One time overload crack one side.

Angela said because I put the back rest on and off many times that this may of caused a problem. This is a detachable backrest which was made to put on and take off. She said that she isn't saying I did something wrong but insinuated it.

Angela also said that they did a test ride with 2 big people going over railroad tracks and bumps with no problems on another backrest of the same kind.

This is what she gave me for the findings.

Now can you see my concern please read the email that we have been sending back and forth.

From: Beres, Angela [mailto:Angela.Beres@harley-davidson.com]

Sent: Monday, June 09, 2003 11:05 AM

To:

Subject: Your backrest

Dear Mr. _____

It was a pleasure speaking with you today about your backrest. As we discussed, if you will mail the components (full backrest assembly) to my attention, I will ensure that the parts are returned to you when we are done analyzing them. Also, I will call you when we have completed our analysis of the parts.

The shipping information for the box is:

Harley-Davidson Motor Company

ATTENTION: Angela M. Beres - Manager, Product Integrity

11800 W. Capitol Drive

Wauwatosa, WI 53222

Thank you very much for your cooperation with us. I hope you and your wife enjoy your motorcycle trip to the Carolinas this weekend.

Regards,

Angela Beres

(414) 465-6470

From:

Sent: Thursday, February 17, 2005 7:56 AM

To: Beres, Angela

Subject: RE: Your backrest

You know you never really contacted me on this. I called you and you told me there was a one time stress on the left side. You never sent the parts back. Actually you guys just blew me off after you figured out that no one was hurt and I wasn't trying to sue you. I have bought 5 motorcycles from you guys and I am planning on buying a new dresser in July of 2006. So ho about you guys do some Personal Relations work and give me a discount. I am and was a very loyal fan to Harley Davidson way before the big craze.

From: Beres, Angela

Sent: Thursday, February 17, 2005 8:12 AM

To:

Subject: RE: Your backrest

Dear _____

I sincerely apologize for not returning your parts to you, that is my fault. I made an assumption that I should not have made, and that was that after we received your 6/23/03 e-mail giving us permission to conduct destructive testing on the parts, that you would not want the little bitty cut up parts back. I still have your cut up parts here at my desk. If you would still like them back, I will return them to you. Please provide your current shipping address and I will send them to you at that address.

I'm pleased to hear you are still enjoying our product. As for discounts, I have no authority for providing discounts to anyone. You may wish to talk to our Customer Service Dept. to see if they can help you with any further concerns you have.

I do wish to thank you for the parts you provided to us.

Sincerely,

Angela Beres

1

From: Beres, Angela
Sent: Thursday, February 24, 2005 1:51 PM
To:
Subject: FW: Your backrest

Mr.

I absolutely did respond, almost immediately (16 minutes later). Below is my message I sent to you. Did you not receive it?
Angela

From: Beres, Angela [mailto:Angela.Beres@harley-davidson.com]
Sent: Thursday, February 24, 2005 2:53 PM
To:
Subject: FW: Your backrest

Resending with read receipts attached for tracking.

From:
Sent: Thursday, February 24, 2005 3:16 PM
To: 'Beres, Angela'
Subject: RE: Your backrest

Your customer service dept will have less authority than you. Talking to your customer service dept before I could not even get anyone to do any thing about the back rest that is why I sent register mail to Jeffrey Bleustein about a safety issue. Why is it so hard for a corporation like yours to take care of the people who are valued repeat customers. It's always about corporate profits and stock prices. Repeat buyers like me is what helped make Harley Davidson. I have already bought 5 bikes in the last 8 years, that's \$100,000. And I want another one. What would of happen if this would have happen to a dishonest person. All I was asking is for a little discount you think Harley could do a little P.R work to the little people. And Angela you were right to think that I did not want the cut up parts back I really didn't but just being blown off sucks. As long as you guys are covered that how it works.

From:
Sent: Tuesday, March 01, 2005 2:40 PM
To:
Subject: RE: Your backrest

Yes Send me the backrest parts and some documentation of the findings.

MIDLAND, MI.

From: Beres, Angela [mailto:Angela.Beres@harley-davidson.com]
Sent: Wednesday, March 02, 2005 11:20 AM
To:
Subject: RE: Your backrest

██████████ I will mail the parts back to you by the end of this week. You've caught me on a very busy week, but I promise I will have them out to you by Friday to the below address.
Thanks,
Angela

From:
Sent: Wednesday, March 02, 2005 11:22 AM
To: 'Beres, Angela'
Subject: RE: Your backrest

Please put some written documentation of the findings with the parts. Thanks for your response.

From: [redacted]
Sent: Wednesday, March 09, 2005 9:22 AM
To: [redacted]
Subject: RE: Your backrest

Angela, I received the parts today. Thanks, but there was no documentation of the findings of the testing. I receive your card thanking me but I would like some written documentation of the findings of the testing for my records.

From: [redacted]
Sent: Wednesday, March 09, 2005 8:26 AM
To: Beres, Angela
Subject: FW: Your backrest

Read below

From: Beres, Angela [mailto:Angela.Beres@harley-davidson.com]
Sent: Wednesday, March 09, 2005 3:04 PM
To: [redacted]
Subject: RE: Your backrest

I'm sorry [redacted] but I will not be sending any written documentation of the findings of the testing. I committed to telling you what the findings were, and we did discuss that a long time ago, as you acknowledged in your Feb. 17th e-mail below. Harley-Davidson contracted some testing to be done with an outside testing firm and paid for the testing done on the parts. The testing firm and H-D jointly own that information at this time, and we do not owe you anything further on that regard. I am sorry if that does not meet your expectations, but I did not promise you anything more than a verbal discussion of the results, which we already completed. I also returned your parts, which you have apparently received. Again, I do thank you for sending us the parts.
Sincerely,
Angela Beres

From: [redacted]
Sent: Thursday, March 10, 2005 10:41 AM
To: Beres, Angela
Subject: RE: Your backrest

MY LAST RESPONSE

"The testing firm and H-D jointly own that information at this time, and we do not owe you anything further on that regard"

Harley doesn't believe that it owes their client who could of been killed the findings of the testing of a faultily piece of equipment which they sent to you for study. WOW Sure sounds fishy to me. Is there something to hide.

SHE SENT
ME THIS
CARD WITH
THE CUT UP
PARTS

LAST
CONTACT

Dear _____,

3/2/05

Thank you so much for allowing
us to examine and test your back
rest parts.

Enclosed you will find what is left
of them after the destructive testing
was completed.

I hope you will continue to
enjoy Harley-Davidson products for
many years to come.

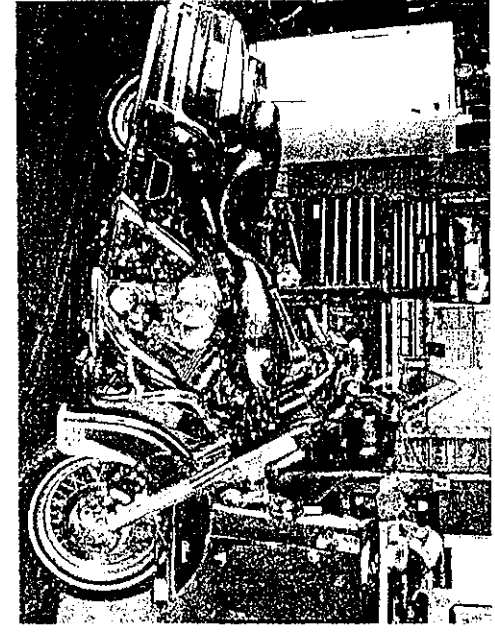
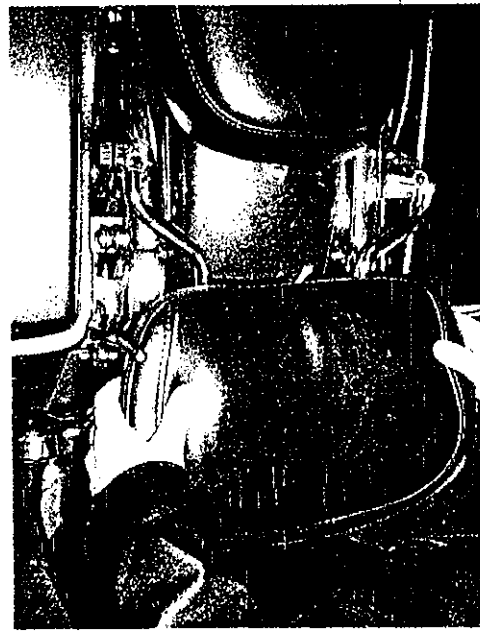
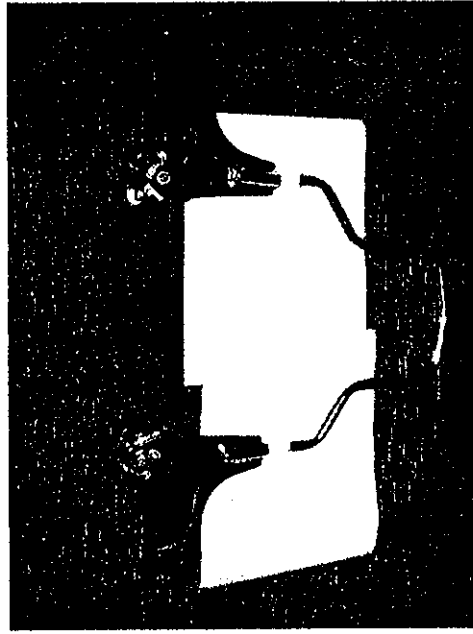
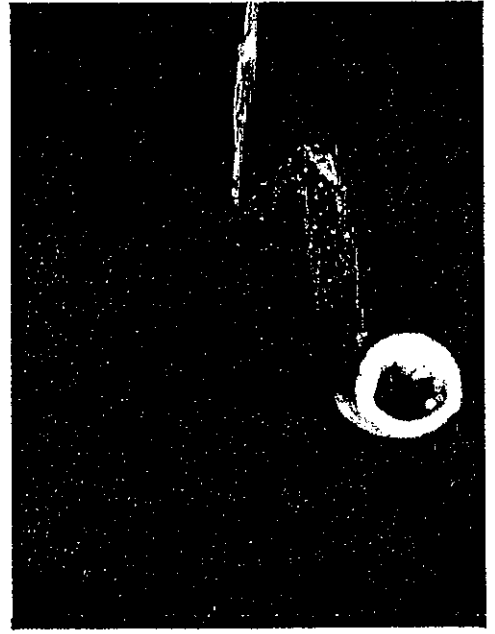
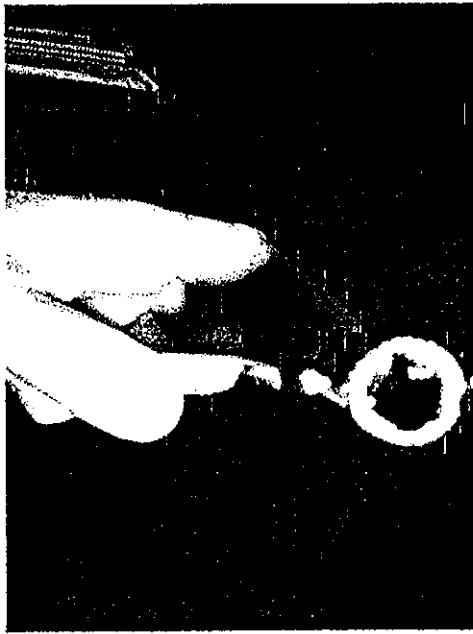
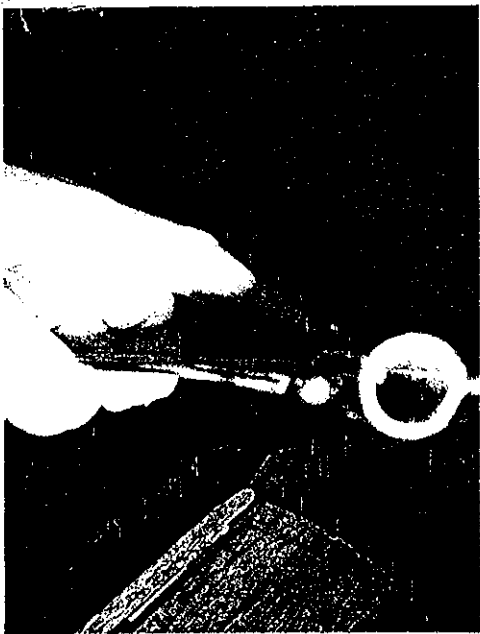
Sincerely,

Angela M. Beres
Harley-Davidson Motor Co.
Manager, Product Integrity

Shipping Address:
Harley-Davidson Motor Company
11800 W. Capitol Drive
Wauwatosa, WI 53222
Tel: 414/465-6000

Harley-Davidson Motor Company
11800 W. Capitol Drive
Wauwatosa, WI 53222
Tel: 414/465-6470 Fax: 414/465-6713
angela.beres@harley-davidson.com

Angela M. Beres
Manager, Product Integrity



INCIDENT 1 MARCH 16, 2003

INCIDENT 2 MAY 3, 2008

