



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

15-DEC-2009

Repository

Reference No.  
10295814

**OWNER INFORMATION (Type or Print)**

Name

Address

City MADISONVILLE

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

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

1HD1M19AB

Make  
H-D

Model  
FXDWG

Model Year  
2010

Date Purchased  
8-15-2009

Dealer's Name and Telephone Number  
Independence Harley 979-690-1669

Engine:  
No: Cylinders

Fuel Type:  
GAS

Original Owner

Dealer's City  
College Station

State  
TX

Zip Code  
77845

Transmission Type

Standard

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)  
15-AUG-2009

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 063000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM

Failure Mileage  
1

Failure Speed  
55

**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

1

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).

TL\* THE CONTACT OWNS A 2010 HARLEY-DAVIDSON TRI-GLIDE(NA). THE ENGINE EXPELS EXCESSIVE EXHAUST AND HEAT THAT BURNED HER LEGS AND CLOTHES. SHE HAS PHOTOGRAPHS DISPLAYING THE BURNS. HER LEGS WERE POSITIONED CORRECTLY ON THE MOTORCYCLE. THE FAILURE OCCURRED IN WEATHER WITH TEMPERATURES ABOVE 80 DEGREES. THE MANUFACTURER AND DEALER WERE NOTIFIED, BUT NO ASSISTANCE WAS PROVIDED. THE CURRENT MILEAGE WAS APPROXIMATELY 4,000. THE VIN NUMBER WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 1.

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.

#10295814

[REDACTED]  
[REDACTED]  
[REDACTED]  
MADISONVILLE, TEXAS [REDACTED]

January 15, 2010

In regards to: Reference No. 10295814

OFFICE OF DEFECTS INVESTIGATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200 New Jersey Avenue Se  
Washington, D.C. 20590  
Attention: DOT SAFETY HOTLINE

Dear Randy Reid:

Subject: VEHICLE OWNER'S QUESTIONNAIRE

I am writing to you in regards to claim no. 10295814. This is in regards to burns I [REDACTED] received while riding my 2010 Harley Triglide. These burns were received while riding a normal speed and normal operating conditions of a new motorcycle. You will see in the pictures that I am sending the severity of my burns and the remaining scars. I suffered for several weeks while the buns were healing. My husband, [REDACTED] and I were approximately 120 miles from home when this occurred. I received the burns thru my heavy denim jeans while riding with my feet positioned in recommended placement by the owners manual. I was receiving so much heat from the pipes on the side of the bike that I had to raise my feet up in an unsafe manner in order get home. When we got home I notified Independence Harley Davidson of College Station, Texas that I was having excessive heat issues with the vehicle. The service department said to bring it over and they would look at it. The service technician said that this was an ongoing problem the Harley Davidson was having with the 2010 Harley Triglide bikes. He said that he was not authorized to make any modifications to the bike without the consent of the corporate headquarters of Harley Davidson. He said for me to contact them first. I called them on their customer service line and they assigned a complaint number and said if there was any information about this problem, I would be contacted. I have never heard from them again. I again visited the dealership and talked to service again. They said there were several options to help with the problem but none of them would fix it, only help somewhat. All of the charges would have to incurred by us as the owners since it was <sup>not</sup> approved by Harley. To do the modifications would cost approximately \$ 2,300.00 and it would only help, not fix. They ordered a fan for the motor to help cool it. When they went to put it on the bike, it would not fix the triglide without additional removal of necessary equipment that is standard on the bike. Then the service department said to remove the front fairings from the bike and ride it without them. That is unsafe and opens your body up to rocks and hazards from the road. The fairings are on the bike when you get it and they are very expensive and you are not told to this in the operator's manual or told of the heat problems before you buy the bike.

To remove the fairings would be the same as buying a car and having to remove the fenders in order to keep your motor cool. That is ludicrous.

#102 958/4

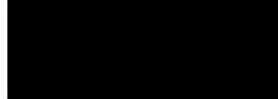
[REDACTED]

I started researching the internet to help find solutions to this problem. What I found was astonishing and disgusting. There is a website called [hdforums.com](http://hdforums.com) and the problems were being discussed widespread on this site. I printed several pages from this site and have enclosed them for you. Please go to this site and on the search tool type in "excessive engine heat triglide". You will see the extent of the problems. All of us have paid a lot of money for these motorcycles. The base price without any options is \$32,000.00. We have all been sold bikes that are unsafe to operate and are a hazard. I am requesting an investigation into the heat issues. Your assistance would be greatly appreciated.

Regards,

[REDACTED]

Enclosures (11)



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#### Tri Glide lower fairings

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You last visited: 12-15-2009 at 09:21 PM  
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New Reply

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Thread Tools Search this Thread

05-12-2009, 11:28 AM

#1



Hang Around

Join Date: Jan 2009  
Location: Springfield, MO  
Posts: 64

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#### Tri Glide lower fairings

Hi all,  
I noted a few posts a month ago or so about the **excessive heat** problem some were experiencing with their calves. I, too, am short and just recently had that experience.  
I don't yet know if it will help, but I had my hubby remove my lower fairings for the summer months. It is only 3 bolts to remove. I already miss my little glove boxes and I'm sure during wet weather my feet will get much wetter, but I just wanted to see if that would help cool the **engine** a little better.  
Has anyone tried this? Or does anyone think it will help or hurt as far as cooling goes?  
Thank you!

Hers - '09 H-D Tri-Glide  
SERT,SE A/C, SE 255 cam kit, Python slip-ons

His - '08 H-D CVO Dyna

quote

05-12-2009, 12:14 PM

#2



[Ironhorsepilot](#)  
Senior Rider

Join Date: Nov 2008  
Location: Southeast Va.  
Posts: 349

I don't know if that will help or not, but I don't want to remove my lower fairings. Here is what I got <http://www.shopstyle.com/browse?fts=...+simpson+boots> First pair in window \$100. on **sale**. They are awesome, very comfy, NOT hot and I wear them under my jeans, I think you would need the boot cut jeans. Mine flare just a little at the bottom. Anyway, tried it on a 130 mile ride Sunday and was very pleased. But it hasn't been 88 or 90 degrees again. I still think they will work fine.



quote

05-12-2009, 01:22 PM



Road Master

#3

Join Date: May 2007  
Location: Caldwell, Idaho  
Posts: 1,100

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- 

Ditto here also! I'm not taking off my lowers either.

Have locked glove box covers with XM radio on one side and registration/insurance papers in the other.



05-12-2009, 01:37 PM



Road Master



#4

Join Date: Nov 2005  
Location: NE Ohio  
Posts: 1,147

Funny this subject has come up. I just got back from having the dealer do the 1,000 mile service on my dads **Triglide**. One of the complaints is how hot it has been running and some pinging. The service manager talked with HD and they said the lowers should be removed when the outside temp is 70 deg, of course my response was BS! I've ridden my 06 Ultra with the lowers on it since the day I bought it not to mention I have never seen anything in the manual that said to remove them at a certain temp heck the dang things have movable vents on them. Would be interesting to see if the owners manual for the **Triglide** has any kind of reference about them.



Red One Powered By Head-Quarters, Blue One Powered By The Slow Hot Running Under Powered Trike Builders At Harley Davidson



05-12-2009, 02:49 PM



Road Master

#5

Join Date: May 2008  
Posts: 857

Quote:

Originally Posted by **msocko3**  
*Funny this subject has come up. I just got back from having the dealer do the 1,000 mile service on my dads **Triglide**. One of the complaints is how hot it has been running and some pinging. The service manager talked with HD and they said the lowers should be removed when the outside temp is 70 deg, of course my response was BS! I've ridden my 06 Ultra with the lowers on it since the day I bought it not to mention I have never seen anything in the manual that said to remove them at a certain temp heck the dang things have movable vents on them. Would be interesting to see if the owners manual for the **Triglide** has any kind of reference about them.*

Nothing in the Owner's Manual about removing the "Lowers" at above 70 degrees!

The only reference to the "Lowers" is how to open and close them.

I am curious to know if this H.D. recommendation?/directive? is based solely upon operator comfort or if it is because the 103 runs so dang hot that the **engine** requires additional cooling?



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05-12-2009, 03:39 PM



**oldmsocko**  
Road Captain

Quote:

Originally Posted by **TheJimer**  
*Nothing in the Owner's Manual about removing the "Lowers" at above 70 degrees!*  
*The only reference to the "Lowers" is how to open and close them.*  
*I am curious to know if this H.D. recommendation?/directive? is based solely upon operator comfort or if it is because the 103 runs so dang hot that the engine requires additional cooling?*

I will be calling the mother ship tomorrow to talk about this heat problem. They can certainly fix the problem. Also the new seal was put on the trunk along with several scuff marks. It remains to be scene if it still leaks. Also there were several scuff marks on my fenders and one of they was pretty serious. Fortunately I have the 3M film on the fenders. I was able to remove most of the scuffs.

05-12-2009, 04:54 PM



**Ironhorsepilot**  
Senior Rider

you go Oldmsocko.....Give em heck and find out what we can do about it!!!



05-12-2009, 07:40 PM



**Road Master**

- [Fix My Hog](#)
- [No More Fried Thighs](#)
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- [National Cycle](#)



#6

Join Date: Jan 2006  
Location: North East Ohio  
Posts: 505



#7

Join Date: Nov 2008  
Location: Southeast Va.  
Posts: 349



#8

Join Date: May 2007  
Location: Caldwell, Idaho  
Posts: 1,100

2006 Ultra - No 2010 Inglede

I had lowers on my '06 Ultra in 100+ degree weather....no overheating of the engine, no pinging, nada. Would be interested to hear what MoCo says also. Will be interesting to see how the TG heat issue is on Sunday....84 degree weather predicted on the MDA parade/ride.



05-13-2009, 01:18 AM

Road Master  
2009 Intimidator Wild Child  
My Garage



#9

Join Date: Jul 2007  
Location: pasco county FL  
Posts: 1,250

This problem started with the 07 model year , HD has leaned the tuning of the motors to 2010 specs . 2 easy ways to correct this are Xied's from nightrider or a fuel management device like a power commander.Go look thru the touring section for this , as the factory tuning IS a HUGE burning issue.



05-13-2009, 08:27 AM



Hang Around

#10

Join Date: Jan 2009  
Location: Springfield, MO  
Posts: 64

I'm certainly no mechanic, but I can't imagine that it would be good for an engine to run that hot. I would really appreciate hearing from anyone who gets an answer for this issue. I really try to maintain the engine on my car and bike and would hate to think I am not doing everything correctly to keep it running at it's best. I asked the HD tech at my local shop and he said that is just the normal operating temperature and he suggested I buy a big fan that Harley sells that mounts on the left side of the engine and blows on the engine.

Hers - '09 H-D Tri-Glide  
SERT,SE A/C, SE 255 cam kit, Python slip-ons

His - '08 H-D CVO Dyna

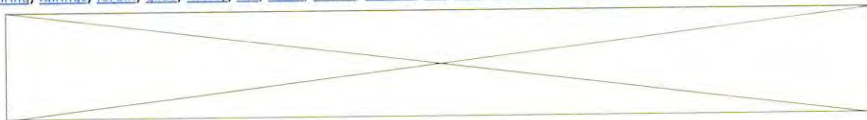


New Reply

Page 1 of 11 1 2 3 > Last »

Tags

complaints, due, fairing, fairings, forum, glide, harley, hot, lower, lowers, remove, run, sale, summer, tri, ultra



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**heat issues on triglide resolved?**

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New Reply

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Yesterday, 06:06 AM

**triked**  
Hang Around  
2009 harley tri glide

heat issues on triglide resolved?

Is there an easy fix to the heating issues of the 2010 triglide? I have read about, the cat elimination, the tuning, use of pipes, oil coolers ect.

As far as the elimination of the cat, would using 09 pipes work after you redrill and tap locations for the sensors. the true duals for 09 ultra work?

Yesterday, 08:13 AM



Easy Fix

Quote:  
Originally Posted by **triked**  
*Is there an easy fix to the heating issues of the 2010 triglide? I have read about, the cat elimination, the tuning, use of pipes, oil coolers ect.*  
*As far as the elimination of the cat, would using 09 pipes work after you redrill and tap locations for the sensors. the true duals for 09 ultra work?*

It is a process and a series of steps, no one step in and of itself will lend itself to satisfying all owners. We have different riding styles and live in different parts of the country. Some will even trust the EITMS system to keep the Harley from self destructing over time and do nothing. Harley's most obvious admission they have a heat problem is being able to retrofit this system back to the 07 **Touring** models.

Most can live with the Tri when it is in the wind. Sitting around idling in traffic on hot days can be avoided by some and is of no concern to them.

For the 2010 Tri owners concerned about the heat and extended **engine** life they will take a series of steps, some jumping off at different points.

1. Remove the Catalytic Converter, Yes! the 09 Tri Glide pipes will work if you install the 12mm o2 sensor bungs back in the 2010 position.
2. Get the AFR a little richer at idle, host of info on different ways of doing that on this thread. Pick the one you like.
3. A 10 Row Jagg cooler will give you about 40% more cooling than the OEM cooler that comes on the Tri "when in the wind" does nothing extra for you at idle.
4. For the above reason some will install a fan on the oil cooler for when idling in traffic on hot days, hooks up to your accessory plug.
5. Parade Fan because most of us are concerned more with the extreme head temperatures that the oil cooler does not address we put a parade fan on to help cool the heads. The Lanele fan is not much larger than the Horn cover where it mounts and does not completely kill the looks of the Tri, IMO.
6. I feel free flowing mufflers and Stage I AC with a tune will let you dump some heat faster and introduce some more **fuel** for cooling when you tune.

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Thread Tools Search this Thread

#1

Join Date: Jun 2009  
Location: IL  
Posts: 39

quote

#2

Join Date: Sep 2009  
Posts: 348

Featured Spons

7. Replace the EPA CAMS, Harley wants to get a complete burn of the fuel so the EPA CAMS don't allow any excess fuel by the exhaust valves, "thats where we used to get a little cooling from the fuel when we could get a little higher AFR also" A lot of the Tri owners will go all out and change the cams to get their performance back for the most part but you should get a little more cooling here also.

Like I said, some will do all the above, some will do none and there are some that will just do some of the above. About all will go with synthetic oil as it burns off at a higher temp giving us a little more protection.

If I missed anything some of the other guys on the thread will post but tried to condense it for you on one post. 🙄

Life is a great teacher, unfortunately it kills all its pupils!

If all that exist is just an illusion, then I definately paid to much for my Harley! 🛵

Yesterday, 11:38 AM



**TheJimer**  
Road Master



#3 🗿

Join Date: May 2008  
Posts: 857

Quote:

Originally Posted by **triked**

*Is there an easy fix to the heating issues of the 2010 triglide? I have read about, the cat elimination, the tuning, use of pipes, oil coolers ect.*

*As far as the elimination of the cat, would using 09 pipes work after you redrill and tap locations for the sensors. the true duals for 09 ultra work?*

Triked, you got me all excited; I read the title of your thread and thought that you had the solution to resolving the TG heat issue!

As Coupe said, unfortunately there is not one single solution to resolving the TG heat issue. IMO, it takes a combination of items to significantly reduce the temperatures.

For approx. 9 months of the year, I ride in 90-115 degree heat and have seen my engine oil temp exceed 300 degrees. Although I am still looking to reduce my temps more, I have managed to reduce my oil temps by about 30 degrees on a 110 degree day by doing the following:

- Installed a Screamin Eagle Ventilator Stage 1 A/C
  - Installed a PC-V to richen the AFR
  - Installed a 10 Row Jagg Oil Cooler
  - Installed a Big Sky Oil Cooler Fan Kit
  - Installed a set of Vance & Hines Oval Slip-ons
  - Installed a LeNale Parade Fan
- And in a last act of desperation, I run with 20W60 synthetic oil during the summer months

Those are all attempts to reduce the engine temps and prolong the life of my engine! In an attempt to protect and prolong the life of my legs, I have installed:

- Extended Highway Peg Mounts with Footpegs
- Floorboard extensions to keep my legs a little further away from the furnace

Some on these boards have installed new Cams over the winter for an increase in performance but I am curious to hear if they will also experience an added benefit of reduction in heat.

**Stay Safe Out There!!!!**

**JIM**



**Great American Classics...  
CORVETTE & HARLEY-DAVIDSON I**

Yesterday, 01:56 PM



#4 🗿

Join Date: Sep 2008  
Location: Pinetown, North Carolina

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Posts: 42



NMFTs

This upgrade does not address the reason for the heat, but rather does a good job of managing it. I have had them installed since first getting my triglide and I would not be without them. In addition to them actually "working" they also look 1000% better than the ones from HD ... IMO

Do yourself a favor and out RJ's website at [www.rjoriginals.com](http://www.rjoriginals.com)

JSH



Yesterday, 02:47 PM



coupe55  
Senior Rider

Fried Thighs

Quote:

Originally Posted by **JSH**  
*This upgrade does not address the reason for the heat, but rather does a good job of managing it. I have had them installed since first getting my triglide and I would not be without them. In addition to them actually "working" they also look 1000% better than the ones from HD ... IMO*  
  
*Do yourself a favor and out RJ's website at [www.rjoriginals.com](http://www.rjoriginals.com)*  
  
JSH

I just studded my seat before winter, got to have these now! Plus the Highway pegs. The only thing about the Lenale is that hot air your are blowing off your heads seems to run up your upper thigh.

Is it just me or has these machines become a money pit? 😞

Life is a great teacher, unfortunately it kills all its pupils!

If all that exist is just an illusion, then I definately paid to much for my Harley! 🛵

Yesterday, 06:24 PM



Ironhorsepilot  
Senior Rider

L

They have become a money pit!! Thank goodness I love spending money on my TG. 😊

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- [National Cycle](#)



#5

Join Date: Sep 2009  
Posts: 348



#6

Join Date: Nov 2008  
Location: Southeast Va.  
Posts: 349



Yesterday, 10:03 PM



**TheJimer**  
Road Master



#7

Join Date: May 2008  
Posts: 857

Quote:

Originally Posted by **coupe55**   
*I just studded my seat before winter, got to have these now! Plus the Highway pegs. The only thing about the Lenale is that hot air your are blowing off your heads seems to run up your upper thigh.*

**Is it just me or has these machines become a money pit? 😞**

No it's not just you...41K and still counting!!!!!!!

***Stay Safe Out There!!!!***

**JIM**



**Great American Classics...  
CORVETTE & HARLEY-DAVIDSON I**

Today, 01:47 AM



**pork**  
Prospect



#8

Join Date: Jun 2009  
Location: Central Texas  
Posts: 150

Well said

Coupe 55, your list of actions and assessment thereof is the best and most realistic summary I have seen. It should be very helpful to anyone starting to think about what to do, if anything.

2009 Ultra Classic, Black - mine  
2009 TriGlide, Black - hers



Today, 03:26 AM



#9

**msocko3**  
Road Master

Join Date: Nov 2005  
Location: NE Ohio  
Posts: 1,147

Quote:

Originally Posted by **coupe55**

1. Remove the Catalytic Converter, Yes! the 09 Tri Glide pipes will work if you install the 12mm o2 sensor bungs back in the 2010 position.

I'd be careful with this change. Running the 09 head pipe would be like knocking all the cat material out of the 10 head pipe. Its possible to have some problems tuning do to cross talk. The O2 sensors are mighty close to one and other and some of the exhaust gasses from the front and rear could mix in each others respective O2 sensor space. I had caught a thread several months ago where the cat was removed from the 10 head pipe on a 2 wheeler and then put on the dyno to tune. The tuner said it was next to impossible to get a proper tune.



Red One Powered By Head-Quarters, Blue One Powered By The Slow Hot Running Under Powered Trike Builders At Harley Davidson



Today, 03:55 AM

#10



**Captain Itch**  
Sponsor  
1950 Indian Indian Chief

Join Date: Nov 2007  
Location: Granville, Tennessee  
Posts: 1,133

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