


CASE FILE # 241397

 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 MAY 10 2010 05-MAR-2010	Repository <input type="checkbox"/> Reference No. 10317090

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	DAVENPORT	State	IA
Zip Code	[REDACTED]	Daytime Telephone Number	[REDACTED]
		Evening Telephone Number	[REDACTED]

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 1HD1CGP105K [REDACTED]	Make HARLEY DAVIDSON	Model SPORTSTER	Model Year 2005
Date Purchased 5-12-2005	Dealer's Name and Telephone Number WIEBLERS HARLEY-DAVIDSON (563) 355-6437	Engine: No. Cylinders 2	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type 5 speed	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: NOW YES
			Incident Date(s) 18-AUG-2009

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 102000 POWER TRAIN: MANUAL TRANSMISSION	Failure Mileage 8500 3000	Failure Speed 0

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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			
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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 2005 HARLEY DAVIDSON SPORTSTER 1200 CUSTOM MOTORCYCLE. THE TRANSMISSION WOULD NOT DOWN SHIFT TO 3RD GEAR BECAUSE IT WOULD LOCK. THE CONTACT WOULD HAVE TO UP SHIFT TO FOURTH AND FIFTH GEAR BEFORE DOWN SHIFTING TO FIRST GEAR. THIS WENT ON FOR A MONTH. THE DEALER KEPT REPAIRING THE FAILURE, AT LEAST FOUR TIMES UNTIL THE WARRANTY HAS RAN OUT. THERE IS STILL A FAILURE WITH THE MOTOR CYCLE. THE MANUFACTURER WAS CALLED AND THEY STATED THERE SHOULD BE NO FAILURE BECAUSE THEY HAVE REPAIRED THE PROBLEMS. THE FAILURE MILEAGE WAS 3,000 THE CURRENT MILEAGE IS 9,000.

ALL PAPERWORK IS INTERNAL 8500

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

WIEBLERS HAD AN ACCIDENT 8-18-2009 WITH MY BIKE DUE TO PURE STUPIDITY. ENCLOSED IS THE COMPLAINTS I FILED. TO THIS DAY THE STARTER HESITATES WHEN STARTING, THE TRANSMISSION HAS 4 NEUTRALS, LOCKS UP IN FIRST GEAR WHEN DOWNSHIFTING, WHEN GOING UP A HILL THE WHOLE BIKE SHAKES & SHIMMYS. I'M SCARED TO RIDE IT! THIS DOESN'T INCLUDE COSMETIC DAMAGE TO GAS TANK, SIDE COVER, & SCRATCH IN HORN BRACKET.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



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



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Better Business Bureau Serving Greater Iowa, Quad Cities, Siouxland Region



Mail to: 505 5th Ave., Suite 950
Des Moines, IA 50309
Consumer Helpline: (515) 243-8137
Fax: (515) 243-2227

Complaint Form

A copy will be forwarded to the company

Toll Free in Iowa: (800) 222-1600

email: info@dm.bbb.org website: www.iowa.bbb.org

STOP!

READ REVERSE BEFORE FILLING OUT FORM

STOP!

PERSON FILING COMPLAINT: [REDACTED]			COMPANY NAME (required): Wiebler's Harley-Davidson Inc.		
ADDRESS (required): [REDACTED]			COMPANY CONTACT: Brett Wiebler Wiebler's Harley-Davidson Inc.		
CITY (required): DAVENPORT IOWA	STATE (required): IOWA	ZIP (required): [REDACTED]	ADDRESS (required): 5320 CORPORATE PARK DRIVE		
PHONE: [REDACTED]			CITY (required): DAVENPORT IOWA	STATE (required): IOWA	ZIP (required): 52802
E-MAIL ADDRESS (recommended): [REDACTED]			PHONE: (563) 355-6437	FAX:	EMAIL:

Briefly explain why you are not happy with the product or service provided by the company (attach additional paper if necessary):

ON OR ABOUT 8-18-2009 AN INCOMPETENT PERSON AT WIEBLERS HAD A STUPID ACCIDENT. BETENDORF FIRE DEPT. WAS CALLED. IN THE PROCESS OF REPAIRING THE DAMAGE THEY CREATED A PROBLEM IN THE TRANSMISSION. IT LOCKED-UP IN 3RD. GEAR WHEN DOWNSHIFTING. I COMPLAINED. BRETT TOLD ME IT WAS THE WAY THAT I WAS SHIFTING. I KNEW BETTER. I COMPLAINED AGAIN. THEY TOLD ME I WAS MANIPULATING THE TRANSMISSION. THERE'S ABSOLUTELY NOTHING WRONG WITH IT. I KNEW BETTER. ON 9-15-2009 I TOOK MY BIKE BACK & COMPLAINED. BRETT WIEBLER TOLD ME

What is the settlement you are seeking? (Please only use space provided. The BBB does not process complaints requesting an apology.)

I WANT WIEBLERS HELD ACCOUNTABLE FOR KNOWINGLY ENDANGERING MY LIFE & MY MENTAL & PHYSICAL HEALTH. THEY ARE CRIMINALLY NEGLIGENT!

Signature: [REDACTED]

Date: 10-6-2009

- ⇒ Failure to complete any portion of this form may result in the return of your complaint for completion. **If illegible** the complaint will be returned.
- ⇒ **Please note** that if you do not wish to have your name disclosed to the company or have already filed your claim in court or in any arbitration/mediation proceedings, we will be unable to pursue your complaint.

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THAT 4 Technicians Rode it, He Rode it, Tony Rode it, even His dad Rode it and SAID there's nothing wrong with it. On THE phone BRETT ASKED me if I WAS going to pay for it? I SAID NO, THEN He TOLD me my bike is 4 years old out of WARRANTY THAT they were done with it come get it. BRETT is 100% negligent AS A Service manager! THAT WAS ON 9-17-2009. On 9-19-2009 I Rode it 30 miles To CLINTON HARLEY-DAVIDSON To see if they could Repair it. In 20 minutes HAD the problem isolated, IT WAS THE TRANSMISSION. I ASKED Him if I could take it Home. THATS when He confiscated my bike because it WAS UNSAFE TO RIDE THANKS WIEBLERS. ON 10-3-2009 CLINTON HARLEY-DAVIDSON HAD my bike REPAIRED AT NO COST TO ME. THE service dept. AT WIEBLERS ARE BOLD FACED LIARS! They knowingly put my Life and my passenger, A 13 year old CHILD in danger and LIED ABOUT it. I HAVE ABSOLUTELY NO TRUST in wieblers service dept. WHATSOEVER!



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Complaints Filed

1. FEDERAL Consumer Protection Agency
1-877-382-4357 Reference #24158401
2. IOWA ATTORNEY GENERAL consumer
Protection Agency, 1-888-777-4590
Steve Switzer
3. HARLEY-DAVIDSON Customer Service
414-343-4056 (Roxanne) Reference #1020920
4. Better Business Bureau
Consumer Helpline 515-243-8137

Incident Report

Davenport Fire Department

2009-0099066 -000

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Basic

Alarm Date and Time	10:41:00	Tuesday, August 18, 2009
Arrival Time	10:42:56	
Controlled Date and Time		
Last Unit Cleared Date and Time	10:53:02	Tuesday, August 18, 2009
Response Time	0:01:56	
Priority Response	Yes	
Completed	Yes	
Reviewed	Yes	
Release to Public	Yes	
Fire Department Station	ST4	
Shift	A	
Incident Type	321 - EMS call, excluding vehicle accident with injury	
Initial Dispatch Code	F10	
Aid Given or Received	N - None	
Alarms	1	
Action Taken 1	32 - Provide basic life support (BLS)	
Action Taken 2	80 - Information, investigation & enforcement, other	
Casualties	1	
EMS Provided	Yes	
Apparatus - EMS	1	
Personnel - EMS Personnel	3	
Mixed Use	NN - Not mixed use	
Property Use	579 - Motor vehicle or boat sales, services, repair	
Location Type	Address	
Address	[REDACTED]	
City, State Zip	Davenport, IA [REDACTED]	
District	H12	

Person Involved - Lopez, Gabriel

EMS Patient	Yes
Involvement Code	EMP
Last Name	[REDACTED]
First Name	[REDACTED]
Street Address	[REDACTED]
Apartment	[REDACTED]
City, State Zip	Parkview, IA [REDACTED]

Apparatus - E8

Apparatus ID	E8	
Response Time	0:01:15	
Apparatus Dispatch Date and Time	10:41:00	Tuesday, August 18, 2009
En route to scene date and time	10:41:41	Tuesday, August 18, 2009
Apparatus Arrival Date and Time	10:42:56	Tuesday, August 18, 2009
Apparatus Clear Date and Time	10:53:02	Tuesday, August 18, 2009
Apparatus priority response	Yes	
Number of People	3	
Apparatus Use	2	
Apparatus Action Taken 1	32 - Provide basic life support (BLS)	

Incident Report

Davenport Fire Department

2009-0099066 -000

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Apparatus - E8

Apparatus Action Taken 2	80 - Information, investigation & enforcement, other
Apparatus Type	11 - Engine
Personnel 1	516 - Parrick, David Position: CAPT Personnel Action Taken 1: 81 - Incident command
Personnel 2	Personnel Action Taken 2: 32 - Provide basic life support (BLS) Personnel Action Taken 3: 80 - Information, investigation & enforcement, other 653 - Argo, John M Position: JP Personnel Action Taken 1: 32 - Provide basic life support (BLS)
Personnel 3	617 - Johnson, Ryan Position: ENG Personnel Action Taken 1: 58 - Operate apparatus or vehicle Personnel Action Taken 2: 32 - Provide basic life support (BLS)

Authority

Reported By	617 - Johnson, Ryan 11:17:26 Tuesday, August 18, 2009
Officer In Charge	516 - Parrick, David 11:17:48 Tuesday, August 18, 2009
Reviewer	516 - Parrick, David 11:17:54 Tuesday, August 18, 2009

Narratives

Narrative Name	09-9066
Narrative Type	Incident
Narrative Date	11:16:52 Tuesday, August 18, 2009
Author	617 - Johnson, Ryan
Author Rank	ENG
Author Assignment	1
Narrative Text	At 1041 hours on Tuesday August 18, 2009 we were dispatched to an EMS call. One unit was assigned to this incident. Three personnel responded. We arrived on scene at 1042 hours and cleared at 1053 hours. The incident occurred at 5320 CORPORATE PARK Dr, Davenport in District H12. The local station is ST4. The general description of this property is motor vehicle or boat sales, services, repair. The primary task(s) performed at the scene by responding personnel was to provide basic life support (BLS). No mutual/automatic aid was given or received.

One patient was involved with this incident.

Alarm number 0099066 has been assigned to this incident.

End of Report