

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department of Transportation
National Highway Traffic Safety Administration

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
FEB 14 2012
20-JAN-2012

Repository
Reference No.
10444627

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HARLINGEN State TX Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [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
1HD1JDV15C[REDACTED]
Make HARLEY DAVIDSON Model SOFT TAIL Model Year 2009
FLSTN103 2012
Date Purchased Oct. 29, 2011 Dealer's Name and Telephone Number Roadrunner Harley Davidson 956-349-4244 Engine: 103 Fuel Type: (91 octane)
Original Owner Dealer's City San Benito, TX State TX Zip Code 78550 No: Cylinders 2 ROS. GASOLINE
Transmission Type Constant Mesh, Foot Shift Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 09-NOV-2011
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION (Front Suspension)
Vibrates at 30-40 mph. Failure Mileage 800 Failure Speed 40

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) 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).

TL* THE CONTACT OWNS A 2012 HARLEY DAVIDSON SOFT TAIL DELUXE MOTORCYCLE (N/A). THE CONTACT WAS DRIVING 40 MPH WHEN THE VEHICLE BEGAN TO VIBRATE ABNORMALLY. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR DIAGNOSTIC TESTING. THE DEALER ADVISED THAT THE REAR WHEEL WAS FAULTY AND NEEDED TO BE REPLACED. THE DEALER REPLACED THE REAR WHEEL BUT THE REPLACEMENT DID NOT REMEDY THE ISSUE. THE CONTACT TOOK THE VEHICLE BACK TO THE DEALER WHERE THE DEALER WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 800.

1-20-12
Called Harley Davidson Motor Company in Milwaukee, Wisconsin
1-800-258-2464, spoke to Mat about suspension problem.
confirmation number 1261923

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 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.



WORK ORDER BILLING



Customer: 18078

HARLINGEN, TX

Phone: ()

Fax:

P.O. No:

Work:

Mobile:

Tax No:

Ext:

Tax Exempt No

Appointment: 1/20/2012 8:24AM

Offered Back: 1/23/12 2:32PM

Year: 2012

Mfg: HD

Model: FLSTN103

VIN: 1HD1JDV15CB

Color: B WHT/MIDNIGHT W/ PINS

Ref. No.:

W.O. Number: 26483

Mileage In: 798

Mileage Out: 820

Shop Tag:

Plate No:

Service Advisor: JJS

Sold By: 215

Invoice No: 152797

Dr. Lic #:

Comments: INSPECT BIKE FOR FRONT END WOBBLE

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Amount
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Work Order Notes: TECH INSPECTED BIKE CHECKED WHEEL BALANC, CHECK SPOKES TIGHT, PSI @40 NOW AT 35PSI, FALLAWAY @ 4" NOW @ 2" (SPEC 1-2). WHEEL LATERAL WITHIN .020. DISK LATERAL WITHIN .005
TECH CALLED TECH SERVICE REF # 1261923 SPOKE TO RICHARD
PROPER REPRESENTATION OF A RIDING EXPERIENCE WEATHER IT BE WIND OCCLCATION OR RIDING WITH HANDS ON OR OFF MOTORCYCLE
CUSTOMER CAMPARING TO KAWI,

Event Number: 1

Type: R

Description: INSPECT BIKE FOR FRONT END WOBBLE

LABOR	Job Code: 0 Tech: JG	0.00	85.00	0.00
Work Description: INSPECT BIKE FOR FRONT END WOBBLE				
Work Resolution: TECH COULD NOT DUPLICATE CUSTOMER CONCERNS NO CHARGE TO CUS				
Sub-total For Event (without Tax):				0.00

SO/Layaway Deposit:

Work Order Deposit: 0.00

Item Total:	0.00
Labor Total:	0.00
Contract Labor:	0.00
Shop Supplies:	0.00
Total Deductible(s):	0.00
Storage Fee:	0.00
Tax/Fee Charges:	0.00
Total Amount:	0.00
Total Received:	0.00
Change Tendered:	0.00

<p>I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereon; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.</p> <p>X</p> <p style="text-align: center;">CUSTOMER'S SIGNATURE</p>	<p>ALL PARTS REMOVED WILL BE RETAINED UNLESS INSTRUCTED OTHERWISE. PARTS WILL BE HELD FOR 24 HOURS, THEN DISPOSED OF.</p> <p>NO RETURNS ON ELECTRICAL PARTS. 20% RESTOCKING FEE ON SPECIAL ORDER ITEMS. NO RETURNS ON A SPECIAL ORDER - ONLY EXCHANGES FOR STORE CREDIT. NO RETURNS OR EXCHANGES ON PAINTED PARTS. NO RETURNS ON SALE ITEMS</p> <p>UNCLAIMED MOTORCYCLES WILL BE SUBJECT TO LIEN SALE 30 DAYS AFTER REPAIRS ARE COMPLETED.</p>	
	<p>THERE IS A STORAGE CHARGE OF \$10.00 PER DAY ON MOTORCYCLES NOT PICKED UP WITHIN 5 DAYS AFTER COMPLETION OF REPAIRS. BECAUSE OF THE EXTENT OF TEAR DOWN AND INSPECTION, THE VEHICLE MAY NOT PERFORM AS WELL AS BEFORE AND MAY REQUIRE REPAIRS FOR REASSEMBLY.</p>	
	<p>CUSTOMER PAY <input type="checkbox"/> INTERNAL <input type="checkbox"/> WARRANTY <input type="checkbox"/></p>	



WORK ORDER BILLING



Customer: 18078

W.O. Number: 26310

[Redacted]

Appointment: 12/29/2011 4:32PM

Mileage In: 481

Offered Back: 12/30/11 1:46PM

Mileage Out: 483

Year: 2012

Shop Tag:

Mfg: HD

Plate No:

HARLINGEN, TX [Redacted]

Model: FLSTN103

Service Advisor: FG

Phone: [Redacted]

Work:

Ext:

VIN: 1HD1JDV15CB [Redacted]

Sold By: FG

Fax:

Mobile:

P.O. No:

Tax No:

Tax Exempt No

Color: B WHT/MIDNIGHT W/ PINST

Invoice No: 151557

Comments: CK WOBBLE CONCERN

Ref. No.:

Dr. Lic #:

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Amount
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Work Order Notes: TECH CHECKED WOBBLE CONCERN, TECH CHECKED SLOW SPEED WOBBLE NORMAL, FRONT AND REAR SPOKES NOT LOOSE, FRONT AND REAR TIRES PSI FINE, TIRES NOT CUPPED, STEERING HEAD BEARINGS NOT LOOSE OR TIGHT, GREASED STEERING HEAD BEARINGS, FALL AWAY FINE AT 1 1/2, WINDSHIELD MOUNTING SCREWS ARE TO BE LOOSENED TO REMOVE WINDSHIELD. TEST RODE FOR 21 MILES RODE FINE. THANK YOU FELIX.

Event Number: 1 Type: R

Description: CK WOBBLE CONCERN

LABOR	Job Code: 0 Tech: JG	0.00	85.00	0.00
Work Description:	TECH CHECKED WOBBLE CONCERN, TECH CHECKED SLOW SPEED WOBBLE NORMAL, FRONT AND REAR SPOKES NOT LOOSE, FRONT AND REAR TIRES PSI FINE, TIRES NOT CUPPED, STEERING HEAD BEARINGS NOT LOOSE OR TIGHT, GREASED STEERING HEAD BEARINGS, FALL AWAY FINE AT 1 1/2, WINDSHIELD MOUNTING SCREWS ARE TO BE LOOSENED TO REMOVE WINDSHIELD. TEST RODE FOR 21 MILES RODE FINE.			
Work Resolution:	NO FURTHER ACTION COULDNT DUPLICATE.			

Sub-total For Event (without Tax):

0.00



WORK ORDER REPRINT



Customer: 18059

W.O. Number: 26119

[Redacted]

Appointment: 12/06/2011 11:04AM

Mileage In: 437

Offered Back: 12/15/11 9:42AM

Mileage Out: 442

Year: 2012

Shop Tag:

Mfg: HD

Plate No:

HARLINGEN, TX [Redacted]

Model: FLSTN103

Service Advisor: FG

Phone: [Redacted]

Work:

Ext:

VIN: 1HD1JDV15C [Redacted]

Sold By: FG

Fax: [Redacted]

Mobile:

P.O. No:

Tax No:

Tax Exempt No

Color: B WHT/MIDNIGHT W/ PINS1

Invoice No: 150246

Comments: CK RIDIABLITIY CONCERN

Ref. No.:

Dir. Lic #:

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Amount
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Work Order Notes: TECH REPLACED WHEEL ASSY., AND ASSOC. PARTS. THANK YOU FELIX. SPOKE TO CUSTOMER ON 12.15.11 LET HIM KNOW M/C WAS DONE, HE WOULD BE BY AROUND 2.00 FOR IT THANK YOU FELIX.

Event Number: 1 Type: W

Description: CK RIDIABLITIY CONCERN

Customer States: HUSBAND FEELS WOBBLE IN REAR TIRE. CUSTOMER ALSO HAS PART ON ORDER UNDER HUSBANDS NAME

3109	SCREW, HEX CAP, WITH LOCK	5.00	2.00	0.00
40558-82	TUBE MT/MU90-16 SIDE META	1.00	29.95	0.00
40700-08	WHEEL, RR, LCD, CHR.M, W/O	1.00	482.00	0.00
43147-40	RIM BAND FITS 16" SIDE VA	1.00	2.95	0.00
43567-92	SCREW, PAN HEAD TORX, REA	5.00	1.50	0.00
LABOR	Job Code: 2114 Tech: JG	1.40	85.00	0.00

Work Description: TECH INSPECTED REAR WHEEL- TIRE PRESSURE GOOD 38 PSI, NOT CUPPING, FOUND SPOKES VERY LOOSE AND DAMAGE TO WHEEL HUB. CALLED TECH SUPPORT SPOKE TO JOHN REF# 1261923 GOT GO HEAD TO REPLACE WHEEL AND ASSOC. PARTS.

Work Resolution: TECH REPLACED WHEEL.

Sub-total For Event (without Tax): 0.00

Event Number: 2 Type: W

Description: REPLACE REAR WHEEL BEARINGS

9276A	BALL BEARING.25MM.DEEP GR	2.00	20.80	0.00
LABOR	Job Code: 2141 Tech: JG	1.00	85.00	0.00

Work Description: TECH REPLACED REAR WHEEL BEARINGS NEED ON WHEEL. OLD BEARINGS ON ORIGINAL WHEEL NOT REUSEABLE, TECH STATED BEARINGS WHERE WORN.

Work Resolution: TECH REPLACED REAR WHEEL BEARINGS

Sub-total For Event (without Tax): 0.00