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|  U.S. Department of Transportation National Highway Traffic Safety Administration | | INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline | | FOR AGENCY USE ONLY 100148 | |
| Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline | | | | Date Received 17-APR-2012 JUN 01 2012 | Repository <input type="checkbox"/> Reference No. 10455520 |
| OWNER INFORMATION (Type or Print) | | | | | |
| Name | | Address | | Daytime Telephone Number | E-mail Address |
| City LAKEWOOD | | State CO | Zip Code | 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 1HD1JBB103 | | Make HARLEY DAVIDSON | Model SOFTAIL | Model Year 2003 | |
| Date Purchased April 03 | Dealer's Name and Telephone Number | | | Engine: No: Cylinders | Fuel Type: |
| Original Owner <input checked="" type="checkbox"/> | Dealer's City | State | Zip Code | | |
| Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: Yes Two | | Incident Date(s) 13-APR-2011 | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | |
| Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE | | | | Failure Mileage 30000 | Failure Speed |
| ALSO CAM TENSIONER WEAR BLOCK | | | | | |
| 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 (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).) | | | | | |
| Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | 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 2003 HARLEY DAVIDSON SOFT TALE DEUCE MOTORCYCLE. WHILE EXAMINING THE VEHICLE, THE CONTACT NOTICED THAT THE FUEL LINE WAS CAUSING FRICTION TO THE INNER FUEL TANK AND BORE SEVERAL HOLES IN THE TANK. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FUEL LINES WERE REPLACED. THE CURRENT AND FAILURE MILEAGES WERE 30,000. | | | | | |
| CAM TENSIONER WEAR BLOCKS or shoe known to fail between 8000 to 40000 miles | | | | | |
| 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. | | | | | |

11/28/2011
2:45PM

HIGH COUNTRY H-D / BUELL
3761 MONARCH STREET
FREDERICK, CO 80516
Phone:(303) 833-6777
Fax:(303) 833-6776

QUOTE

Quote Number: 293,055

Console No: 008
State Tax Package: 1

Sold By: SLS

Customer Number: 0
CASH

Phone: 0000000000
Work: 0000000000
Fax: 0000000000

Ext:

, ??, 00000

P.O. No:

Tax Exempt: No

Tax No:

| Item Number | Description | Delivered Quantity | Special Order Quantity | Retail Price | | Bin 1 Location | Bin 2 Location | Extended Amount |
|----------------|---------------------------|--------------------|------------------------|--------------|-------|----------------|----------------|-----------------|
| INSTALL | SE CAMPLATE/PUMP UPGRADE | 3 | 0.00 | 90.00 | | | | 270.00 |
| SHOP | SUPPLIES | 1 | 0.00 | 15.00 | | | | 15.00 |
| 11105 | O-RING | 1 | 0.00 | 1.43 | 0.29 | P2 | P37 | 1.14 |
| 11157 | O-RING | 1 | 0.00 | 1.43 | 0.29 | P2 | P37 | 1.14 |
| 11301 | O-RING | 2 | 0.00 | 1.43 | 0.29 | P2A | P37 | 2.28 |
| 11494 | RETAINING RING | 1 | 0.00 | 0.75 | 0.15 | P2A | | 0.60 |
| 18404-08 | KIT, TAPERED ADJUSTABLE P | 1 | 0.00 | 164.95 | 32.99 | SVC ONLY | P37 | 131.96 |
| 24017-10 | KIT-CAM BEARING ASY,TC88(| 1 | 0.00 | 14.95 | 2.99 | P3 | | 11.96 |
| 25244-99A | GASKET, CAM COVER | 1 | 0.00 | 7.97 | 1.59 | GSK1 | | 6.38 |
| 25284-08 | KIT, HYDRAULIC CAM PLATE, | 1 | 0.00 | 429.95 | 85.99 | P21 | CASEPARTS | 343.96 |
| 25285-08 | KIT, CAM SPACERS | 1 | 0.00 | 17.95 | 3.59 | P3 | | 14.36 |
| 63798-99A | OIL FILTER, CHROME SUPERP | 1 | 0.00 | 14.95 | 2.99 | PANEL4 | P31 | 11.96 |
| 65324-83B | SEAL, EXHAUST | 2 | 0.00 | 8.78 | 1.76 | P6 | P37 | 14.04 |
| 8983 | ROLLER BEARING ASSY | 1 | 0.00 | 36.19 | 7.24 | P2 | | 28.95 |
| 8990A | BALL BEARING | 1 | 0.00 | 16.19 | 3.24 | P2 | | 12.95 |
| 99824-03/00QTQ | SYNTHETIC LUBRICANT, QUAR | 4 | 0.00 | 11.95 | 2.39 | BULK | | 36.24 |

Item Total: 1059.93

Discount: 155.01

Subtotal: 904.92

Other Tax & Fees Total: 0.00

Sales Tax Total: 34.28

Total Amount Due: 939.20

!!!THIS IS A QUOTE--NOT A RECEIPT!!!

PRICES MAY BE SUBJECT TO CHANGE.

AVALANCHE HARLEY-

8000 W COLFAX AVENUE
LAKEWOOD, CO 80214
303-238-0425

Repair Order Invoice

R/O Number: 711 Invoice Number: 6727
Date In: 4/13/2012 Today Date: 4/17/2012
Date Promised: 4/13/2012 Date Closed: 4/17/2012
Cashier: ZACHARY P. GILTNER

Repair Order For:

[REDACTED]
LAKEWOOD, CO [REDACTED]
h: [REDACTED]

Description:

| Units For This Repair Order | | | | | | | Service Writer: ZACHARY P. GILTNER |
|-----------------------------|--------|-------|------------------------|-------|-----------|-------|------------------------------------|
| Year | Make | Model | VIN/Serial No. | Plate | Key Board | Miles | |
| 2003 | HARLEY | FXSTD | 1HD1JBB103Y [REDACTED] | | | 30769 | |

Job: UIH*RUN ISSUES*F*CLM4/17*CP

Job For: 2003 HARLEY FXSTD 1HD1JBB103Y [REDACTED]

Description

C/S BIKE IDLES ROUGH WHEN COLD AND WARM. IT SPIT AND SPUTTER AT TIMES. BIKE ALSO SPUTTERS AT HWY SPEED. SPUTTER WILL HAPPEN MOST AT HWY SPEEDS. PUT 40 MILES ON BIKE AND WHEN HE WENT TO FILL UP IT ONLY TOOK 1.4 GALLON. BEFORE ISSUE STARTED BIKE WAS GETTING 50MPG ON AVERAGE. ALL ISSUES STARTED IN LAST WEEK.

BIKE FEELS LIKE IT IS TRYING TO SURGE AS WELL AT TIMES. THIS DOESNT HAPPEN AT SAME TIME AS SPUTTER.

CUSTOMER REPLACE PLUGS, CLEANED AIR CLEANER, CHECK PLUG WIRES FOR RESISTANCE AND ISSUES STILL IS HAPPENING.

Parts

| Part Number | Quantity | Description | Each Price | Extension |
|-----------------------|----------|-----------------------|------------|-----------------|
| 61315-02 | 1 | GASKET, TOP PLATE | \$6.99 | \$6.99 |
| 1311D | 10 | SCREW, SEALING, #8-32 | \$1.99 | \$19.90 |
| 62189-01A | 1 | CHECK VALVE ASSEMBLY | \$45.95 | \$45.95 |
| 10222 | 1 | CLAMP, 8MM | \$2.99 | \$2.99 |
| 61001-01 | 1 | FUEL FILTER KIT | \$68.95 | \$68.95 |
| Parts Subtotal | | | | \$144.78 |

Labor

| Description | Job Code | Technician | Line Total |
|-------------------------------|----------|------------------|-----------------|
| DIAGNOSE | | JOSHUA K. BURT | \$89.00 |
| REPLACE FUEL LINE INSIDE TANK | | COREY L. AMBURGY | \$106.80 |
| Labor Subtotal | | | \$195.80 |

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Repair Order For:

Description:

LAKEWOOD, CO

h:

Job: UIH*RUN ISSUES*F*CLM4/17*CP (Continued)

Job For: 2003 HARLEY FXSTD 1HD1JBB103Y

| | |
|-------------------------------|-----------------|
| Other Charges | |
| Shop Supplies | \$19.58 |
| Job Subtotal | \$360.16 |
| <hr/> | |
| Customer Job Totals | |
| Parts | \$144.78 |
| Labor | \$195.80 |
| Other | \$19.58 |
| Total of Customer Jobs | \$360.16 |
| Repair Order Subtotal | \$360.16 |
| <hr/> | |
| Sales Tax | \$12.35 |
| Repair Order Total | \$372.51 |
| Total Amount Due | \$372.51 |
| Tendered: Sale Approved | \$372.51 |
| Change Due | \$0.00 |

Thank You For Your Business!

NO RETURNS ON ELECTRICAL PARTS

Disclaimer of Warranties

Any Warranties on the product sold hereby are those made by the manufacturer. The seller, Avalanche Harley-Davidson, hereby expressly disclaims all warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Therefore, with respect to the seller, product is sold "as is" and the entire risk as to quality and performance of the said product is with the buyer and/or manufacturer, and if the product proves defective after the purchase, the buyer and/or manufacturer, not the seller shall assume the entire cost of all necessary servicing or repair.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle described herein on streets, highways or elsew here for the purpose of testing and/or for inspection. An express mechanic's lien is hereby

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Repair Order For:

Description:

[REDACTED]
LAKEWOOD, CO [REDACTED]
[REDACTED]

acknowledged on below vehicle to secure the amount of repairs hereto.

Take-off parts must be picked up within seven days of work completion. Please circle take-off parts instructions below.

Discard or Save

After seven days of work being completed take-off parts become the property of Avalanche Harley-Davidson and will be disposed of as necessary.

CUSTOMER SIGNATURE _____ DATE: _____