


INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print)		Date Received	Repository <input type="checkbox"/>
Name		17 JAN 29 2013	Reference No. 10480813
Address		Daytime Telephone Number	E-mail Address
City	State	Evening Telephone Number	
BUENA VISTA	CO		
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		Make	Model
1HD1GV4159K		HARLEY DAVIDSON	FXDC
		Model Year	
		2009	
Date Purchased	Dealer's Name and Telephone Number		Engine:
			No: Cylinders
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>			
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			01-OCT-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: LIGHTING (PWS)		Failure Mileage	Failure Speed
		5000	
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: DOTM4L9ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
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	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	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 2009 HARLEY DAVIDSON FXDC. THE CONTACT STATED THAT THE HEADLIGHTS FAILED. THE CONTACT STATED THAT WHILE HE DROVE THE HEAD LIGHTS VIBRATED AND THE RIVETS WERE NOT HOLDING THE LIGHT IN PLACE PROPERLY. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION AND THEY STATED THAT THEY HAVE NOT SEEN THAT PROBLEM BEFORE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS OUT OF WARRANTY. THE FAILURE MILEAGE WAS 5,000.			
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.			

December 18, 2012

NHTSA  
1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Chief Randy Reid,

I purchased my 2009 Harley Davidson Super Glide Custom (FXDC) motorcycle with 750 miles. When the motorcycle had approximately 3000 miles and still under warranty, I noticed that when I was riding in daylight hours the headlamp reflection on road signs was vibrating. I did not realize that this was a problem assuming this was normal as Harley's do vibrate as common operation.

When the motorcycle had approximately 5000 miles and now out of warranty, I was approaching a friend's residence at 15-20 mph and my friend commented that the head lamp was jumping up and down and blinding him as I approached his location. It was at that time that we inspected the head lamp assembly.

I found that the bracket that attaches to the head lamp bucket / bezel was attached by rivets. Two rivets on each side of the bracket were attached to the head lamp bucket. The rivets had vibrated loose allowing the bucket to vibrate up and down while riding the motorcycle. The rivets were very close to pulling through the metal and allowing the head lamp assembly to fall. If this were to occur it could be enough of a distraction to cause a crash. If it were to occur while riding at night, it would almost be certain to cause a crash.

I normally do not ride the bike at night. With the head lamp in this condition I took the bike out in the dark on a private road where no other traffic would be affected. While riding, it looked like a strobe light, making it totally impossible to focus on the roadway and see where a person was driving. I trailed the bike back to my residence.

I went to my nearest Harley Davidson dealer in Colorado Springs, CO (Pikes Peak Harley Davidson), which is 125 miles from my home. I met with the dealership service department and told them the issue. They advised that they had never heard of the problem before. They advised that they could repair the problem by replacing the head lamp assembly and advised me of the cost of the repair. I asked if the problem could be fixed as a warranty fix as this is a defect in manufacturing and should not occur for the life of the motorcycle. They advised that it probably could not be repaired under warranty because the warranty had expired on my motorcycle.

I went to their showroom and found a 2013 FXDC. Since 2009, besides color of motor and yearly color changes, no obvious changes had been made to the motorcycles. The motorcycle looked exactly the same except it was a 2013. I inspected the headlamp assembly and it appeared to be exactly the same

size and shape with the same headlamp bulb. There was one exception and difference than mine. There now were three rivets on each side of the bracket attaching the bracket to the head lamp bucket.

It is obvious that Harley Davidson found that they had a problem with the attachment and made the correction by adding another rivet to the bracket on their new models of FXDC motorcycles.

I contacted the manufacturer, Harley Davidson, by phone and spoke with a female employee of the company. I explained the situation to her, what I did and what I found. She advised me with a stern statement, "The motor company will not be repairing your motorcycle". I advised her that it was not right and that they should correct the problem. She explained to me that this was a possible maintenance issue. I explained to her that this was not a maintenance issue, no maintenance could ever correct or keep this from occurring and that this type of defect should never occur in the life of the vehicle.

I went to the internet to see if anyone else was having this problem and what kind of corrections they had done. Several people complained of the problem. At the time they advised not to replace the head lamp assembly because the problem would just reoccur. At the time of their postings, no one advised that Harley had tried to remedy the problem by adding more rivets. They advised to re-rivet with stainless steel or use machine screws with nylon lock nuts.

Because Harley Davidson refused to help me with the problem of their defective product which is obviously a safety hazard and with what I found is not an isolated problem, I decided to fix the defect myself. (Harley did offer to fix the problem by me purchasing another headlamp assembly from them).

I removed the headlamp from the bucket and found that the bracket was large and made heavy duty enough to support the headlamp assembly. With the proper design and attachment the assembly should never vibrate loose. It was the amount of rivets and location of the rivets in the bracket that made it inadequate to secure the head lamp bucket properly. I used machine screws with the nylon lock nuts plus a lock washer for added strength. I also added an extra screw at the approximate location that the manufacturer did on their new 2013 models.

In conclusion this defect is a major safety hazard. This is not like an automobile where you have other headlamps if one should fail. For the Harley Davidson Motor Company to totally dismiss this problem and refuse to correct the defect is wrong. By refusing to correct the defect creates a serious safety hazard that puts the public at risk.

Sincerely,

[REDACTED]

Buena Vista, CO [REDACTED]

[REDACTED] [REDACTED]