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DEC -4 2012

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, D.C. 20590

The enclosed correspondence is referred to your office for such action as may be necessary.

The writers have been notified of this referral.

Office of Highway Safety
National Transportation Safety Board

[REDACTED]
Janesville, WI [REDACTED]
VIN: 1HD1KBM1XBB [REDACTED]
[REDACTED]

November 14, 2012

Harley-Davidson Customer Care
3700 Juneau Ave
Milwaukee, WI 53208

Sir or Ma'am,

I am writing to you as a complaint for the lack of service that I received concerning one of your products – the handlebars on my 2011 Harley-Davidson Street Glide motorcycle. This issue is not only about poor customer service, but a potential safety hazard as well (hence a copy of this letter being sent to the National Transportation Safety Board) and the failure of Harley-Davidson to honor their warranty for this product (hence the copy going to the Better Business Bureau).

This summer (August) I rode my motorcycle to Connecticut along with some friends. On the way back I noticed that (what appeared to be) my fairing was slightly crooked. I took the motorcycle in for the radio to be repaired and I asked the service department at Kutter Harley-Davidson (Janesville) to take a look at the fairing. When I went to pick-up the motorcycle I was told that the handlebars were bent. The service department at Kutter has always been helpful and courteous and attempted to help me out with this problem as well – they asked me a few basic questions (has it ever fallen over, did you ever strap it down to tow it) – if a Street Glide EVER falls down, the damage would be apparent – especially if it bent the handlebars – the service techs at Kutter said they had looked for any damage and found absolutely none, which makes sense since the bike has never fallen. The bike has never been strapped down and trailered either – I have towed other motorcycles on trailers in the past (when you live in Wisconsin sometimes it's the only way to get to Daytona bike week in the beginning of March), but NOT this one. I bought the bike last April (2011) and I have over 25,000 miles on it – that doesn't leave much time for trailering. This can be verified by the service department at Kutter as well, since I'm always talking to them about where and when I ride. The bottom line is that I don't know why the handlebars are bent – but I know that I didn't do it and that it wasn't caused by any negligence on my part, I just want them fixed so I can continue to enjoy my motorcycle safely.

One of the service techs at Kutter called your tech support department in an attempt to get it repaired through the warranty – he was denied. He gave me the number for consumer complaints - this is where my biggest complaint is. I called and talked to a gentleman named "Jamie" in September. I explained everything and he simply said "no, it doesn't fall under the warranty because we think you did it" – fair enough, he works on a phone taking complaints all day, I wouldn't want his job – but when I told him that I understood his position but I wasn't satisfied with his answer, he became rude and abrasive. He told me to ask the dealer where I bought it to see what they could do – I explained that I had already attempted that and they referred me to the number that I was talking to him on. He kept saying that "they" say it's not covered under the warranty. When I asked him who "they" were, he said tech support – when I asked if I could have a number to contact them he refused to give it to me and said "only the dealers can contact them". So I finally asked to talk to his supervisor and he said "I'll give her the message" (I ask that you review the conversation that I'm sure was recorded). I

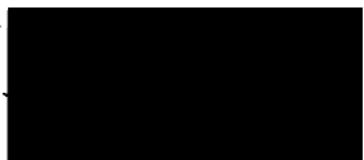
was never contacted back. I would think that Harley-Davidson would be concerned about a potential problem with handlebars that they are placing on motorcycles – I don't know what's going on inside my fairing, but if handlebars are simply bending under normal use then there's a problem...

This is my third Harley-Davidson - I have been a loyal customer since 1990. I've never asked for something for nothing, but I'm asking that you honor the warranty that came with the motorcycle when I purchased it. If I even THOUGHT that this happened as a result of something that I did, I would have never brought it up and I would have had it fixed myself. I spend thousands of dollars every year on parts and the servicing of my motorcycles – this problem only costs a few hundred dollars to repair, but if I have to pay to have it fixed myself I WILL start taking my motorcycle to shops that are not authorized Harley-Davidson dealers. I know that Harley-Davidson is better than this – please don't prove me wrong.



CC:

National Transportation Safety Board
Better Business Bureau (Milwaukee office)
Kutter Harley-Davidson (Janesville)

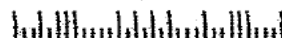


Janesville, WI



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Washington DC 20594

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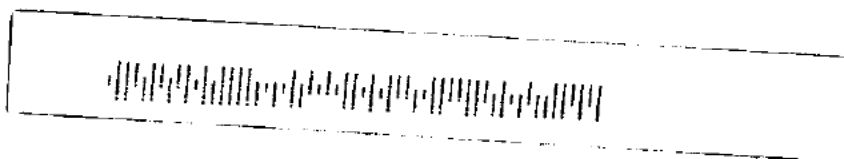
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