

CL-10551317-2095

Hopewell, OH

NOV - 6 2013

October 29, 2013

Harley-Davidson Motor Company, Inc.
PO box 653
Milwaukee, WI 53201

Re: Safety Recall No 0153

On September 27, 2013 I purchased a 2014 Street Glide Special from Myrtle Beach Harley Davidson. Previously I had called my local dealer, Finks Harley Davidson, to see if they had the Street Glide Special (Amber Whiskey) that I wanted to purchase and they did not and acted like they did not want bothered with trying to locate one. I also contacted a couple of other dealers near my location and found that they did not have the particular motorcycle I was looking for and told me "good luck in finding one", said they are sold before they hit their lot. So I called the salesman at Myrtle Beach Harley Davidson that we had dealt with the previous year and within 2 days he found the exact motorcycle I was looking for.

On October 17, 2013 I received a call from Myrtle Beach Harley Davidson service department informing me of the voluntary recall and suggested I call my local dealer and have the service work done as soon as possible and to not ride the motorcycle until I do so. He said the repair kits would be mailed to the dealers on October 21, 2013. That same day I called Finks Harley Davidson service department to hopefully get on their schedule to have the service work done as soon as they received their parts. I thought by calling right away I would be one of the first motorcycles fixed but was told that they were repairing the motorcycles they sold first and my name would be on their call list. They said they did not know how many kits they would receive on the 21st.

On October 25, 2013 I called to see if I could get put on their schedule and was told the same thing. They said they had 5 more motorcycles to do and was waiting on repair kits.

Even though I bought the motorcycle from another dealer, I feel my local dealer should be willing to complete service work on any motorcycle that comes through their service department. After all, they are supposed to be an Authorized Harley-Davidson motorcycle dealer....

I live in Ohio and the weather varies from day to day. Without this service work being done at my local dealer I am not able to ride my motorcycle when the weather is good and have to continue to make payments on a motorcycle that I cannot ride.

I will continue to call them every Friday, but would like your help in getting this resolved as soon as possible.

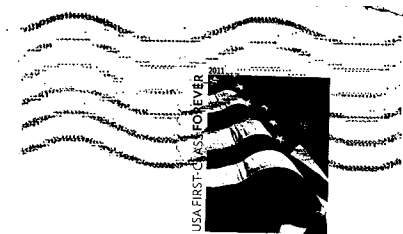
Sincerely,

Cc: Administrator, National Highway Traffic Safety Administration

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Hopewell, OH

Administor, National Highway Traffic Safety Admin.
1200 New Jersey Ave SE
Washington, DC 20590

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