

Harley-Davidson Motor Company

CL-10585898-9659

Attention: Harley-Davidson Enterprise Contact Center

P.O. Box 653

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Milwaukee, WI 53201

414-343-4056

APR 22 2014

U.S. Department of Transportation

National Highway Traffic Safety Administration, Office of Defects Investigation

NVS-210, 400 7th Street S.W.

Washington, D.C. 20590

888-3274-2368

April 15, 2014

Dear Sir or Madam,

I am writing this letter to address a safety and reliability issue regarding my purchase of a 2012 Harley – Davidson FLHTCUSE7 with VIN: 1HD1PR819CB [REDACTED] on July 30, 2012. I took possession of this motorcycle on August 4, 2012 and while stopped at a yield ramp and preparing to merge into traffic, the motorcycle just up and quit. It did restart again and I was able to complete the trip home.

Subsequently, I returned the motorcycle to the purchasing dealer (Thunderbird Harley-Davidson) the following day for this sputtering and quit run scenario. It was checked out by the lead technician who found no trouble/fault codes and couldn't get the problem to reappear while out for a short test drive.

On a vacation trip May 2013 through June 2013, the motorcycle quit running for no apparent reason two times. Once while making a left turn at an intersection to a freeway entrance ramp and one more time while at a stop sign preparing to make a left turn onto a westbound divided highway. Both times the motorcycle restarted and I was able to complete the trip to our destination and return home. The motorcycle was taken once again to the selling dealership for diagnoses of running condition with no problems found. I have repeatedly requested a factory representative to come in and explore what is wrong and even suggested they check a few items such as a voltage drop across throttle and a kink in the gas tubing. I am unsure if these tasks were undertaken, nor has a factory representative ever come in and helped resolve the problem and the local technicians never had the problem resurface

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through test rides. During this same period, the left front fork seal was replaced two times due to leaking and on the third time, the entire fork tube was replaced.

Advancing forward, in February 2014, the motor was replaced with a new one because of a tight crank and slapping piston. I was told by the technician performing the work that this should resolve all the problems that I have encountered. Well, it did NOT. Even after adding a tuner to help with the fuel/air mixture, it also has not resolved the problem as it has just up and quit two times. Once while stopped and the other when making a left turn at approximately 35 mph on March 22, 2014. In addition to the already existing problem, I now have an extremely loud compensator noise coming from the primary transmission cover of which I am informed this is normal, I disagree with this statement.

I have talked with the General Manager at the selling dealership several times about the motorcycle and his suggested remedy is to trade it in and get a new. While I have entertained this thought and even had a credit report ran to qualify for a new purchase, I am not happy with the financial figures and am not willing to involuntarily trade it in for a lesser model but prefer to keep this motorcycle, assuming the problems can be remedied. For peace of mind, I cannot trade it in for fear of what may occur with someone else operating this vehicle unfamiliar with the problems encountered. It should also be noted that this motorcycle has been in the selling dealership's possession for repairs over 150 days for the sputtering and quit running problem along with some minor fixes since delivery, with no assurances the problems won't reappear.

Following is a count of the number of times the motorcycle has sputtered through the intake and completely shut down:

Sputtering: 24 times (old motor)

Sputtering: 4 times (new motor)

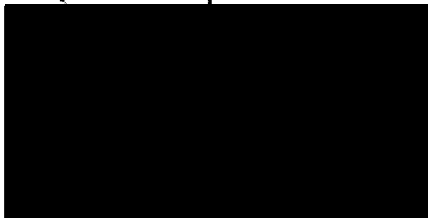
Total shutdown: 5 times (two times while underway at 45 and 35 mph), 3 times (while stopped)

It should be apparent that the problem has gotten worse, not better. While it is my choice to ride, I do not need the added sputter and quit running problem inherent with this motorcycle in an already dangerous activity of motorcycling.

The safety of myself and my spouse is a very important aspect that I am no longer willing to accept.

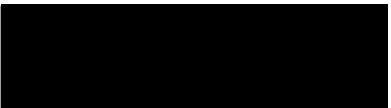
I look forward to hearing from you regarding this situation in a timely manner. I will have the motorcycle available for your inspection should you so desire.

Respectfully,



Placitas, NM [redacted]



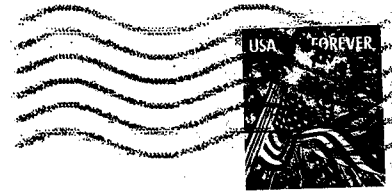


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