

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 09-JUL-2015	Repository <input type="checkbox"/>
	Reference No. 10732970

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address	
Address			Evening Telephone Number			
City TORRANCE	State CA	Zip Code				

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 1HD4NBB30FC		Make HARLEY-DAVIDSON	Model XG750	Model Year 2015
Date Purchased 05/06/2015	Dealer's Name and Telephone Number California Harley Davidson, 310-539-3366		Engine: No: Cylinders 2	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City Harbor City	State CA	Zip Code 90710	
Transmission Type Manual	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Yes	Incident Date(s) 16-Jul-15 06-08-2015 25-Aug-15

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)	Failure Mileage 86/996/1500	Failure Speed 10
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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: DOTMAL9ABC036)	<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 0	Number of Deaths 0	Reported to Police N
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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).

****THIS IS MY SECOND COMPLAINT ABOUT THIS****

THE ISSUE HAPPENED THE FIRST TIME AT 86 MILES ON THE MOTORCYCLE. IT WAS FIXED AT ABOUT 500 MILES. NOW AT 996 MILES IT'S BACK. THE ISSUE HAPPENS WHEN TAKING OFF FROM A STOP. THE MOTORCYCLE ALMOST DIES BECAUSE IT ISN'T GETTING FUEL, THEN IT GETS FUEL AND LURCHES FORWARD. THERE IS STILL OVER A GALLON OF FUEL IN THE TANK AND THE LOW FUEL LIGHT WAS NOT ON AT THE TIME. I ALMOST CRASHED AND COULD HAVE BEEN HURT OR KILLED BY THE TRAFFIC COMING UP BEHIND ME. THE FIRST TIME THEY REPLACED THE FUEL PUMP AND I WAS TOLD THAT IT'S A FAULTY DESIGN AND THE PICKUP COMES OFF CAUSING IT TO NOT PICKUP FUEL PROPERLY. IT APPEARS THE REPLACEMENT CAME APART ALSO. IS HARLEY GOING TO BE PUSHED TO REDESIGN THIS BEFORE OR AFTER SOMEONE IS HURT OR KILLED?

This has actually failed 3 times so far, the last failure was at about 1500 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 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.

From: [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10732970-----
Date: Friday, September 11, 2015 4:17:51 PM
Attachments: [image002.gif](#)
[10732970.pdf](#)
[6-9-2015 \(2\).JPG](#)
[6-9-2015.JPG](#)
[7-16-2015 \(2\).JPG](#)
[7-16-2015.JPG](#)
[IMG_0701.JPG](#)
[IMG_0702.JPG](#)

Questionnaire.

Maritza L. Marshall-Williams
BLF Technologies Inc.
on assignment with National Highway Traffic Safety Administration,
Dept. Of Transportation
W48-204
maritza.williams.ctr@dot.gov
Ph: 202-493-0317
Fax: 202-366-3081

From: [REDACTED]
Sent: Friday, September 11, 2015 2:03 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Fwd: FW: FW: NHTSA: Follow up to ODI Complaint: ----10732970-----

To Whom it May Concern,

Please see the attached VOQ form, as well as my repair invoices. If you have any other questions, please feel free to contact me.

Regards,

----- Forwarded message -----

From: <EVOQ@dot.gov>
Date: Fri, Sep 11, 2015 at 6:12 AM
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10732970-----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

Detail

Unit 2015 HARLEY XG750-BLACK
VIN/Serial No: 1HD4NBB30FC [REDACTED]

Plate:

Keyboard: 1
Odom/Hrs: 522

6905 - FUEL PUMP

Description: CUSTOMER STATES RIGHT BEFORE GAS LIGHT COMES ON, MOTORCYCLE STARTS LOSING POWER, AFTER HE ACCELERATES, MOTORCYCLE SURGES. MOTORCYCLE HAS A FUEL PUMP SERVICE BULLETIN. PLEASE INSPECT FUEL PUMP
Resolution: UPON FUEL PUMP INSPECTION, TECHNICIAN FOUND LOOSE FUEL INLET FILTER CONNECTION, AT THE MAIN PUMP BODY. TECHNICIAN REPLACED FUEL PUMP, TECHNICIAN TEST RODE MOTORCYCLE. TECHNICIAN VERIFIED NO RUNNING ISSUES WITH MOTORCYCLE.

Parts

Part #	Qty	Description	Price	Discount	Total
61200001	1.00	FUEL PUMP MODULE	WARRANTY	WARRANTY	WARRANTY
10038A	1.00	CLAMP, HOSE	WARRANTY	WARRANTY	WARRANTY
				Parts Subtotal	WARRANTY

Labor

Description	Technician	Hour	Total
REPLACE FUEL PUMP	CRAIG PIVAR - SVC	WARRANTY	WARRANTY
			Labor Subtotal
			Job Subtotal

All Jobs Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

CALIFORNIA HARLEY-DAVIDSON
1517 PACIFIC COAST HWY
HARBOR CITY, CA 90710
Phone: (310)539-3366

Repair Order Invoice

Doc Number: [REDACTED]
Service Writer: ALEXANDERG
Date Printed: 08/09/2015
Date Promised: 08/02/2015
Cashier: ALEXANDERG
Cashier Date: 08/09/2015

Customer Information

Cell Phone: [REDACTED]

[REDACTED]
[REDACTED]
TORRANCE, CA [REDACTED]

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Summary

Unit	Job	Job Total
2015 HARLEY XG750-BLACK	FUEL PUMP	WARRANTY

Job Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

WE APPRECIATE YOUR BUSINESS

I acknowledge notice and oral approval of any increase larger than 10% of the original estimated price.

customer initials (x) _____

90 days parts and labor warranty on workmanship.
B.A.R AM0528356

Signature: _____

Detail

Unit 2015 HD XG750

VIN/Serial No: 1HD4NBB30FC [REDACTED]

Keyboard: 19

Plate:

Odom/Hrs: 1,107

6989 - RUNNING ISSUES

Description: CUSTOMER STATES THAT RIGHT BEFORE THE FUEL LIGHT COMES ON THAT THE BIKE IS NOT ONLY SURGING BUT RUNNING ROUGH. CUSTOMER STATES THAT THE IDLE IS VERY ROUGH. PLEASE INSPECT AND ADVISE.

Resolution: TECHNICIAN FOUND UNLET FILTER TUBE BROKEN, TECHNICIAN REPLACED THE FUEL PUMP. TECHNICIAN TEST RODE THE MOTORCYCLE WITH VERY LOW GAS 3 DIFFERENT TIMES, TECHNICIAN VERIFIED MOTORCYCLE DOES NOT SURGE.

Parts

Part #	Qty	Description	Price	Discount	Total
61200001	1.00	FUEL PUMP MODULE	WARRANTY	WARRANTY	WARRANTY
10038A	1.00	CLAMP, HOSE	WARRANTY	WARRANTY	WARRANTY
Parts Subtotal					WARRANTY

Labor

Description	Technician	Hour	Total
RUNNING ISSUES	ALLAN COOLSAET - SVC	WARRANTY	WARRANTY
Labor Subtotal			WARRANTY
Job Subtotal			WARRANTY

All Jobs Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

CALIFORNIA HARLEY-DAVIDSON
1517 PACIFIC COAST HWY
HARBOR CITY, CA 90710
Phone: (310)539-3366

Repair Order Invoice

Doc Number: [REDACTED]
Service Writer: ERICL
Date Printed: 07/16/2015
Date Promised: 07/16/2015
Cashier: ALEXANDERG
Cashier Date: 07/16/2015

[REDACTED]
TORRANCE, CA [REDACTED]

Customer Information
Home Phone: [REDACTED]
Email: [REDACTED]

Fold Here

Summary

Unit	Job	Job Total
2015 HD XG750	RUNNING ISSUES	WARRANTY

Job Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

WE APPRECIATE YOUR BUSINESS

I acknowledge notice and oral approval of any increase larger than 10% of the original estimated price.

customer initials (x) _____

90 days parts and labor warranty on workmanship.
B.A.R AM0528356

Signature: _____

CALIFORNIA HARLEY-DAVIDSON
1517 PACIFIC COAST HWY
HARBOR CITY, CA 90710
Phone: (310)539-3366

Repair Order

Due: \$0.00

Doc Number: [REDACTED]
Service Writer: Bobp
Date Printed: 08/27/2015
Date Promised: 08/25/2015

[REDACTED]
TORRANCE, CA [REDACTED]

Customer Information

Home Phone: [REDACTED]
Email: [REDACTED]

Fold Here

Summary

Unit	Job	Job Total
2015 HD XG750	RUNNING ISSUE	WARRANT

Job Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

WE APPRECIATE YOUR BUSINESS

I acknowledge notice and oral approval of any increase larger than 10% of the original estimated price.

customer initials (x) _____

90 days parts and labor warranty on workmanship.
B.A.R AM0528356

Signature: _____

Detail

2015 HD XG750 STREET

VIN/Serial No:1HD4NBB30FC

Plate

Keyboard:20

Odom/Hrs In:1,851

Out:1,851

RUNNING ISSUE

Description:CUSTOMER STATES THAT UNIT SURGES WHEN FUEL IS LOW. DIAGNOSE & REPAIR, REPLACE FUEL PUMP.

Resolution:TECH FOUND THAT THE FUEL PUMP NEEDED TO BE REPLACED. THE FACTORY WAS CONTACTED AND WAS ADVISED THAT THIS BIKE HAS HAD THIS ISSUE BEFORE. FACTORY ADVISED SHOP TO ADVISE THE CUSTOMER TO KEEP THE BIKE FILLED WITH OVER HALF OF A TANK OF GAS AT ALL TIMES UNTIL PARTS FOR THE RECALL ARE AVAILABLE. CUSTOMER HAD STATED THAT HE WOULD LIKE THE FUEL PUMP REPLACED DUE TO THE FACT AFTER THE PUMP IS CHANGED THAT THE PROBLEM WILL NOT PERSIST FOR A FEW MILES. BIKE WAS ROAD TESTED. THERE ARE NO LONGER ANY ISSUE WITH THE BIKE. ALL REPAIRS WERE COMPLETED 8/26/15.

Parts

Part #	Qty	Description	Price	Discount	Total
61200001	1.00	FUEL PUMP MODULE	WARRANTY	WARRANTY	WARRANTY
10100013	10.00	NUT,LOCKING	WARRANTY	WARRANTY	WARRANTY
				Parts Subtotal	WARRANTY

Labor

Description	Technician	Hour	Total	
RUNNING ISSUE		WARRANTY	WARRANTY	
			Labor Subtotal	WARRANTY
			Job Subtotal	WARRANTY

All Jobs Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00