

CL-10749439-6859

August 2, 2015

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

Reference # [REDACTED]

Faulty Ignition Switch, Part # 903-00097

2015 Harley Davidson FLHTKSE, aka CVO Limited VIN# 1HDTEN16FB [REDACTED] Mileage: 7517

AUG 11 2015

On June 15, 2015 I was driving home after a cross country motorcycle trip. I had driven through Kansas City, KS/MO during a heavy rainstorm. My traveling companions and I stopped for the night at a hotel in Grain Valley, MO. After checking in my room, hotel staff asked that we move our bikes closer to the outer curb of the overhang. I started my bike and moved about six feet when the bike just shut off and would not restart. After several more attempts, the bike would start and then shut off, with the fault code "Forks Locked" on the computer screen. I checked repeatedly that the forks were not locked. One of my companions contacted a mechanic at Rocket Harley Davidson, Huntsville, AL (where we are from), and he instructed us on a series of moves involving turning the ignition switch and moving the forks in a sequence that he had learned with someone else's bike that this had happened to. The bike would not restart.

The next morning, June 16th, I had the bike towed to Blue Springs Harley Davidson (HD), Blue Springs, MO. When the bike was unloaded from the tow truck, it restarted. It was connected to the diagnostic computer and no fault codes came up. Being a retired aircraft mechanic, I suggested that it seemed to me to be a faulty ignition switch, and the mechanics assured me the computer would have detected if the switch was bad. After the bike was taken on a test ride and no issues arose, I returned to the hotel to pick up my wife. We packed the bike up and attempted to restart the trip home. We got to the end of the hotel's driveway, and as I attempted to turn right after a complete stop, the bike shut off again and would not restart with the same "Forks Locked" code on the screen. My wife and I had to push the bike back out of the middle of the street. I called Blue Springs HD again, they sent an employee with a trailer to pick us up, and once again, when the bike was unloaded, it restarted and nothing could be found wrong on the diagnostic computer. The mechanic started the bike numerous times, took it for a test ride and could not replicate the problem. We once again loaded the bike and started to resume the trip home, only this time the bike shut off on its own twice while just riding down the road from the dealership to the interstate. I was able to get it restarted, but with much trepidation, my wife and I decided to keep going. Once again I came to a stop sign, made a complete stop, waited for traffic to clear, and as I began my right turn, the bike shut off again. I am now in the middle of the road with very little steering capacity. We were very lucky that the traffic light in front of us had turned red, and there was no oncoming traffic from the opposite direction. I was able to coast the bike into a gas station across the street. Once again I called Blue Springs HD to come and get us, but before they could get to us, I managed to get the bike restarted and drove it to the dealership. At this point I demanded that the ignition switch be replaced. It had to be ordered from the factory in Milwaukee, WI, and the new switch was installed on June 18th. I have had no issues with the new switch - yet.

This is a serious issue for two reasons:

- 1) According to the Blue Springs HD mechanics, this is a newly designed switch for the 2015 model year. The faulty ignition switch shuts the bike off while driving down the road without warning. This is a fatality waiting to happen: the motorcyclist begins a turn, the bike shuts off, an unaware motorist hits him/her because of the sudden loss of speed, and accident investigators assume the motorcyclist just pulled out in front of car.
- 2) The faulty ignition switch is not detected by the computer diagnostic equipment, leaving any owner that has this switch on their motorcycle vulnerable to the above situation.
- 3) This is the second incident that we know of, or else the mechanic from Rocket HD would not have been able to tell me the sequence he used to clear the problem with another owner.

[REDACTED]

Huntsville, AL

[REDACTED]

NM
8/15
SUD

Customer

W.O. Number:

Appointment: 6/18/2015 12:42PM Mileage In: 7518
Offered Back: 6/19/15 10:38AM Mileage Out: 7520
Year: 2015 Shop Tag:
Mfg: HD Plate No:
Model: FLHTKSE Service Advisor: EES
VIN: 1HQ1TEN16F6 Sold By: RCW
Color: CARBONSLATE W/ PINS Invoice No:
Ref. No.: Dir. Lic #:

HUNTSVILLE, AL

REPRINT

Phone:

Work:

Ext:

Fax:

Mobile:

P.O. No:

Tax No:

Tax Exempt: No

Comments: BIKE IS BACK SAME PROB

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Amount
------------------------	--------------------------------------	----------------------------	--------------------------	-----------------

Event Number: 1

Type: W

Description: BIKE NO START

71400090	HOUSING FORK LOCK SW (REQ)	1.00	612.04	0.00
LABOR	Job Code: 6234 Tech: MH	0.80	95.00	0.00

Work Description: BIKE NO START

Work Resolution: DEFECTIVE IGNITION SWITCH, REPLACE SWITCH BIKE STARTS AND RUNS NORMAL

Sub-total For Event (without Tax): 0.00

SO/Layaway Deposit:	0.00	Item Total:	0.00
Work Order Deposit:	0.00	Labor Total:	0.00
		Contract Labor:	0.00
		Shop Supplies:	0.00
		Total Deductible(s):	0.00
		Storage Fee:	0.00
		Tax/Fee Total:	0.00
		Total Amount:	0.00
		Total Received:	0.00
		Change Tendered:	0.00

Customer: [REDACTED]



W.O. Number: [REDACTED]

Appointment: 6/16/2015 8:45AM Mileage In: 7517
Offered Back: 6/16/15 10:55AM Mileage Out: 7518
Year: 2015 Shop Tag:
Mfg: HD Plate No:
Model: FLHTKSE Service Advisor: EES
VIN: 1HD1TEM16FB [REDACTED] Sold By: EES
Color: CARBONSLATE W/ PINS Invoice No: [REDACTED]
Ref. No.: Dir. Lic #:

HUNTSVILLE, AL [REDACTED]

REPRINT

Phone:

Work:

Ext:

Fax:

Mobile:

P.O. No:

Tax No:

Tax Exempt: No

Comments: BIKE NOT RUNNING

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Amount
------------------------	--------------------------------------	----------------------------	--------------------------	-----------------

Event Number: 1

Type: R

Description: BIKE PROBS

Customer States: bike kept showing that fork lock was on regardless of position on the column and now bike wouldnt start this morning

LABOR	Job Code: 0	0.00	95.00	0.00
-------	-------------	------	-------	------

Work Description: BIKE PROBS

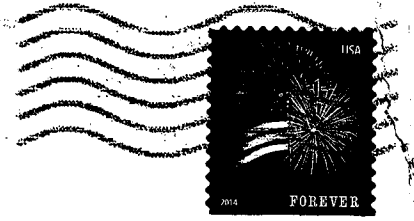
Work Resolution: CHECKED BIKE FOR CODES NONE PRESENT LUBED FORK LOCK NTF

Sub-total For Event (without Tax): 0.00

SO/Layaway Deposit:		Item Total:	0.00
Work Order Deposit:	0.00	Labor Total:	0.00
		Contract Labor:	0.00
		Shop Supplies:	0.00
		Total Deductible(s):	0.00
		Storage Fee:	0.00
		Tax/Fee Total:	0.00
		Total Amount:	0.00
		Total Received:	0.00
		Change Tendered:	0.00



BIRMINGHAM AL 350
03 AUG 2015 PM 5 L



AUG 11 2015

Office of Defects Investigation / CRD, NVS-214
National Highway Transportation Safety Administration
1200 New Jersey Avenue SE
Washington DC 20590

20590

