


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received</p> <p>21-OCT-2015</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No.</p> <p>10784960</p>	
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>	<p>E-mail Address</p> <p>[REDACTED]</p>		
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p> <p>[REDACTED]</p>			
<p>City</p> <p>NORTH PORT</p>	<p>State</p> <p>FL</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>1HD1GZM17FC [REDACTED]</p>		<p>Make</p> <p>HARLEY-DAVIDSON</p>	<p>Model</p> <p>FLD</p>	<p>Model Year</p> <p>2015</p>	
<p>Date Purchased</p> <p>June 02, 2015</p>	<p>Dealer's Name and Telephone Number</p> <p>Naples Harley-Davidson</p>		<p>Engine: 1687cc</p>	<p>Fuel Type:</p> <p>gas 93 oct</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>Naples</p>	<p>State</p> <p>FL</p>	<p>Zip Code</p> <p>34109</p>		
<p>Transmission Type</p> <p>6 speed man</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p> <p>Primary Chain Secondary Belt</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>19-OCT-2015</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Codes: ENGINE (PWS), BRAKES (PWS) Brakes: ABS</p>			<p>Failure Mileage</p> <p>3270</p>	<p>Failure Speed</p> <p>30</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>None</p>	<p>Number of Deaths</p> <p>None</p>	<p>Reported to Police</p> <p>N</p>	
<p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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).</p>					
<p>WHILE RIDING THE BIKE I HEARD AN UNUSUAL METAL NOISE (EVER SO SLIGHT NEXT TO THE SOUND OF THE BIKE) LOOKED DOWN TO DISCOVER REAR BRAKE ROD DISCONNECTED FROM REAR BRAKE PEDDLE. CLEVIS PIN AND COTTER APPARENTLY DROPPED OFF THE BIKE. WHEN I WENT TO TAP THE BRAKE PEDDLE, TO STOP THE BIKE, IT WAS HORIZONTAL TO THE PAVEMENT AND COMPLETELY INOPERABLE. BLACK WIDOW H-D PUT A 1/4 X 1" BOLT - WASHER - WASHER - NUT [WITH LOCTITE] ON IT AND ORDERED A REPLACEMENT PIN. SECONDARY PROBLEM IS AN OVERWHELMING ODOR OF UN-BURNED GASOLINE THAT FILLS THE GARAGE WITHIN MINUTES OF PARKING THE BIKE, I HAVE SMELT THE GASOLINE WHILE SITING AT A LIGHT AS WELL. I HAVE NOW MADE THE ISSUE KNOW TWICE FIRST TIME TO NAPLES HD (AT THE 1,000 MILE SERVICE) AND SECONDARILY TO BLACK WIDOW HD (ON 10/19/15). I AM GOING TO PURCHASE A METER THAT I CAN COLLECT INFORMATION REGARDING THE RAW GASOLINE IN THE AIR INSIDE THE SPACE WHERE THE BIKE IS PARKED. AS GASOLINE IS A WELL KNOWN CARCINOGEN. I note I have no documentation from first report of gasoline smell which has not abated as of today, 11/20/2015. Naples H-D told me to "give it time" and to only use 93 octane (91 octane does not exist but it is what is recommended) so I have and it continues to pose a real fire hazard (explosion) in my garage. Black Widow H-D said "leave a garage window open" (?). I since replaced the clevis pin with a 1/4" x 1" S.S. pin 3 smooth washers and a S.S. Cotter Pin Problem began 06/03/2015.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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 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.</p>					

November 21<sup>st</sup>, 2015

**In Re.:** *Complaint Number: 10784960, filed with VSH, enclosed please find the completed VOQ and additional documentation requested.*

**TO:** US DOT, NHTSA  
1200 New Jersey Avenue SE  
Washington, DC 20590

**FROM:** [REDACTED]  
[REDACTED]  
North Port, FL [REDACTED]

Ladies and/or Gentlemen:

On November 20<sup>th</sup>, 2015 I received a follow-up email (with attachments) from [REDACTED]. If I understood your communications correctly I perfected the Vehicle Owners Questionnaire (VOQ) and I have copied the applicable documentation(s) and enclosed same with this cover page, 5 pages total.

If I can be of further assistance please feel free to get back to me and let me know what else I can provide to ensure the safety of others who ride a similar motorcycle.

Respectfully submitted;

[REDACTED]  
[REDACTED]  
[REDACTED]  
North Port, FL [REDACTED]  
[REDACTED]



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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is *not necessary to complete all the boxes*. However, it is *very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known*. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

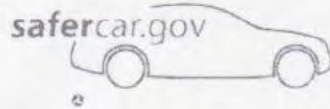
Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ





**Complaint Number: 10784960**

**Vehicle Identification Number:** 1HD1GZM17FC [REDACTED]

**Your Vehicle's Make Model and Model Year:** HARLEY-DAVIDSON FLD 2015

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

**What part of your car was affected?** Brakes, Engine

**What happened?**

While riding the bike I heard an unusual metal noise (ever so slight next to the sound of the bike) looked down to discover rear Brake rod disconnected from REAR brake peddle. Clevis pin and cotter apparently dropped off the bike. When I went to tap the brake peddle, to stop the bike, it was horizontal to the pavement and completely inoperable. Black Widow H-D put a 1/4 x 1" bolt - washer - washer - nut [with loctite] on it and ordered a replacement pin. Secondary problem is an overwhelming odor of un-burned gasoline that fills the garage within minutes of parking the bike. I have smelt the gasoline while sitting at a light as well. I have now made the issue know twice first time to Naples HD (at the 1,000 mile service) and secondarily to Black Widow HD (on 10/19/15). I am going to purchase a meter that I can collect information regarding the raw gasoline in the air inside the space where the bike is parked. As gasoline is a well known carcinogen.

**When did this happen?** 10/19/2015

**Was there a Crash?** No

**Was there a Fire?** No

**Was there an injury or fatality?** No

**How fast were you going? (In mph)** 30

**About how many miles were on your vehicle at the time of the incident?** 3270

**First Name:** [REDACTED]

**Last Name:** [REDACTED]

**Email:** [REDACTED]

**Address 1:** [REDACTED]

**Address 2:**

**City:** North Port

**State :** FLORIDA

**ZIP Code** [REDACTED]

**Phone:** [REDACTED] **Ext. :**

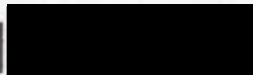
**Alt. Phone:**

10/20/15  
10:12AM

WORK ORDER BILLING  
Customer Copy

BLACK WIDOW HARLEY-DAVIDSON  
2224 EL JOBEAN RD  
PORT CHARLOTTE, FL 33948  
(941) 883-8000

Complaint # 10784960



Customer: [Redacted]  
[Redacted]  
[Redacted]

W.O. Number: [Redacted]

Appointment: 10/20/2015 9:00AM Mileage In: 10  
Offered Back: 10/20/15 10:11AM Mileage Out: 20  
Year: 2015 Shop Tag:  
Mfg: HD Plate No:  
Model: FLD103 Service Advisor: CDD  
VIN: 1HD1GZM17FC [Redacted] Sold By: GF  
Color: MYSTERIOUS RED Invoice No: [Redacted]  
Ref. No.: [Redacted] Dir. Lic #: [Redacted]

NORTH PORT, FL [Redacted]

Phone: [Redacted] Work: Ext:  
Fax: [Redacted] Mobile:  
P.O. No: Tax No: Tax Exempt: No

Comments: SMELLS GAS

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Amount
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Event Number: 1 Type: R

Description: MISSING CLIP ON BRAKE  
Customer States: CUST STATES CLIP AND PIN, CUST INSTALLED A BOLT BUT WOULD LIKE THE CLIP AND PIN REPLACED 42460-80B, 51938-04

LABOR	Job Code: 0	0.00	99.00	0.00
Work Description: MISSING CLIP ON BRAKE				
Work Resolution: PARTS ON ORDER 10/20 GF				
Sub-total For Event (without Tax):				0.00

Event Number: 2 Type: R

Description: EXCESSIVE GAS SMELL  
Customer States: CUST STATES HE HAS EXCESSIVE SMELL OF GAS. STATED HE BELIEVES IT COIMING FROM THE EXHAUST. SAW A QUARTER SIZED DROP OF GAS UNDER THE SWING ARM

LABOR	Job Code: 0	0.20	99.00	19.80
Work Description: EXCESSIVE GAS SMELL				
Work Resolution: GAS LINES CHECKED AND VENT TESTED. NO LEAK FOUND, UNABLE TO REPLICATE ISSUE.				
Sub-total For Event (without Tax):				19.80

Check/Credit Card Details

Merchant ID: 242446  
EPP Inv ID: [Redacted] Emp #: 10241  
Type Number Amount  
\_VS XXXX-XXXX-XXX [Redacted] 24.67

SO/Layaway Deposit  
Work Order Deposit: 0.00

Credit Card: 24.67  
Item Total: 0.00  
Labor Total: 19.80  
Contract Labor: 0.00  
Shop Supplies: 3.25  
Total Deductible(s): 0.00  
Storage Fee: 0.00  
Tax/Fee Charges: 1.62  
Total Amount: 24.67  
Total Received: 24.67  
Change Tendered: 0.00



[Redacted]

[Redacted]

CUSTOMER NAME

RO# \_\_\_\_\_

DATE IN 1/20/15

DATE OUT 1/20/15

SERVICE COMPLETED

TECH: 2 F. K. Hood  
Cris Swell

CLEAN UP COMPLETED

BY: \_\_\_\_\_

CUSTOMER WAITING

STATE INSPECTED



[Redacted]

[Redacted]

CUSTOMER NAME

RO# \_\_\_\_\_

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ----10784960-----  
**Date:** Monday, November 23, 2015 11:58:01 AM  
**Attachments:** [Page6NHTSAFollow up to ODI Complaint10784960-.pdf](#)

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Monday, November 23, 2015 10:42 AM  
**To:** Abbew, Margaret CTR (NHTSA)  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ----10784960-----

Questionnaire.

Fax: 202-366-3081

**From:** [REDACTED]  
**Sent:** Saturday, November 21, 2015 10:36 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Cc:** [REDACTED]  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ----10784960-----

Ladies and/or Gentlemen:

Pursuant to the email I received from NHTSA I have added more specificity to the complaint(s). I also have attached a total of six (6) pages for your consideration. If I can be of further assistance or if additional clarification is necessary please respond in kind.

Respectfully submitted.

[REDACTED]