

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

This is a copy of your Report to the U.S. Consumer Product Safety Commission, submitted on 1/12/2016

### Incident Details

Document Number: I1610273A

Report Number: 20160112-9E798-2147424797

Report Submitted Date: 1/12/2016

Who You Are: Consumer

Incident Description: I am writing as to a safety concern dealing with all of Harley Davidson's Touring bikes. After contacting HD about my concerns I realised I would have to talk to someone who cared. They have a major problem with the swingarms on these motorcycles that causes dangerous oscillations that cause the bike to lose control at speeds from 60mph to about 70 mph. The bikes tend to fish tail that causes the riders to lose control or make them very scared to ride them. HD has no entity to make them as a Corporation to fix or adress this issue. They know the problem exist but, claim it is the consumers problem and not theirs. For the most part HD Corporate denies the problem at all. The internet is inundated by riders complaining about the problem but, HD refuses to admit this. I believe it is ther root cause of many riders getting killed and or hurt especially going into curves on these machines. HD even sells a swingarm stabiliser for about \$400 because they know that their machines are faulty. I personally experienced this problem at 70mph and it took me almost 10 seconds to regain control of the bike. After taking the swingarm apart I found the design extremely inefficient for the weight of the bike and a passeenger in particular. They have no system of checks and balances to make them responsible as do major auto manufacturers. This not only affects this motorcycle but all of HD's Touring bikes of all dates of manufacture.

Incident Date: 1/8/2016

Incident Location: Street or Highway – highway 64 towards Murphy N.C., Murphy, United States

### Product Details

Product Description: 2003 Harley Road King

Product Category: Sports and Recreation

Product Type: Cycling, Scooters, Skateboards & Skates

Brand Name: Harley Davidson Road King

Manufacturer / Importer / Private Labeler Name: Harley Davidson

Manufacturer / Importer / Private Labeler Name:

Model Name or Number: Harley Davidson Road King

Serial Number: 1HD1FDV193 [REDACTED]

Date: 1/12/2006

Manufactured:

Manufacturer Date Code: 01/15/03

Manufacturer Date Code:

Manufacturer Address: Not specified

Manufacturer Address:

Manufacturer Website URL:

Manufacturer Website URL:

Manufacturer Phone Number:

Manufacturer Phone Number:

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

Retailer: Smokey Mountain Harley Davidson

Retailer State: Tennessee

Additional Details

Purchase Date: 8/15/2012

I still have the product in my possession. Yes

The product was damaged before the incident. No

The product was modified before the incident. No

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation: Contacted Harley Davidson Corporate Customer Care

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED], Etowah, Tennessee [REDACTED], United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler. Yes, you may release my name and contact information to

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the product  
manufacturer /  
importer /  
private labeler  
identified in  
your Report?

I certify that I  Yes  
have reviewed  
the Report and  
that the  
information  
provided in this  
Report is true  
and accurate to  
the best of my  
knowledge,  
information,  
and belief.

OMB Control Number 3041-0146