



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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

22-JUL-2016

Repository ☐

Reference No.
10887680

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PENSACOLA State FL Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
1HD1KEM19B [REDACTED] *MOBILE AL HD*

Make HARLEY-DAVIDSON Model FLHTK Model Year 2011

Date Purchased 3-25-2011 Dealer's Name and Telephone Number *251-626-8050* Engine: No: Cylinders 2 Fuel Type: GAS

Original Owner ☒ Dealer's City *DAPHNE* State AL Zip Code 36526

Transmission Type *MANUAL* ☒ Antilock Brakes Powertrain *MOTORCYCLE* Multiple Failure: *ABS FAILURE CATASTROPHIC FRONT END Wobble* Incident Date(s) 31-MAY-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS) *40,982 miles* Failure Mileage *Wobble - 6600* Failure Speed 70

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: DOTM19ABC036) ☐ Original Equipment Failure Location: ☐ Prior Repair

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 ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police N

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).

TL* THE CONTACT OWNS A 2011 HARLEY-DAVIDSON FLHTK ELECTRA GLIDE. WHILE RIDING 70 MPH, THE FRONT BRAKE LEVER WAS DEPRESSED, BUT FAILED TO OPERATE. THE MOTORCYCLE WAS TAKEN TO THE DEALER TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE FRONT BRAKE ACTUATOR PISTON BOOTH NEEDED TO BE REPLACED. THE MOTORCYCLE WAS NOT REPAIRED. THE CONTACT STATED THAT THE FAILURE RECURRED TWICE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 6,600. + 40,982-

*MOTORCYCLE ABS AND MASTER CYLINDER HAVE NOW BEEN REPAIRED
COST OVER \$1000*

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.



HARLEY-DAVIDSON OF PENSACOLA

6385 Pensacola Blvd.
Pensacola, FL 32505
850-494-1224

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR MICHAEL MCCOLLUM 230899	TAG NO. 2628	INVOICE DATE 06/28/16
PENSACOLA, FL	LABOR RATE	LICENSE NO. CHERRY/MER	MILEAGE 40,970
	YEAR / MAKE / MODEL 11/HARLEY DAVIDSON/TOURING/ELEC GLID	COLOR	STOCK NO.
	VEHICLE I.D. NO. 1 H D 1 K E M 1 9 8 B	DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.
			PRODUCTION DATE
			R.O. DATE 05/31/16
			MO: 40982

LABOR & PARTS
J# 1 95HDA08 REPAIR/ACCESSORY HOURS: TECH(S):230421 0.00

INSPECTION
TECH PERFORMED SAFETY INSPECTION WITH NOTHING TO REPORT AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

J# 2 95HDA09 REPAIR/ACCESSORY HOURS: 1.65 TECH(S):230421 163.35

FRONT BRAKE LEVER FROZEN. VERY HARD LEVER
FRONT BRAKE ACTUATOR PISTON BOOT FAILED. MASTER CYLINDER
PISTON HAS FRICTION UPON ACTUATION SLOW TO REACT TO RIDER
INPUT. BRAKE FLUID GREATER THAN 4% WATER CONTAMINATION WITH
CRYSTALS ON CAP GASKET.
TECH REMOVED AND REPLACED FRONT BRAKE MASTER CYLINDER. TECH
PERFORMED BRAKE FLUID FLUSH WITH DOT 4 BRAKE FLUID.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	44551-06B	MSTR. CYL ASY FRT	177.10
JOB # 2	2	41800219	DOT 4 BRAKE FLUT	7.95
JOB # 2	2	41751-06A	GASKET, BRAKELIN	1.46
JOB # 2 TOTAL PARTS				195.92
JOB # 2 TOTAL LABOR & PARTS				359.27

J# 3+95HDA10 REPAIR/ACCESSORY HOURS: 0.50 TECH(S):230421 49.50

CHECK CLUTCH. WHEN PUTTING IN GEAR LUNGES FORWARD
TECH FOUND CLUTCH ACTUATOR PLATE AND SNAP RING WORN AND
WARPED.
TECH REPLACED CLUTCH ACTUATOR PLATE AND SNAP RING.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	37903-90	CLUTCH RELEASE P	14.72
JOB # 3	1	37909-90	CLUTCH CIRCLIP	12.69
JOB # 3	1	37090-98A	SCREW, ROD END A	5.08
JOB # 3	1	7848W	NUT	0.52
JOB # 3	1	17369-06	GASKET SERVICE K	5.12
JOB # 3 TOTAL PARTS				38.13
JOB # 3 TOTAL LABOR & PARTS				87.63

J# 4+95HDA11 REPAIR/ACCESSORY HOURS: 2.00 TECH(S):230397 198.00

WORN COMPENSATOR.
TECH FOUND COMPENSATOR WORN AND IN NEED OF REPLACEMENT.
TECH REMOVED AND REPLACE COMPENSATOR.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	40100061	KIT-COMPENSATOR	409.95
JOB # 4	1	25700226	GASKET KIT, INNE	55.20
JOB # 4	1	34901-07	GASKET, PRIMARY	36.00
JOB # 4	1	62600004Q	FORPLUS DRUM QUA	8.95

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

STORAGE CHARGES OF \$15.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.

LIMITED WARRANTY: Parts and service is guaranteed for 90 days or 3,000 miles, whichever occurs first. Seller does not guarantee that the work performed in accordance with this estimate and/or repair order will correct any problem specified on the description of the complaint.

SHOP SUPPLIES: The Shop Supplies charge is calculated at a rate of 6% of labor charge, with a cap of \$28.76.

Miscellaneous shop supplies may include, but are not limited to nuts, bolts, screws, washers, aerosol sprays, solvents, cleaning cloths, sealers, silicone treatment, metal clips, fasteners, acetylene, oxygen, welding rods, glass/fabric/vinyl cleaners, sponges, charmois, seat/fender protectors, compounds, etc.

Thank You
for your
continued
patronage



HARLEY-DAVIDSON OF PENSACOLA

6385 Pensacola Blvd.

Pensacola, FL 32505

850-494-1224

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	MICHAEL MCCOLLUM 230899	2628	06/28/16	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
		CHERRY/MER	40,970	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
PENSACOLA, FL	11/HARLEY DAVIDSON/TOURING/ELEC GLID			
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1 HD 1 K E M 1 9 B B			
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			05/31/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 40982

JOB # 4 TOTAL PARTS 510.10

JOB # 4 TOTAL LABOR & PARTS 708.10

J# 5+95HDA12 REPAIR/ACCESSORY HOURS: 1.50 TECH(S): 230397 230421 148.50

ABS LIGHT COMING ON.

TECH FOUND THE ABS HCU TO BE FAULTY IN NEED OF REPLACEMENT.

TECH REPLACED THE ABS HCU AND PERFORMED ABS BLEED WITH DT.

TEST RODE MOTORCYCLE WITH NO ISSUES TO REPORT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	48343-09	ABS HCU SERVICE	369.39
JOB # 5	8	41751-06A	GASKET, BRAKELIN	1.47
JOB # 5	1	11904	GASKET, ABS	1.05

JOB # 5 TOTAL PARTS 382.20

JOB # 5 TOTAL LABOR & PARTS 530.70

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	SS	SHOP SUPPLIES CP	
TOTAL - MISC			28.75

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$2000.00 (+TAX)

COMMENTS
NOT UNDER WARRANTY

06/01 BIKE HAS BEEN PICKED UP AND IS IN RUNWAY. NEED ESTIMATE FOR REPAIRS BY 06/04/2016 (PP)

06/03 @ 209PM CUSTOMER CAME IN AND I UPDATED HIM ABOUT HIS BIKE BEING ON THE LIFT AN HIS SERVICE WRITER WOULD CALL HIM WITH THE UPDATE ON 06/04 (MM)

06/04/16 @ 1:14PM CALLED THE CUSTOMER AND TOLD HIM THAT IT WOULD COS ABOUT \$450.00 PLUS TAX AND A SHOP FEE AND HE AUTHORIZED THE WORK TO BE DONE (JH)

06/13/16 @ 11:00AM SPOKE WITH CUSTOMER. TOLD HIM WE WOULD TRY TO HAVE BIKE COMPLETED WITHIN NEXT COUPLE OF DAYS (PP)

06/13/16 PARTS ARE IN. BIKE IS BEING PUT BACK IN ROTATION (PP)

06/21/16 THE CUSTOMER AUTHORIZED THE REPAIRS TO BE DONE (NB)

06/17/16 BIKE IS ON JI LIFT. SPOKE WITH KYLE. AND HE TOLD ME TO SPEAK WITH JAKE ABOUT REPAIRS (PP)

06/22/16 CUSTOMER CAME BY AND SHOWED HIM THE PARTS THAT NEED REPLACING ON HIS BIKE. HCM PUMP IS BACK ORDERED UNTIL JUNE 29TH. ECM IS BACK ORDERED UNTIL JULY 5TH. MADE CUSTOMER AWARE OF THESE ISSUES. CUSTOMER OKD REPAIRS BUT WOULD LIKE FOR US TO CONTACT HARLEY POSSIBLY FOR GOODWILL. ADVISED HIM WE WOULD TRY (PP)

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

STORAGE CHARGES OF \$15.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.

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Thank You
for your
continued
patronage

11/19/11

10:13AM

WORK ORDER ESTIMATE
DEALER COPY

Page:1

EASTERN SHORE HD SHOP
7143 US HIGHWAY 90
DAPHNE, AL 36526
(251) 626-8050

Customer: [REDACTED]

W.O. Number: [REDACTED]

Appointment: 11/15/11 9:30AM Mileage In: 6664

Offered Back: 11/17/11 9:24AM Mileage Out: 6667

Year: 2011

Shop Tag:

Mfg: HD

Plate No:

Model: FLHTK

Service Advisor: JEM

VIN: 1HD1KEM19BE [REDACTED]

Sold By: JEM

Color: CHERRY/MERLOT

Invoice No: 0

Ref. No.:

Dir. Lic #:

PENSACOLA, FL [REDACTED]

Phone: [REDACTED]

Work:

Ext:

Fax:

Mobile:

P.O. No:

Tax No:

Tax Exempt: No

Comments: PERFORM RECALL M-1310

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: W

Description: PERFORM RECALL M-1310

91500011	KIT, CODE 0145, BRAKE LIGHT	1.00	11.94	0.00
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LABOR	Job Code: 5123 Tech: DJM	0.40	80.00	0.00
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Work Description: PERFORM RECALL M-1310

Work Resolution: PERFORMED RECALL

Sub-total For Event (without Tax): 0.00

Event Number: 2 Type: R

Description: C/S TAHT BIKE HAS A WOBBLE

Customer States: C/S THAT THE BIKE STARTED TO WOBBLE WHEN HE WAS GOING DOWN THE INTERSTATE AT ABOUT 70 MPH. CUSTOMER CHECKED AIR PRESSURE & BOTH TIRES. CUSTOMER THEN DROVE THE REST OF THE WAY HERE AT 45 MPH AND BIKE SEEMED FINE AT THAT SPEED.

LABOR	Job Code: 0 Tech: DJM	0.00	80.00	0.00
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Work Description: C/S TAHT BIKE HAS A WOBBLE

Work Resolution: TECH TEST RODE BIKE AND COULD NOT DUPLICATE PROBLEM

Sub-total For Event (without Tax): 0.00

Event Number: 3 Type: R

Description: RUN SCH

LABOR	Job Code: 0 Tech: JEM	0.00	80.00	0.00
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Work Description: RUN SCH

Work Resolution: NONE AT THIS TIME

Sub-total For Event (without Tax): 0.00

This Is An Estimate Only!

Prices Subject To Change!

Not a Receipt!

* Indicates Special Order Item

SO/Layaway Deposit: 0.00

Work Order Deposits: 0.00

Item Total: 0.00

Labor Total: 0.00

Contract Labor: 0.00

Shop Supplies: 0.00

Storage Fees: 0.00

Tax Total: 0.00

Deductible(s) Total: 0.00

Work Order Total: 0.00

Deposits: 0.00

Total Balance Due: 0.00

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to enter the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of bills hereto. In the event, that you, the customer, authorize commencement but do not authorize completion of repair or service, a charge will be imposed for disassembly, reassembly or partially completed work which charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

I HAVE HAD SAFETY RELATED ITEMS EXPLAINED TO ME AND I HAVE ELECTED NOT TO HAVE THEM CORRECTED AT THIS TIME.

INIT. _____



Eastern Shore Harley-Davidson
7143 U.S. Highway 90, Daphne, AL 36526
Tel: (251) 626-8050 Fax: (251) 626-8047

