

[REDACTED]
Bradley, ME [REDACTED]

July 2, 2016

JUL 12 2016

Plourde's Harley Davidson
11 Laurette Street
Caribou, ME 04736

Dear Mr. Plourde,

This correspondence is in regards to my most recent dealings with Harley Davidson Motor Company concerning problems with the factory installed "Boom Box 6.5 Infotainment System, and more particularly, the "Repeat" function of the Navigation system.

My motorcycle is a 2014 Street Glide Special which I purchased from you in August of 2013. The motorcycle which now has approximately 20,000 miles on it is the best Harley Davidson I have yet owned. Your sales and support staff have been more than helpful with recalls and service.

Throughout the winter months and prior to the current riding season, I watched The Motor Company's web site for update information regarding consumer downloads for the "Boom Box 6.5 Infotainment System". On or about April 2016, I downloaded the most recent software version of the Infotainment System, version 1.19.21. After riding, and using the Navigation system with the new software, it was soon discovered that it was not functioning as it was designed. The "Repeat" function of the Navigation system no longer worked. The "Repeat" function enables the rider to re-hear a voice prompt from the Navigation System. Once a voice prompt is commanded, the user can depress the "Repeat" in the upper right of the display to re-hear the given command.

Soon after discovering the problem, on or about the end of April 2016, I contacted customer support at The Motor Company and Service Request # [REDACTED] was opened. The Motor Company representative at the time of the initial call acknowledged that he was getting calls regarding the same problem with the same software version and that my problem was not an isolated situation. The representative assured me that he felt a "fix" would be in the works, and that I should look on The Motor Company's website, at least monthly, for a new software version that would "fix" the "repeat" problem. The Motor Company's representative felt that a fix would be in place prior to August 1st.

On Friday, July 1, 2106, after more than two months of waiting and looking for a new software version on The Motor Company's web site, as directed, I decided to call The Motor Company's customer support in hopes of a "fix".

The representative stated to me that I would have to wait until the new model year, end of August, for any new software changes. Being unacceptable to me, I asked if The Motor Company could provide me with a version, even the original, in which the "Repeat" function would work again. The customer representative said that nothing was available. I reiterated my request and stated that I would be willing to pay \$500.00 to provide such support. I was again told that nothing could be done -- "they were working on it".

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Two more calls were made the same day to The Motor Company in hopes that I could get someone to help me get the Navigation system working before my vacation.

The only solution that customer service could give me was for me to take my motorcycle to an authorized Harley Davidson Dealer, and if they had software prior to the latest version, they could download the file. Again asking if a prior version of software could be obtained from The Motor Company, the customer representative said "No". Finding this odd, I asked both of the representatives if I could speak to their supervisor, that I wanted to escalate the Service Request. Both of the representatives, on the two separate calls stated that they did not have any supervisors; they were as high as it gets.

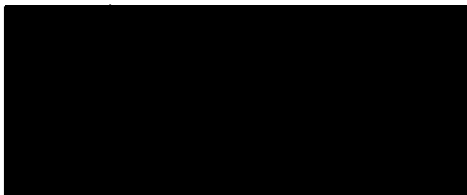
I stated that I felt the lack of ability to repeat a command from the navigation system could potentially be a traffic hazard, only hearing a partial command. The customer representative reminded me that every time I used the Infotainment System, I "Agreed to the terms". Each and every time, upon initialization of the "Infotainment System", a disclaimer is agreed to.

With a subsequent call to your dealership, the Service Technicians stated that no previous versions were available whereas new software versions "overwrite" previous versions.

I feel that The Motor Company has done a huge disservice to the loyal customer base that it has. The Motor Company has not corrected this software problem in a timely manner. The Motor Company continues to promote the affected version as the latest version without stating known defects. "Disclaimers and Terms of use" while all good, I believe The Motor Company also has some level of responsibility / culpability. Once The Motor Company was made aware of the problem, it shouldn't have taken more than a few weeks for a software "fix". In any case, the affected version should not be on its website as an upgrade after The Motor Company knowingly stated to me that they were aware of the problem. As for the customer service representatives stating that they had no supervisors, I believe that to be an outright lie.

After being a loyal Harley Davidson customer for years and purchasing five new motor cycles in those past years, I do not believe I would recommend Harley Davidson. Not for the product, but because of The Motor Company's lack of Service after the Sale. This lack of service from The Motor Company is not a reflection upon your local dealership and how you operate. It is only directed at The Motor Company and its direct link to the customer via their website and recommended consumer products that are obtained and installed. It does however weigh heavily in my decision for future purchases.

I would greatly appreciate any help you could give me, any contacts at Harley Davidson and ask that you forward my concerns to The Motor Company.



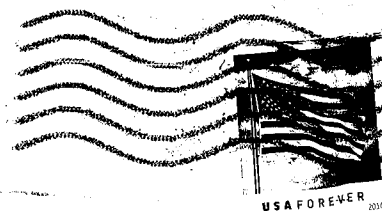
Cc: State of Maine Office of the Attorney General
CC: National Highway Traffic Safety Administration



BRADLEY, MAINE

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