



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

INFORMATION ACT (EOIA), 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 29-DEC-2016 <b>APR 04 2017</b>	Repository <input type="checkbox"/>
	Reference No. 10938565

**OWNER INFORMATION (Type or Print)**

Name		
Address		
City BELGIUM	State WI	Zip Code

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 1HD1FF4177Y	Make HARLEY-DAVIDSON	Model FLHTC	Model Year 2007
Date Purchased 2/2/2009	Dealer's Name and Telephone Number Milwaukee Harley-Davidson 414-461-4444		Engine: No: Cylinders 2
Original Owner <input type="checkbox"/>	Dealer's City Milwaukee	State WI	Zip Code 53225
Transmission Type MAN.	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 13-AUG-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 100000 POWER TRAIN.	Failure Mileage 60000	Failure Speed 75
---	--------------------------	---------------------

**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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2007 HARLEY-DAVIDSON FLHTC. WHILE RIDING 75-80 MPH, AN ABNORMAL NOISE EMITTED FROM THE TRANSMISSION. THE DEALER DIAGNOSED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE MOTORCYCLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Part # [redacted] Ref # 10 Hub Assembly Clutch was machined wrong by Harley-Davidson- AND cause my bearing and gears to fail causing loud noises at 75 mph. TRANS: was ready to lock up CAUSING a CRASH.

Vegas Harley put a new Hub Assembly Clutch in and they could then achieve their torque they need

They one on my bike was machine wrong and they could not achieve the torque I have pictures of the part that is machined wrong causing trans to fail

ATTACH ADDITIONAL SHEETS IF NECESSARY

07 MAR '17  
PM 5 L



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

**BUSINESS REPLY MAIL**

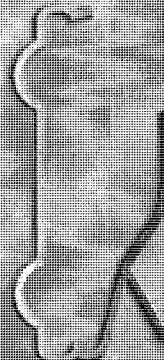
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100**  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382




Think your vehicle has a safety defect?



If so:  
Use the enclosed form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



Vehicle Defects & Operations (VDO)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

Harley-Davidson  
Customer Service

11/27/2016

RE: 2007 FLHTC Vin #1HD1FF4177Y [REDACTED] Black W/Pinstripe

To Who it may concern:

I talked to Mat from your customer Service several weeks ago about the complaint on the Hub Assembly Clutch Item #10. He told me that Harley-Davidson Customer service never received it, to resend that he cannot do nothing until he has a written complaint in hand.

This hub is a defective part put in my bike by Harley-Davidson and is the reason for my Transmission to fail. I do not know if you had a recall on this part or just trying sweep this issue under the rug.

The fact are:

- 1.) 3 Dog could not torque the assembly to the right specs and had to add a washer.
- 2.) Vegas Harley-Davidson could not torque the assembly to the right specs without 3 Dogs washer.
- 3.) Vegas Harley-Davidson said I could just leave the washer in to obtain the right spec.
- 4.) Vegas Harley-Davidson said the out of spec hub is what caused my inner seal to fail.
- 5.) Per pictures of the original hub you can see original machining marks and stamp.
- 6.) The picture of my original hub does not look defective.
- 7.) The picture of my original hub shows no galling or mushrooming at each end.

In conclusion:

Call the Tec. From Vegas Harley-Davidson he can confirm my statements. I told the Tec from Vegas to fix my bike right do whatever it takes to bring my bike to the right specs.

You need to refund my money complete, this is a factory defect on your part. How many other bikes out there have an out of tolerance hub? I am bring this to you attention and this issue needs to be addressed by you before a hub fails and locks up the transmission and someone gets hurt.

Respectfully Yours:

[REDACTED]  
cell: # [REDACTED]

To whom it may concern:

8/28/2016

On Aug. 1, 2016 I started a trip on my trip Harley-Davidson FLHTCU cross country.

Aug. 12, 2016 I notice oil on the ground by my primary cover and was hearing an exhaust leak from my heads. I know Harley dealers have a policy to work on the bikes first that are from out of town. I was about 300 miles from the dealer in Bakersfield, CA when I called Bakersfield Harley Davidson.

I was on the way to Bakersfield, CA to see some friends and I explained to the dealer I was on the road and a long way from home, that I need an exhaust gasket on my front jug and my primary was leaking and that I had to be in Las Vegas by Tuesday afternoon at the latest.

The person I talked to at Bakersfield Harley- Davison said get there by noon and they should be able to take care of my problems if it is nothing major.

I made it to Bakersfield Harley Davison by 11:00 AM that morning and finally got the work order by 12:08 PM as highlighted.

Bakersfield Harley-Davidson called me later that afternoon and said it was my inner primary seal was leaking and that they did not have enough time to do the job because they are closing soon and will be closed Sunday and Monday, but they were able to replace the two exhaust gaskets.

I was very upset I said this is summer, that a lot of dealers where I just came from Sturgis are open 7 days a week 24 hours a day.

I asked him if I could ride the bike the way it is to Vegas, I was told a bearing could go and wipe out the whole transmission on the bike.

I picked up the bike and left. I called Three Dogs Custom Cycles that afternoon and told them what Bakersfield Harley Davidson Diagnosed and Advise.

Three Dogs told me they could get at the bike Monday 8/15/16 and replace the seal that it would take about 3 hours.

I brought the bike to Three Dogs 8/15/16 Monday morning, a little while later they called me back and told me the seal junk and was leaking and that there is an upgrade for the outer primary bearing that replaces the seal. They are using a sealed bearing that does not use a rubber seal any more. I told them to do whatever the bike needs to be right I put a lot of miles on my bikes.

They put the new bearing in and also told me they had to shim out my clutch that there was a washer missing.

The 16 of Aug. I left for Vegas about ½ way between Bakersfield and Vegas my Transmission started making noise when I was getting off the freeway for gas.

I called Three Dogs and told them the transmission is making noise, he said maybe it was my cultch because of the washer they installed. I told him I have to go to Vegas and find a Harley Davidson dealer. Three Dogs said let him know what they find out, I tried calling Three Dogs a couple of times and could not get through.

I took the bike to Las Vegs Harley-Davidson and was told that there is no upgrade for the inner primary transmission bearing that the bearing that Three Dogs put in there did the damages to the rest of my transmission.

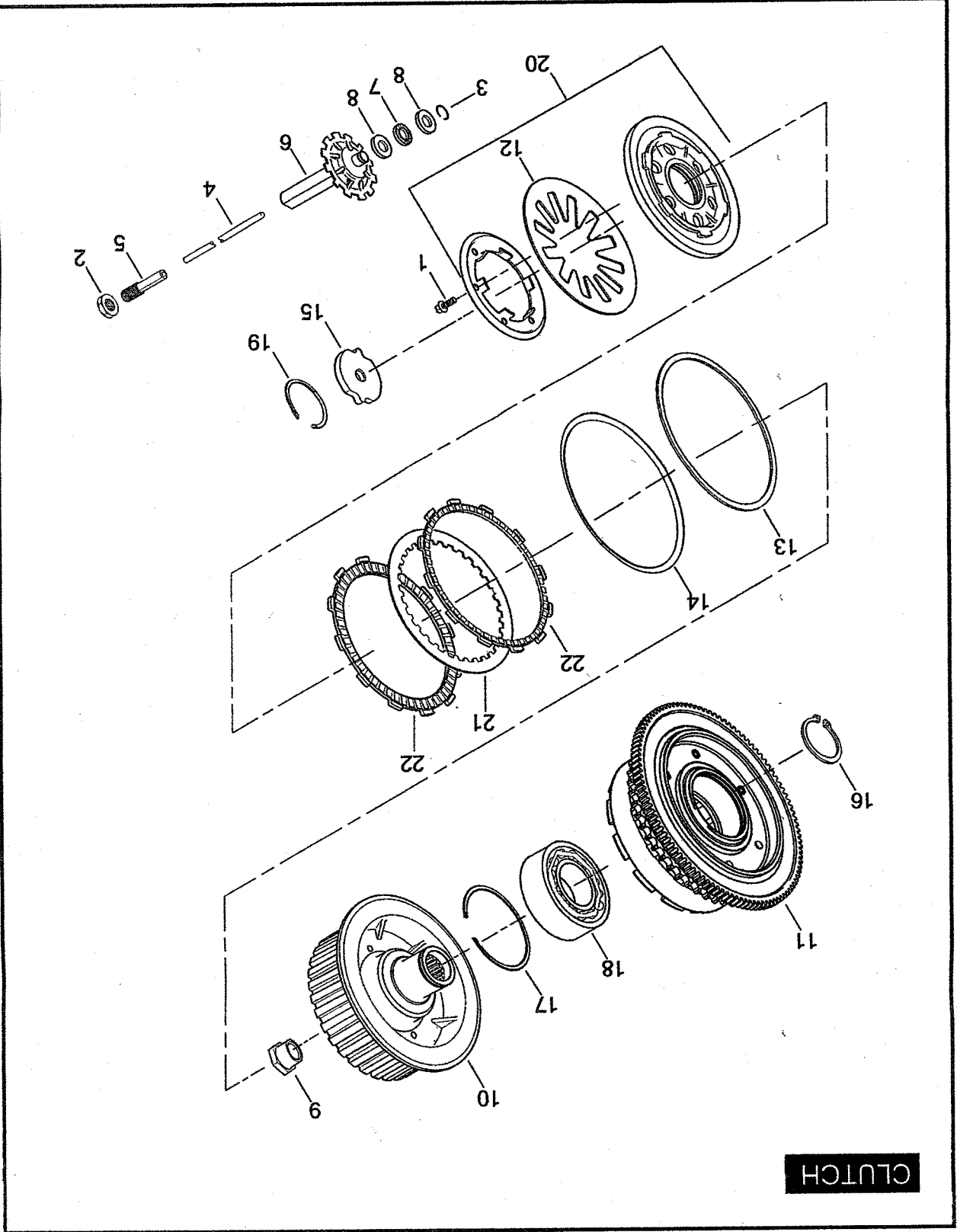
That the cultch hub is missing an inner washer which looks like it has been missing from the factory defect. They told me they could put the same washer back for spacing Three Dogs installed. I told them to replace everything so it is right and back to factory spec.

They also told me they have to replace the two head gaskets because they were installed wrong, that they will start leaking very soon because of the way they were installed. They were crushed on one side not the other.

Clutch Hub Part number 37554-06A should have a spacer (washer) as part of the Hub attached to it, this was missing and a new hub was installed. I believe this is a factory defect too.

Best Regard,





CLUTCH

