

From: [EVOQ \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint: ----10971085-----
Date: Tuesday, May 02, 2017 10:28:09 AM
Attachments: [2017_04_26_HighwaySafetyReport.pdf](#)

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [REDACTED]
Sent: Wednesday, April 26, 2017 6:14 PM
To: EVOQ (NHTSA) <EVOQ@dot.gov>
Subject: Re: FW: Follow up to ODI Complaint: ----10971085-----

Enclosed please find the requested form.

Best,

[REDACTED]

On Wed, Apr 26, 2017 at 2:03 PM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
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

07-APR-2017

Repository ☐

Reference No.
10971085

OWNER INFORMATION (Type or Print)

Name

Address

City

NORTH PORT

State

FL

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

1HD1FW416B

Make

HARLEY-DAVIDSON

Model

FLHR

Model Year

2011

Date Purchased

7/28/2011

Dealer's Name and Telephone Number

Six Bend HD, Ft. Myers 239-275-4647

Engine: 96"

No: Cylinders

Fuel Type:

Premium

Original Owner

☒

Dealer's City

Ft Myers, 33913

State

FL

Zip Code

33913

Transmission Type

manual

☒ Antilock Brakes

☐ Cruise Control

Powertrain

belt

Multiple Failure: both

brake circuits

Incident Date(s)

27-MAR-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)

Failure Mileage

64000

Failure Speed

55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Michelin Commander

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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 FLHR ROAD KING. WHILE DRIVING APPROXIMATELY 55 MPH APPROACHING A CONSTRUCTION TRAFFIC JAM, THE REAR BRAKE LOCKED UP WHEN APPLIED AND THE FRONTAL BRAKE LEVELER WAS VERY HARD TO APPLY. THE CONTACT HAD TO COAST BETWEEN THE LANES OF TRAFFIC UNTIL THE FRONTAL BRAKE ENGAGED AND CAME TO A STOP. THE CONTACT PUSHED THE MOTORCYCLE TO THE RIGHT LANE THAT WAS CLOSED DUE TO CONSTRUCTION. THE MOTORCYCLE WAS DRIVEN HOME SLOWLY. THE MOTORCYCLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE HYDRAULIC CONTROL UNIT OF THE ABS FAILURE AND THE ENTIRE ABS HAD TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE MOTORCYCLE WAS AT THE DEALER BEING REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 64,000.

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 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.