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|---|---|--|--|--------------------------------|-------------------------|
|  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 28-AUG-2017 NOV - 1 2017 | | Repository <input type="checkbox"/> Reference No. 11020211 | | |
| OWNER INFORMATION (Type or Print) | | | | | |
| Name | | | Daytime Telephone Number | | E-mail Address |
| Address | | | Evening Telephone Number | | |
| City | State | Zip Code | | | |
| MILFORD | CT | | | | |
| 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 | | Make | Model | Model Year | |
| 1HD1GEV191Y | | HARLEY-DAVIDSON | FXDWG | 2001 | |
| Date Purchased | Dealer's Name and Telephone Number | | Engine: | Fuel Type: | |
| | | | No: Cylinders | | |
| Original Owner | Dealer's City | State | Zip Code | | |
| <input type="checkbox"/> | | | | | |
| Transmission Type | <input type="checkbox"/> Antilock Brakes | Powertrain | Multiple Failure: | Incident Date(s) | |
| | <input type="checkbox"/> Cruise Control | | | 03-AUG-2017 | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | |
| Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS) | | | Failure Mileage | Failure Speed | |
| | | | 13000 | | |
| 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) | | <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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i> | | | | | |
| 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 2001 HARLEY-DAVIDSON FXDWG WIDE GLIDE MOTORCYCLE. THE CONTACT STATED THAT THE MOTORCYCLE WAS TAKEN TO BROTHERS' HARLEY-DAVIDSON INC (557 W MAIN ST, BRANFORD, CT 06405 (203) 315-4759) FOR A CLUTCH ADJUSTMENT. WHILE DRIVING ON THE LOT, THE MOTORCYCLE SEIZED AND FAILED TO MOVE WITHOUT WARNING. IT WAS DIAGNOSED THAT TWO RETAINER NUT SCREWS FRACTURED AND THE SCREWS NEEDED REPLACEMENT. THE MOTORCYCLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT DID NOT OFFER ANY ASSISTANCE, STATING THAT THE MOTORCYCLE WAS OLD AND NOT MAINTAINED PROPERLY. THE FAILURE MILEAGE WAS 13,000. | | | | | |
| 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. | | | | | |

11:14AM

BROTHERS' HARLEY-DAVIDSON
557 WEST MAIN STREET
BRANFORD, CT 06405
(203) 315-4759

OBI # 11020211

Customer: [REDACTED]
[REDACTED]

W.O. Number: [REDACTED]

Appointment: 8/03/2017 9:49AM Mileage In: 13157
Offered Back: 8/24/17 3:16PM Mileage Out: 13162
Year: 2001 Shop Tag:
Mfg: HD Plate No: 00-EFPW
Model: FXDWG Service Advisor: NB
VIN: 1HD1GEV191Y [REDACTED] Sold By: GAWO
Color: LUXURY BLUE/ICE W/STRIP Invoice No: [REDACTED]
Ref. No.: Dlr. Lic #: [REDACTED]

MILFORD, CT [REDACTED]

*Phone: [REDACTED] Work: Ext:
Fax: Mobile:
P.O. No: Tax No: Tax Exempt: No

Comments: CUSTOMER STATES HARD TO FIND NUETRAL/ BRAKE LEVER

| Item Number / Job Code | Item Description / Labor Description | Delivered Quantity / Hours | Price Each / Hourly Rate | Extended Amount |
|---|--------------------------------------|----------------------------|--------------------------|-----------------|
| Sub-total For Event (without Tax): | | | | 2,525.81 |

SO/Layaway Deposit: 0.00
Work Order Deposit: 2,000.00

| | |
|----------------------|----------|
| Cash: | 712.54 |
| Item Total: | 1,465.81 |
| Labor Total: | 1,060.00 |
| Contract Labor: | 0.00 |
| Shop Supplies: | 24.76 |
| Total Deductible(s): | 0.00 |
| Storage Fee: | 0.00 |
| Tax/Fee Charges: | 161.97 |
| Total Amount: | 2,712.54 |
| Total Received: | 712.54 |
| Change Tendered: | 0.00 |

ITEM ⑥ *

ODI # 11020211

Make: Harley-Davidson Model FXDG DYNA WI

Year: 2001

Service conducted at Brothers Harley Davidson – Branford CT

To whom it may concern,

This letter is in regards to an incident that occurred while I was getting my motorcycle serviced Brothers Harley Davidson in Branford, CT. On June 22, 2017 I took my motorcycle in for a 10,000 mile inspection at which time I informed the staff that I was having difficulties finding neutral while driving the motorcycle. In addition to the service, I asked the service advisor to inspect the shifter since I sensed an issue and I was assured that this was part of the routine service. It was discovered while servicing the bike that I required additional repairs including new brakes. I received a call on June 24, 2017 from the service manager informing me that the front breaks needed to be replaced but there were no other issues. After picking up my motorcycle on the June 25, 2017, I noticed upon driving the motorcycle that there appeared to be other issues because it was not driving as it should. The problem with finding neutral persisted. The total cost of the service was \$576.13.

Despite voicing this issue to the service advisor, who assured me there was no need for concern, something within me told me otherwise. On August 3, 2017 I had the intentions of driving to Bridgeport; however, I got a gut feeling to take the motorcycle in to have it inspected again. When I arrived at Brothers Harley Davidson, the service advisor asked me to bring the motorcycle into the garage. Upon doing so, the motorcycle suddenly seized causing me to fall off of the motorcycle and the motorcycle landed on top of me. Luckily I only had slight bruising on my right leg, despite having 660 pounds fall onto it. Given the weight of the bike, I required assistance from Brothers Harley Davidson staff to pull it off me. The mechanic opened up the transmission and eventually discovers an issue with the retainer. The staff at Brothers Harley Davidson told me I needed to contact Harley Davidson customer service if I wanted answers. After leaving the bike at the shop, I received a phone call later that day and was informed that there was a potential transmission issue but he could not fully determine the problem until I gave the directive to further service the motorcycle. It was only after this additional inspection that two cap screws broke causing a major holding nut to loosen and two gears locked together resulting in the sudden stop that led to my fall.

I put in the call and got in touch with a woman named Debbie at the Harley Davidson headquarters. I informed her of the situation and requested to speak with someone of high authority within the company. I was not provided the information to communicate with someone in the administrative position within the Harley Davidson Company. Instead she suggested that the bike may have not been well maintained.

In speaking with the staff members again at Brothers Harley Davidson in Branford, the only explanation they could give me was that the motorcycle was old. However, I am confident that this issue is far more

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severe than anyone else would like to admit. There is a design flaw with this particular model motorcycle that needs to be addressed and corrected, as it is putting people's lives at risk. It took mine 13,000 miles before I discovered this flaw. Fortunately, I survived my fall, but I wonder how many people didn't.

Regards,

[REDACTED]

BROTHERS HARLEY-DAVIDSON
 557 WEST MAIN STREET
 BRANFORD, CT 06405
 (203) 315-4759

ITEM (7)

ODI # 11020211

Customer: [REDACTED]
 [REDACTED]

W.O. Number: [REDACTED]

Appointment: 6/22/17 9:08AM Mileage In: 11233
 Offered Back: 6/22/17 7:33PM Mileage Out: 11240
 Year: 2001 Shop Tag:
 Mfg: HD Plate No: 00-EFPW
 Model: FXDWG T Service Advisor: NB
 VIN: 1HD1GEV191Y [REDACTED] Sold By: NB
 Color: LUXURY BLUE/ICE W/ST Invoice No: 0
 Ref. No.: Dir. Lic #: [REDACTED]

BRANFORD, CT [REDACTED]
 Phone: [REDACTED] Work: [REDACTED] Ext: [REDACTED]
 Fax: [REDACTED] *Mobile: [REDACTED]
 P.O. No: [REDACTED] Tax No: [REDACTED] Tax Exempt: No

Comments: CUSTOMER REQUESTS PERFORM 10K SERVICE

| Item Number / Job Code | Item Description / Labor Description | Delivered Quantity / Hours | Price Each / Hourly Rate | Extended Amount |
|------------------------|--------------------------------------|----------------------------|--------------------------|-----------------|
|------------------------|--------------------------------------|----------------------------|--------------------------|-----------------|

Work Order Notes: technician completed 10k service and replaced worn front brake pads/ roadtest. nm/dave

| Event Number: 1 | | Type: R | | |
|---|----------------------------|---------|-------|--------|
| Description: CUSTOMER REQUESTS PERFORM 10K SERVICE | | | | |
| 17361-05 | GASKET SERVICE KIT, 1K, 5 | 1.00 | 17.87 | 17.87 |
| 32369-04X | SPARK PLUG, 6R12 BULK PAC | 2.00 | 4.95 | 9.90 |
| 63798-99A/BULK | OIL FILTERS, SUPER PREMIUM | 1.00 | 14.95 | 14.95 |
| 99892-05 | OIL /SHOP PER QT | 3.00 | 7.49 | 22.47 |
| 99892-06 | ENVIRONMENT FEE | 1.00 | 5.00 | 5.00 |
| 99892-09 | FORMULA+LUBRICANT | 2.00 | 8.95 | 17.90 |
| LABOR | Job Code: 0 Tech: DMG | 3.50 | 98.50 | 344.75 |
| Work Description: CUSTOMER REQUESTS PERFORM 10K SERVICE | | | | |
| Sub-total For Event (without Tax): | | | | 432.84 |

| Event Number: 2 | | Type: R | | |
|--|-----------------------|---------|-------|--------|
| Description: CUSTOMER AUTHORIZED FRONT BRAKE PADS | | | | |
| 44082-00D | BRAKE PAD KIT | 1.00 | 53.95 | 53.95 |
| LABOR | Job Code: 0 Tech: DMG | 0.50 | 98.50 | 49.25 |
| Work Description: CUSTOMER AUTHORIZED FRONT BRAKE PADS | | | | |
| Sub-total For Event (without Tax): | | | | 103.20 |

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: 142.04
 Labor Total: 394.00
 Contract Labor: 0.00
 Shop Supplies: 5.68
 Storage Fees: 0.00
 Tax Total: 34.41
 Deductible(s) Total: 0.00
 Work Order Total: 576.13
 Deposits: 0.00
 Total Balance Due: 576.13

EVENT

ODI # 11020211

VIBRATION VS REGULAR THREAD HOLE

OVER TIME CAPS SCREW LOOSENED
UP ITEM ④ GROOVING ITEM ⑤
ITEM ③ STARTED TO LOOSEN ITEM ②
NOTICE ELONGATED SLOTS THIS NO
LONGER WORKED IN STOPPING NUT
ITEM ③ FROM COMING LOOSE ACTUALLY
WORKED LIKE A WRENCH
NOT SURE IF ITEM ③ CAUSED ITEM ④
TO BREAK IN ITEM ① OR
CAUSED BY FRICTION WHEN RUBBING
AGAINST ITEM ⑤ IN TIME ITEM ②
GOT LOOSE ENOUGH TO CAUSE SHAFT
TO PUSH IN CAUSING GEARS TO
COME TOGETHER SEIZING BIKE

ITEM 6

ITEM 7

ITEM 8

INFO SEND TO

ATTORNEY GENERAL

OF CT

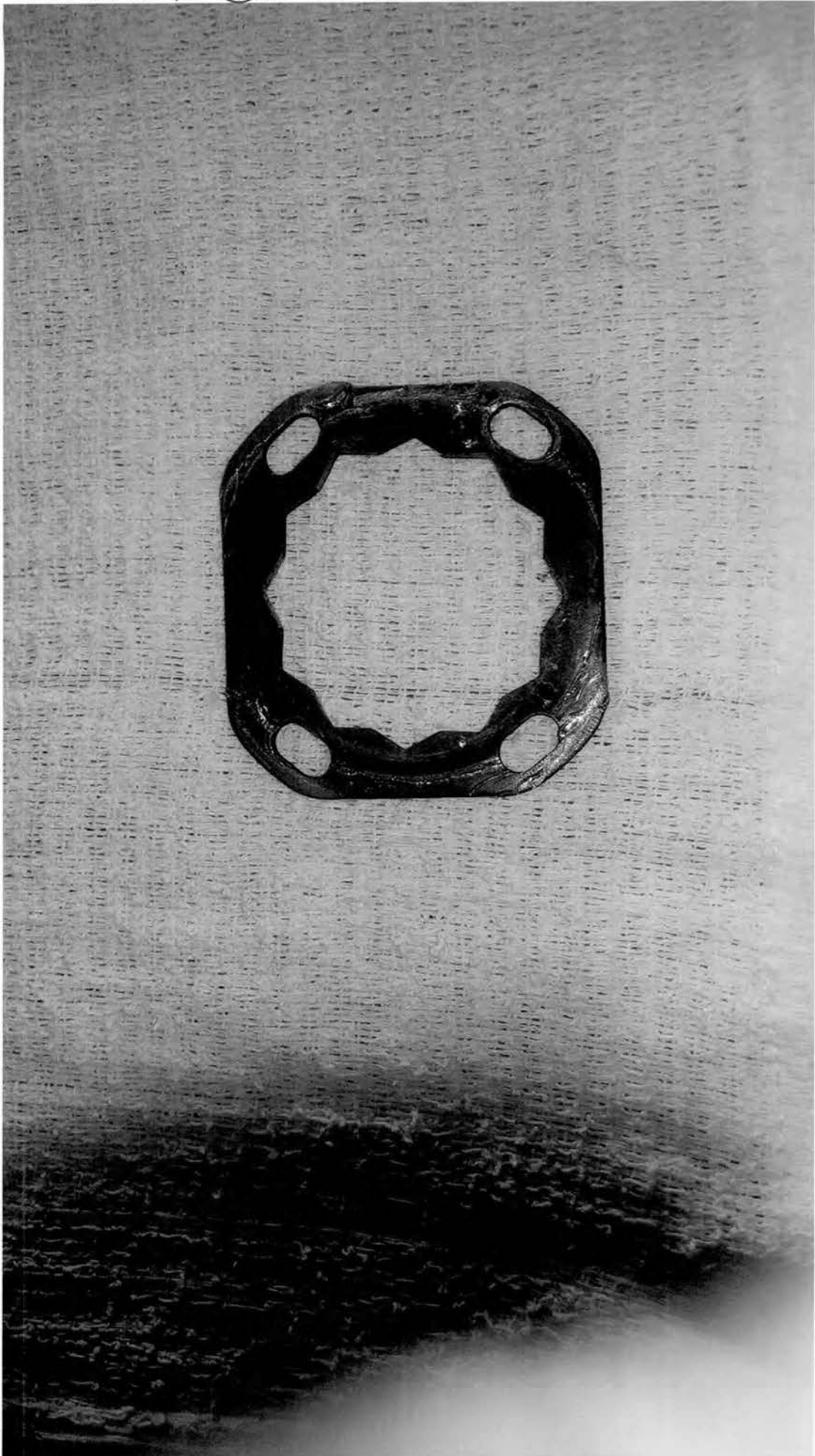
PI 11702979

REGARDS



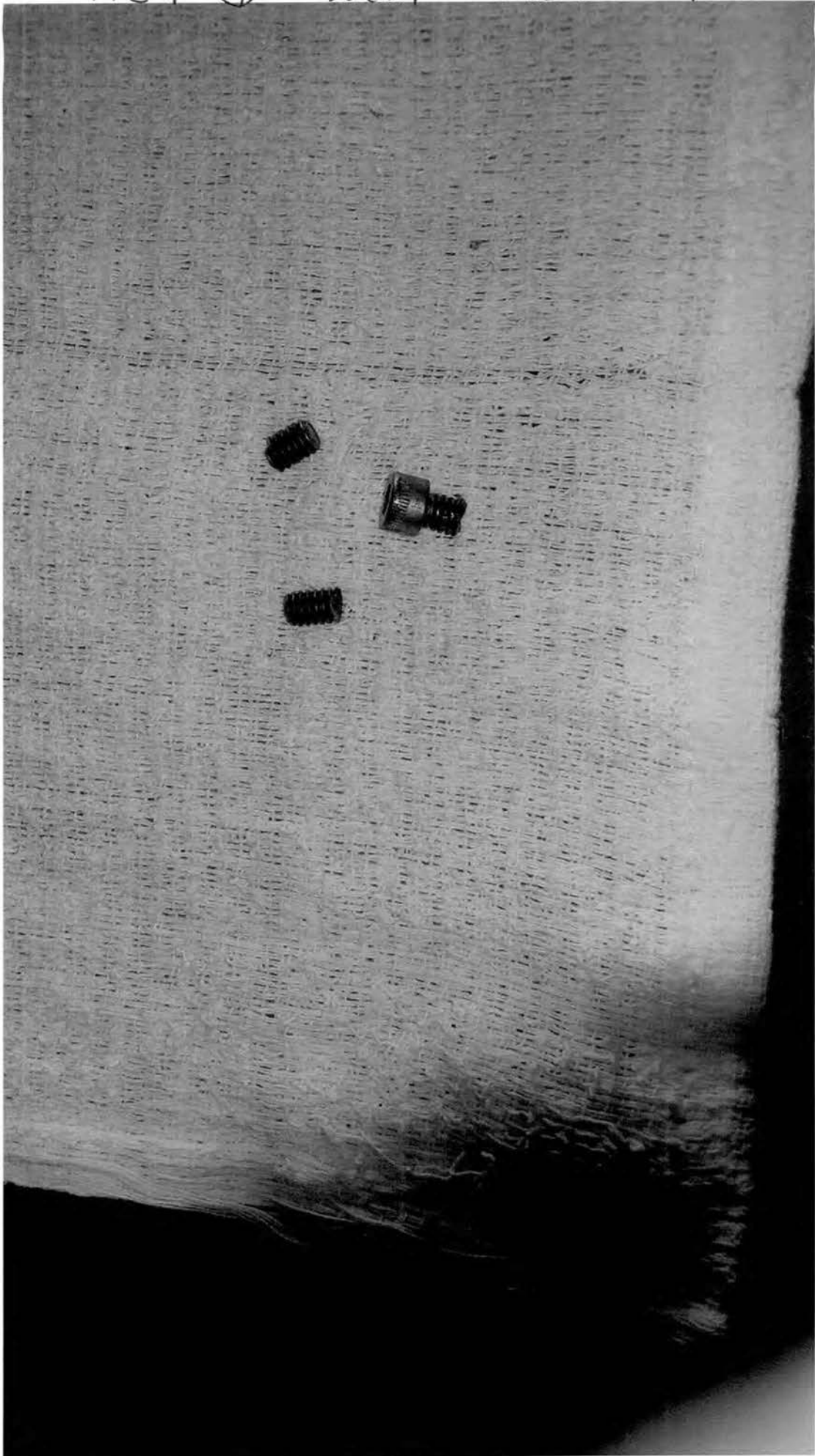
ITEM ③ RETAINER FOR NUT

ODI #
11020211



ITEM ④ 2 CAP SCREW 1/4-20 BY 3/4 LONG

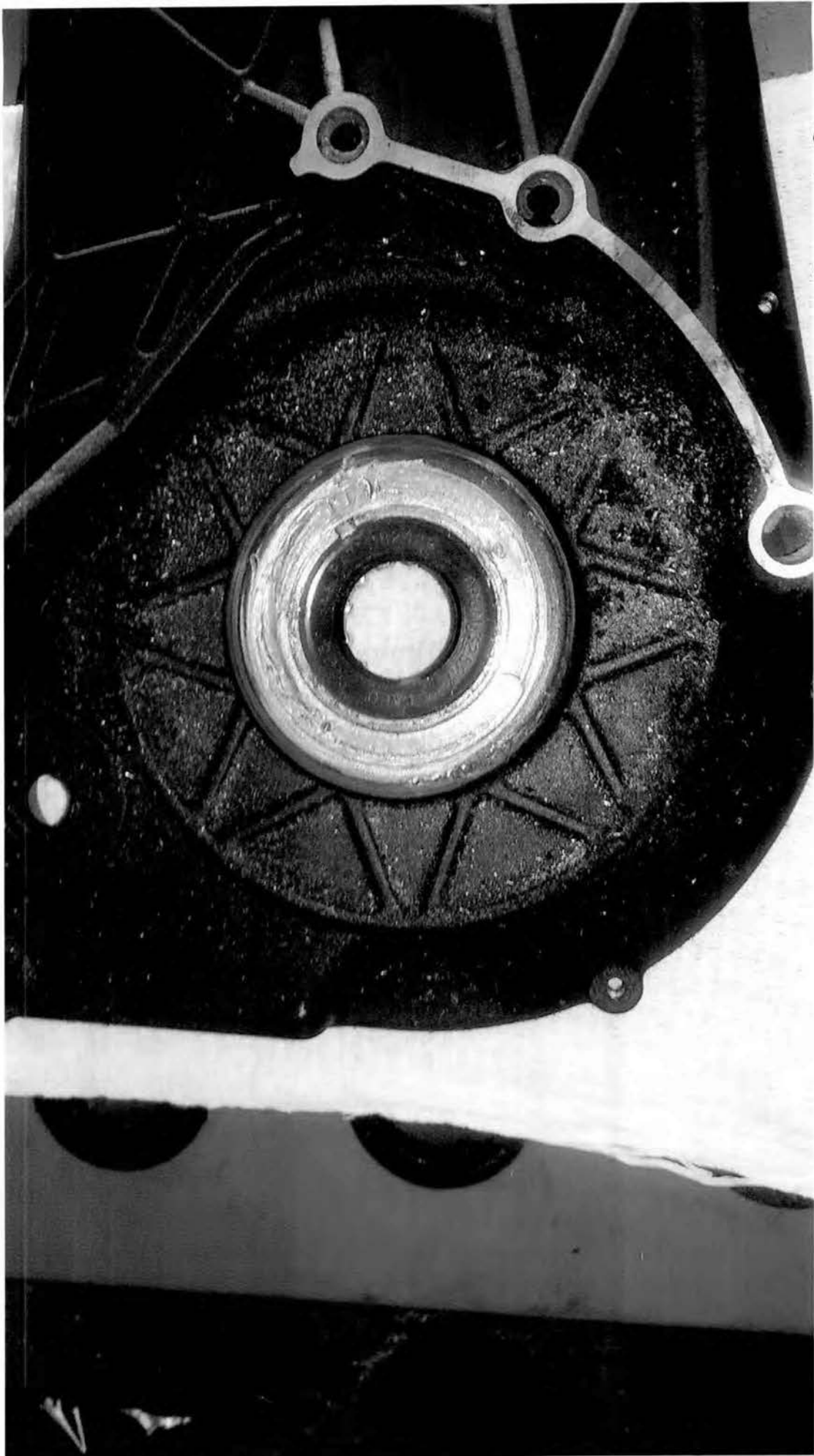
ODI#
11020211



ITEM ⑤ TRANSMISSION COVER

ODI #
11020211

NOTICE
GROOVE
SAME
DIA OF
HEAD OF
CAP SCREW



ITEM (2) NUT

ODI #
11020211



ITEM ① PULLEY

ODI#

11020211

