



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

**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 23-FEB-2018 JUN 01 2018	Repository ☐
Daytime Telephone Number [REDACTED]	Reference No. 11074540
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name [REDACTED]		
Address [REDACTED]		
City CANONSBURG	State PA	Zip Code [REDACTED]

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 1HD1KBM12CB [REDACTED]		Make HARLEY-DAVIDSON	Model FLHX	Model Year 2012
Date Purchased 10/24/11	Dealer's Name and Telephone Number THREE RIVERS HARLEY-DAVIDSON 412-487-3377		Engine: 1600 CC No. of Cylinders 2	Fuel Type: GAS
Original Owner ☐	Dealer's City GLENSHAW	State PA	Zip Code 15116	
Transmission Type HAWAII-6SP	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 19-FEB-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)	Failure Mileage 21000	Failure Speed 410 MPH
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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 ☐ 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	Number of Deaths	Reported to Police N
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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 2012 HARLEY-DAVIDSON STREET GLIDE (FLHX). WHILE PARKING THE MOTORCYCLE, THE BRAKES FAILED. THERE WERE NO WARNING INDICATORS ILLUMINATED PRIOR TO THE FAILURE. THE VEHICLE WAS TAKEN TO THE DEALER (STEEL CITY HARLEY-DAVIDSON, 1375 WASHINGTON RD, WASHINGTON, PA 15301) FOR DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND WOULD NOT ASSIST. THE FAILURE MILEAGE WAS 21,000.

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.

February 28, 2018

Harley-Davidson Customer Care
3700 W. Juneau Avenue
Milwaukee, WI 53208

Dear Sir or Madam:

I'm writing this in the hopes that someone at the MoCo reads it and responds. HD doesn't list an email address and one of your "Customer Service Reps" stone-walled me.

I've been ridin' and wrenchin' on Harleys since 1987. I still own and occasionally ride the first Harley I bought (brand spankin' new), a 1987 Sportster 1100 Anniversary Edition. I rode that bike for nearly 30 years. Anyone that knows me knows that bike is still in great shape. I take good care of my bikes. I bleed black and orange and I even own Harley stock.

My daily ride since Oct. 2015 is a 2012 Street Glide. I bought it used from a dealer and purchased an extended warranty. I was told it passed a service check and all fluids were changed; brake pads, air filter, lights, switches, etc. all checked.

You certainly are aware that HD is recalling 250,000 bikes globally, (175,000 in the US) for ABS brake failure. The following is an excerpt from the NHTSA determination regarding this recall:

"Riders report sudden brake system failure occurring without warning. Minimal to no deflection is noted when applying either the front brake hand lever or rear brake foot pedal with no discernible braking effect. Commonly, only one braking channel (front or rear) is reportedly affected although one report alleging simultaneous loss of both (resulting in a low speed crash into a garage door) has been received. Harley Davidson has a two year brake fluid replacement interval which owners are either unaware of or ignore. The "old" fluid, which is hygroscopic, becomes contaminated by moisture and allegedly corrodes the ABS actuator valves. The valves then fail to cycle and the affected brake calipers are no longer actuated when riders apply the brake(s). While it may be true that the complainants failed to adhere to Harley Davidson's 2 year brake fluid service interval requirement, the consequent sudden and complete loss of brake(s), without warning, is a concern."

In plain English: if your ABS valve box malfunctions, you don't just lose anti-lock brakes leaving you with standard brakes, you can lose ALL BRAKE FUNCTION!

Which brings me to my issue: when pulling my bike into my garage on 2/20/18, my brakes, both front and back, suffered a complete failure. I wasn't going fast, but I did hit a desk in my garage, creasing my front fender. Had they failed on the road, the outcome could have been much worse.

I called the HD factory and asked a "Case Manager", (customer service rep?) why the recall only covered 2008-2011. He told me he had no details on the recall. I asked if anyone there did know the details. He put me on hold, came back later and said that no-one there knew anything about the recall.

I explained that my bike is a 2012 and had suffered the same failure as described in the recall. I said I only wanted what everyone else was getting, a fluid change. He then told me the MoCo will not cover any bike outside of the recall. I asked to speak to a manager. He said he is authorized to make a decision in this case and nothing would be covered. I asked numerous times to speak to his boss, (getting angrier each time), only to be told that he is the Case Manager, he knows the details of the recall and the factory will not cover my bike. Keep in mind that he originally told me he knew nothing about the recall.

I again said I only wanted the fluid change. If the ABS head unit or valve box failed, the extended warranty would cover it. I again asked, repeatedly, to speak with his boss. He flatly refused, told me he was hanging up and did so.

I immediately filed a complaint with the NHTSA. I want the fluid change and now I want my fender repaired/replaced, including paint.

The moral of the story seems to be: "This isn't your father's or grandfather's H/D. The factory is out to protect their bottom line ONLY. They will do only the absolute minimum they are forced to do to comply with this recall. They will trade lives for dollars if need be."

You have a section on your site titled "We Care About You". Yeah, right.

[REDACTED]
Canonsburg, PA [REDACTED]
[REDACTED]

9/9: Spoke to Jessica @ H-D; SHE REFUSED TO COVER ANYTHING OR EVEN ACKNOWLEDGE ABS PROBLEM.

BIKE WAS SUBSEQUENTLY REPAIRED BY STEEL CITY H.D. THEY DID NOT REPAIR/REPLACE THE FRONT FENDER AND I HAD TO PAY A \$50⁰⁰ DEDUCTIBLE. I FEEL THE ONLY REASON IT WAS REPAIRED IS BECAUSE I PURCHASED AN EXTENDED WARRANTY WHEN I BOUGHT THE BIKE.

Customer: [REDACTED]

W.O. Number: [REDACTED]

Appointment: 2/24/2018 10:47AM

Mileage In: 22089

Offered Back: 3/9/18 12:36PM

Mileage Out: 22094

Year: 2012

Shop Tag:

Mfg: HD

Plate No:

Model: FLHX103

Service Advisor: RER

VIN: 1HD1KBM12CB

Sold By: RER

Color: EMBR RED SUNGLO

Invoice No: [REDACTED]

Ref. No.:

Dir. Lic #: [REDACTED]

CANONSBURG, ??

REPRINT

Phone: [REDACTED]

Work:

Ext:

Fax:

Mobile: [REDACTED]

P.O. No:

Tax No:

Tax Exempt: No

Comments: DIAGNOSE LOSS OF FRONT AND REAR BRAKES

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: E

Description: DIAGNOSE LOSS OF FRONT AND REAR BRAKES

Customer States: Expiration: 10/24/2020

Policy #: [REDACTED]

Parts= 438.13

Labor= 249.85

Tax= 3.00

Inhouse towing= 100.00

Deduct= -50.00

Amount payable= 740.98

Auth# 7313650

faxed 3/09/18

10600006	COPPER SEALING WASHER, M1	8.00	3.50	0.00
41800770	BRAKE FLUID, DOT 4, PLATINUM	1.00	7.95	0.00
48343-09	ABS HCU, SERVICE/TOURING	1.00	377.01	0.00
ESP TAX	3.00 TAX ON 50.00 DEDUCT	1.00	3.00	0.00
SUBLET LABOR	INHOUSE PICKUP	1.00	100.00	0.00
LABOR	Job Code: 1427 Tech. APT	2.50	95.00	0.00

ALL PARTS REMOVED AND NOT PICKED UP WITHIN 5 DAYS WILL BECOME PROPERTY OF THE STEEL CITY MOTORCYCLE COMPANY LP.

UNCLAIMED MOTORCYCLES WILL BE SUBJECT TO LIEN SALE 30 DAYS AFTER REPAIRS ARE COMPLETED.

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other materials for such repair, and agree that you are not responsible for any delays caused by unavailability of parts or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle or article left therein, in case of fire, theft or other cause beyond your control; that an express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on the streets, highways, or elsewhere for the purpose of testing and/or inspecting such vehicle.

CUSTOMER'S SIGNATURE X

THERE IS A STORAGE CHARGE OF \$25.00 PER DAY ON MOTORCYCLES NOT PICKED UP WITHIN 7 DAYS AFTER COMPLETION OF REPAIRS, BECAUSE OF THE EXTENT OF TEAR DOWN AND INSPECTION, THE VEHICLE MAY NOT PERFORM AS WELL AS BEFORE AND MAY REQUIRE REPAIRS FOR REASSEMBLY.

Customer: [REDACTED]

W.O. Number: [REDACTED]

Appointment: 2/24/2018 10:47AM

Mileage In: 22089

Offered Back: 3/9/18 12:38PM

Mileage Out: 22094

Year: 2012

Shop Tag:

CANONSBURG, ??

REPRINT

Mfg: HD

Plate No:

Phone: [REDACTED]

Work:

Ext:

Model: FLHX103

Service Advisor: RER

Fax:

Mobile: [REDACTED]

VIN: 1HD1KBM12CE [REDACTED]

Sold By: RER

P.O. No:

Tax No:

Tax Exempt: No

Color: EMBR RED SUNGLO

Invoice No: [REDACTED]

Comments: DIAGNOSE LOSS OF FRONT AND REAR BRAKES

Ref. No:

Dir. Lic #: [REDACTED]

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Amount
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Work Description:	DIAGNOSE LOSS OF FRONT AND REAR BRAKES			
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Work Resolution:	REPLACED HCU AND BLEED BRAKE SYSTEM			
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Sub-total For Event (without Tax):

0.00

Event Number 2

Type: E

Description: FRONT BRAKE M/C CAP & GASKET LEAKING

Customer States: need to call this in as well/dk 3/09/18

42855-06D	MSTR CYL KIT, FRT, BLACK	1.00	25.17	0.00
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LABOR	Job Code: [REDACTED] Tech APT	0.13	95.00	0.00
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Work Description:	FRONT BRAKE M/C CAP & GASKET LEAKING			
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Work Resolution:	REPLACED FRONT BRAKE MASTER CYLINDER CAP AND GASKET			
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Sub-total For Event (without Tax):

0.00

Credit Card: 50.00

SO/Layaway Deposit: 0.00

Item Total: 0.00

Work Order Deposit: 0.00

Labor Total: 0.00

Contract Labor: 0.00

Shop Supplies: 0.00

Total Deductible(s): 50.00

Storage Fee: 0.00

Tax/Fee Total: 0.00

Total Amount: 50.00

Total Received: 50.00

Change Tendered: 0.00

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CUSTOMERS SIGNATURE X

THERE IS A STORAGE CHARGE OF \$25.00 PER DAY ON MOTORCYCLES NOT PICKED UP WITHIN 7 DAYS AFTER COMPLETION OF REPAIRS, BECAUSE OF THE EXTENT OF TEAR DOWN AND INSPECTION. THE VEHICLE MAY NOT PERFORM AS WELL AS BEFORE AND MAY REQUIRE REPAIRS FOR REASSEMBLY.

