

MAR 23 2018

March 16, 2018

CL-11082808-1016

Harley Davidson, Inc. Corporate Office Headquarters

3700 W Juneau Ave

Milwaukee, WI 53208

RE: Recent HD ABS recall (Case # [REDACTED])

Dear Sirs or Madams:

I recently transported my 2010 Ultra Limited to my nearest dealer for ABS repair as reported by the NHTSA in the most recent recall, I was told by the service manager that since my front unit could not be flushed and have the newer fluid installed, I would have to pay for the entire procedure. No, I had not replaced brake fluid on a two year schedule as the manual states, but as the enclosed documentation will show, I have had the bike inspected on previous occasions for ABS issues and for overall maintenance prior to making long trips. Additionally, I have yet to talk to any fellow rider who has flushed the system as part of scheduled maintenance. I have replaced crankcase oil as scheduled religiously and have been asked about replacing transmission, primary, and even front fork fluids on many occasions even though maintenance on these areas was not due. Not once has ANYONE inquired about brake fluid replacement.

I have spent in excess of \$100,000.00 purchasing three touring Ultras and Limited's along with accessories from regional Harley Dealers since joining the Harley family in 2003 and have enjoyed crossing the lower 48 and Canadian provinces on many occasions during some 200,000 miles of travel. I'm not a Hot Rod Rider who jack rabbit starts and stops and races the motor to show off pipes at the local Sonic on bike night. I just love to cruise and enjoy America. Yes, I have spent good sums of money on needed maintenance and replacements such as Dunlop tires, wheel bearings, batteries, brake pads, etc. But I have also spent good sums for unexpected repairs to include such items as inner race bearings and related transmissions parts, stators, regulators, and compensators, I paid for such work without voicing any concern. The ABS issue concerns me.

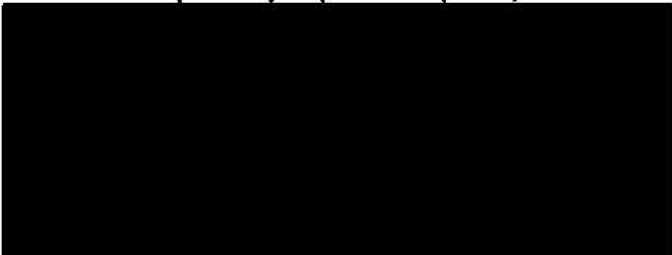
I attempt to ride on a least one occasion each month. My current Ultra Limited was performing as expected when I rode it in mid- December, 2017, and only when I rode down my driveway in late January, 2018, to enter the street I live on did I realize that my handbrake was frozen. Had the recall occurred two months earlier, I suppose I would have been included. As it stands now, I ended up paying \$514.93 to have the recall problem rectified.

I am enclosing documentation to support maintenance visits related to ABS, along with the case number I received when making a recent inquiry. I have never filed a complaint with Harley in all my years of

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riding and hope never to do so again. But... I respectfully believe that I should receive reimbursement for this unexpected expense. I NEVER received a recall notice even though I purchased this bike new from what was at the time, Rocket Harley of Madison, Alabama. A fellow rider from my hometown who DID receive notification agreed to haul my bike along with his which is a year older and had the recall honored as his brakes had not frozen up at the time. I feel cheated by Harley.

I respectfully request a response,



Sulligent, Alabama

CASE #

Enclosures

CC: NHTSA Motorcycle Safety Division

MOTOR SPORTS OF HUNTSVILLE
15100 HIGHWAY 20 N
HUNTSVILLE, AL 35756

Merchant ID: 1510

Ref #: 0601

Harley-Davidson

00 Highway 20
00 Highway 20
Huntsville, AL 35786
340-7333

Repair Order

R/O Number: [REDACTED]

Date In: 8/4/2014

Date Promised: 8/4/2014

Today Date: 8/6/2014

Date Closed:

Unit Name Location

This bike approved for trade.

Units for this Repair Order

Service Writer: HORTON, JOSH

Year	Make	Model	VIN / Serial No.	Color	Plate	Key Board	Miles In/Out
2010	HARLEY	FLHTK	1HD1KEM1XAB [REDACTED]	BLK/BL			61882 /

Job: ABS LIGHT

Job For: 2010 HARLEY FLHTK ULTRA LTD 1HD1KEM1XAB [REDACTED]

Description

CUSTOMER STATES THAT THE ABS LIGHT IS STAYING ON. CHECK AND ADVISE

Parts

Part Number	Quantity	Description	Each Price	Extension
72213-94	2	TERMINAL, 18-20 GA. FEMALE	\$1.95	\$3.90
Parts Subtotal				\$3.90

Labor

Description	Job Code	Technician	Time	Rate	Ext. Total
		CROWLEY, JAMES			\$148.50
Labor Subtotal					\$148.50

Recommendations

Resolution

TECH HAD TO REPAIR WIRING

Case # [REDACTED]

Job Subtotal \$152.40

Job: INSTAL REAR SHIFTER

Job For: 2010 HARLEY FLHTK ULTRA LTD 1HD1KEM1XAB [REDACTED]

Description

CUSTOMER STATES REAR SHIFTER FELL OFF. PLEASE REINSTALL.

Recommendations

Resolution

TECH JC INSTALLED REAR SHIFTER THAT FELL OFF.

Natchez Trace

Job Subtotal \$0.00

THANK YOU FOR YOUR BUSINESS
THANK YOU FOR YOUR BUSINESS

P Rims / Transmission / crankcase

Red Stone Harley

Rocket Harley-Davidson

15100 Highway 20
15100 Highway 20
Madison, AL 35756
(256) 340-7333

Repair Order

R/O Number: [REDACTED]

Date In: 5/8/2012

Today Date: 5/8/2012

Date Promised: 5/8/2012

Date Closed:

Repair Order For:

Unit Name

Location

SULLIGENT, AL

THANK YOU FOR YOUR BUSINESS

Units for this Repair Order

Service Writer: CAPSHAW, KENNY

Year	Make	Model	VIN / Serial No.	Color	Plate	Key Board	Miles
2010	HARLEY	FLHTK	1HD1KEM1XAB [REDACTED]	BLK/BL		M110893	32235

Job: 5K SERVICE WITH SYN 3

Job For: 2010 HARLEY FLHTK ULTRA LTD 1HD1KEM1XAB [REDACTED]

Description

CUSTOMER REQUEST PERFORM 5K WITH SYN 3

- 1) CHANGE ENGINE OIL AND FILTER
- 2) INSPECT AIR CLEANER AND SERVICE AS REQUIRED
- 3) CHANGE PRIMARY CHAIN CASE LUBRICANT AND CLEAN MAGNETIC DRAIN PLUG
- 4) CHECK/ ADJUST PRIMARY CHAIN
- 5) CHECK CLUTCH ADJUSTMENT
- 6) CHANGE TRANSMISSION LUBRICANT AND CLEAN MAGNETIC DRAIN PLUG
- 7) CHECK AND ADJUST BELT
- 8) INSPECT BRAKE PADS AND DISCS FOR WEAR
- 9) CHECK BRAKE FLUID RESERVOIR LEVELS AND CONDITIONS
- 10) INSPECT OIL LINES AND BRAKE SYSTEM FOR LEAKS
- 11) LUBRICATE THE FOLLOWING: FRONT BRAKE HAND LEVER, THROTTLE CONTROL CABLES, THROTTLE, CLUTCH CONTROL CABLE/HAND LEVER AND JIFFY STAND.
- 12) CHECK/ ADJUST OPERATION OF ENRICHER.
- 13) INSPECT FUEL VALVE, LINES AND FITTINGS FOR LEAKS.
- 14) CHECK TIRE PRESSURE AND INSPECT TREAD.
- 15) CHECK WHEEL SPOKE TIGHTNESS.
- 16) CHECK FRONT FORK BEARING ADJUSTMENT.
- 17) CHECK OPERATION OF ALL ELECTRICAL EQUIPMENT AND SWITCHES.
- 18) CHECK AND CLEAN BATTERY CABLES.
- 19) INSPECT SPARK PLUGS.
- 20) CHECK IGNITION TIMING (XL ONLY) AND VACUUM HOSE.
- 21) CHECK ENGINE IDLE SPEED ADJUSTMENT.
- 22) ROAD TEST.

Parts

Part Number	Quantity	Description	Each Price	Extension
63798-99A	1	PREMIUM OIL FILTER,	\$15.95	\$15.95
99826-03BQT	7	SYNTHETIC BULK OIL	\$11.49	\$80.43
17369-06	1	GASKET SERVICE KIT, 1K, 5K, 10	\$5.95	\$5.95
32369-04X	2	SPARK PLUG, 6R12 BULK PACK	\$4.95	\$9.90

Parts Subtotal **\$112.23**

Rocket Harley-Davidson

15100 Highway 20
15100 Highway 20
Madison, AL 35756
(256) 340-7333

Repair Order Invoice

R/O Number: [REDACTED]
Invoice Number: [REDACTED]
Cashier: Tina C Howell
Date: 4/9/2010
Date Promised: 4/9/2010

Repair Order For:

[REDACTED]
SULLIGENT, AL
[REDACTED]

Description:

Units For This Repair Order

Service Writer: Tina C Howell

Year	Make	Model	VIN/Serial No	Plate	Key Board	Miles
2010	HARLEY	FLHTK	1HD1KEM1XAB [REDACTED]			1453

Job: 1K & 5K SERVICE - 07-UP (TOURING MODEL)

Job For: 2010 HARLEY FLHTK ULTRA LTD 1HD1KEM1XAB [REDACTED]

Description

- 1) CHANGE ENGINE OIL AND FILTER
- 2) INSPECT AIR CLEANER AND SERVICE AS REQUIRED
- 3) CHANGE PRIMARY CHAIN CASE LUBRICANT AND CLEAN MAGNETIC DRAIN PLUG
- 4) CHECK/ ADJUST PRIMARY CHAIN
- 5) CHECK CLUTCH ADJUSTMENT
- 6) CHANGE TRANSMISSION LUBRICANT AND CLEAN MAGNETIC DRAIN PLUG
- 7) CHECK AND ADJUST BELT
- 8) LUBE AT THE SPEEDOMETER CABLE
- 9) INSPECT BRAKE PADS AND DISCS FOR WEAR
- 10) CHECK BRAKE FLUID RESEVOIR LEVELS AND CONDITIONS
- 11) INSPECT OIL LINES AND BRAKE SYSTEM FOR LEAKS
- 12) LUBRICATE THE FOLLOWING: FRONT BRAKE HAND LEVER THROTTLE CONTROL CABLES, THROTTLE, CLUTCH CONTROL CABLE/HAND LEVER AND JIFFY STAND.
- 13) CHECK/ ADJUST OPERATION OF ENRICHER.
- 14) INSPECT FUEL VALVE, LINES AND FITTINGS FOR LEAKS.
- 15) CHECK TIRE PRESSURE AND INSPECT TREAD.
- 16) CHECK WHEEL SPOKE TIGHTNESS.
- 17) CHECK FRONT FORK BEARING ADJUSTMENT.
- 18) CHECK OPERATION OF ALL ELECTRICAL EQUIPMENT AND SWITCHES.
- 19) CHECK AND CLEAN BATTERY CABLES.
- 20) INSPECT SPARK PLUGS.
- 21) CHECK IGNITION TIMING (XL ONLY) AND VACUUM HOSE.
- 22) CHECK ENGINE IDLE SPEED ADJUSTMENT.
- 23) ROAD TEST.

Parts

Part Number	Quantity	Description	Each Price	Extension
63798-99A	1	PREMIUM OIL FILTER,	\$13.95	\$13.95
99824-03/00QT	7	S/E SYNTHETIC LUBRICANT, QUART	\$9.95	\$69.65
17369-06	1	GASKET SERVICE KIT, 1K, 5K, 10	\$4.95	\$4.95
Parts Subtotal				\$88.55



Sulligent, AL



BIRMINGHAM AL 350

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NHTSA Motorcycle Division
1200 New Jersey Ave, SE
Washington, D.C. 20590

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