



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: 11-APR-2018  
Repository:   
Reference No.: 11084614  
JUN 25 2018

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: NEW BOSTON State: MI Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [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: 1HD1MAD1XHE [REDACTED]  
Make: HARLEY-DAVIDSON Model: FLHTCUTG Model Year: 2017  
Date Purchased: 06/20/2017 Dealer's Name and Telephone Number: Motown Harley Davidson DBA Biker Bobs LLC 734-947-4647 Engine No: Cylinders: Fuel Type:  
Original Owner:  Dealer's City: Taylor State: MI Zip Code: 48180  
Transmission Type:  Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 13-FEB-2018  
 Cruise Control

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

Vehicle Component Code: 030000 BRAKES (PWS) Failure Mileage: 636 Failure Speed:  
Brake Pad and Rotor scored. Right Rear

**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: 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 2017 HARLEY-DAVIDSON FLHTCUTG. WHILE PUSHING THE MOTORCYCLE OUT OF THE GARAGE WITHOUT STARTING THE ENGINE, A SCRAPING NOISE WAS HEARD COMING FROM THE REAR RIGHT BRAKE. THE CONTACT NOTICED THAT THE BRAKE WAS WORN OUT. THE VEHICLE WAS TAKEN TO MOTOWN HARLEY-DAVIDSON (14100 TELEGRAPH RD, TAYLOR, MI 48180, (734) 947-4647) WHERE IT WAS DIAGNOSED THAT THE REAR RIGHT ROTORS WERE HEAVILY SCORED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT THE VEHICLE WAS NOT UNDER WARRANTY. THE APPROXIMATE FAILURE MILEAGE WAS 636.

Contact (I) noticed a noise that sounded like worn pads. Harley Davidson crew heard and agreed.

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.

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

Premature Brake Pad and Rotor worn at 636 Miles

See Attached Sheet.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**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  
or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

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

Harley Davidson Complaint # [REDACTED]  
DOTS # 11084614qg

**On the 20<sup>th</sup> of June 2017 I purchased a 2017 Harley Davidson Tri Glide Ultra FLHTCUTG.**

**I had a battery go bad. On January 30, 2018. When the young men came to pick the Bike up. Pushing the Bike out all of us heard a noise. We agreed it may be a brake pad. Something I would not have heard with the engine running. I believe this would be around February 13, 2018. I had the Bike eight months and there was only 636 miles. (5 months stored at this point.)**

**I received a call from the dealer. They believed it was indeed a brake pad. I stopped by the shop and was advised that if a stone or pebble was stuck inside it was not a responsibility of Harley Davidson. A stone I thought. I refuse to go down dirt roads because of mud and gravel. Harley is so fragile they pick up stones in the brake system, on the road? I understood WEARABLE parts. But 636 miles on one pad.**

**I was called back to be advised it was the right rear brake. But to maintain even wear, it was a good idea to have both replaced even though the one brake only had about 636 miles. I was given the option and I agreed. Keep it or not I don't believe in selling a problem. I always replace both or all. Brakes or tires.**

**No, it wasn't going to be covered by warranty. The claim was I either drove the Bike with the parking brake on. Or, rode the Bike with my foot on the brake pedal.**

**Now I was told by other Harley guys (friends) the parking brake operate both rear wheels. NOT just one. I then began researching rear trike brakes on the internet. See U Tube at Bottom as well. So that scenario has no legitimate bases to my knowledge. Regardless, parking brake on? I always step on it to release it properly and hear it come to the top. If not, I repeat the process.**

**I do not ride brakes. I really couldn't imagine that even being a comfortable position to begin with. AND how does one rest their foot on a pedal and BOTH brakes not wear?**

**The young man at the dealer said I should give it a little more time. It "shouldn't" happen again. 636 Miles. It shouldn't have happened to begin with and the only way to hear this issue is without the engine running. Most of us don't push a Bike of this size around by hand. I really don't trust the Motorcycle at this point. If I were to break down on a long trip the safety risk of brake damage causing an accident or traffic unable to avoid mem is a concern. The hazard of breaking down in moving traffic or spongy brakes causing me to enter an intersection. One pad or two going bad and possibly overheating causing more than a brake issue. For Harley Davidson to not recognize or admit a problem shows a lack of responsibility on their part.**

**It is my opinion the brake pad stuck for obvious reasons; failure. As only one pad had wear. Either Parts Malfunction or Mechanic error in assembly would be more likely. I am in possession of the parts and it is indicated on the invoice. The dealer boxed the brakes but in one box a part is missing. I have included a photo and circled the missing part. I am not a**

mechanic and am unaware of left or right parts. However I maintained the parts as they were given to me in the two separate boxes.

Dismissing it as Rider error when the evidence I see negates that concept troubles me. It may be indicative of what they think of customer safety over their bottom line. I wonder if other Bikers are at risk because of faulty brakes that can create safety hazards on the road. They have taken the least costly action ignoring there may be a bigger problem. Now that Harley Davidson is doing the production at the factory rather than the outside conversion of the trike I wonder if this is a issue with new concept production. I would wonder the statistics and hope future documentation may save a tragedy on the road.

Because I believe in documenting these concerns I hope sharing this with you may keep others safe on the road. Traffic accidents inclusive of Motorcycles are not the highlight of an Officers afternoon.

See: One photo of Bike indicating two rear wheels.  
One photo of part circled in one box given to me with small silver part missing in the other box.

[https:](#) [REDACTED]

[https:](#) [REDACTED]

Sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED]  
New Boston MI  
[REDACTED]

Harley Davidson Motor Company Inc.  
3700 W Juneau Ave  
Milwaukee, Wisconsin 53201  
414-343-4056

C.E.O. Mr. Mathew S. Levatich,

This is my second correspondence to your company. The first went to customer service. I know that one was lengthy and I'm afraid this one could be shorter as well but I am upset over this experience. I reduced content in an attempt to stay on point for both you and documentation purpose. You have the original on file.

On the 20<sup>th</sup> of June 2017 I purchased a 2017 Harley Davidson Tri Glide Ultra FLHTCUTG paying over \$36,440.58.

I want you to know Biker Bobs Employees treated me most courteously. They, I believe can only enforce Harley-Davidson policy. At least that is what I was told by personal at the dealership. The reason I will not and will share with others why I will not make the same mistake twice is I do longer feel you stand behind your product. Trust in the safety of a product is of the utmost importance.

I will attempt to lead you step by step at what occurred. There are still only 636 miles on the Bike. I'm 71 and my wife knew I always wanted a Harley-Davidson. I fell for the "American Made" reputation of your company. And the three wheeler seemed a good idea.

I had a battery go bad. On January 30, 2018. I went over to the dealer and bought an official "Harley Davidson" battery tender. Great guy, talked options. Same looking tender as I had but it had the H-D Logo. But I thought maybe they're not the same. Paid the \$42.35 and put the new Tender on to see if it charged. Still no charge. The Bike was taken in and the dealer took care of that, so you can disregard this paragraph. **Note:** Seeing as the battery connector was on the Bike maybe the \$40 charging plug can be included on a \$35,000 Bike.

When the young men came to pick the Bike up. Both were very pleasant. I believe this was February 3<sup>rd</sup>. The one young man pulled out a H-D form and a flashlight and began inspecting the paint. He stated "It has swirls". This is what this comment told me. I thought; this young man just revealed to me someone used a buffer on my Bike before I ever purchased it. That was later confirmed by a Harley Davidson employee. I don't even own a buffer. Soft clean cotton cloths are all I use with a special Bike Cleaner/Wax. No rubbing compound. OK, I understand this may be a standard form trying to protect Harley Davidson from false claims. Signed the form and off it went. Old news at this point but revealing as to what was to come. To me, Risk Management run amuck. I paid \$494.00 for the appearance protection plan. **Does this mean this will be taken care of by H-D?** Unanswered question at this time. It was asked previously. **Remember, eight months and 636 miles. (5 months Stored at this point.)**

**Pushing the Bike out all of us heard a noise.** We agreed it may be a brake pad. Something I would not have heard with the engine running. I believe this would be around February 13, 2018.

**I received a call from the dealer.** They believed it was indeed a brake pad. I stopped by the shop and was advised that if a stone or pebble was stuck inside it was not a responsibility of Harley Davidson. A stone I thought. I refuse to go down dirt roads in my car because of mud and gravel. I've owned a Matchless, Triumph, and two Kawasaki's. Harley is so fragile they pick up stones in the brake system, on the road? I am being pre-warned that Harley Davidson will look for a way out. The Bike warranty was worthless. I understood WEARABLE parts. But 636 miles **on one pad.** I now questioned my wisdom in paying for an extended warranty. Or making the purchase to begin with. **I was called back to be advised it was the right rear brake.** But to maintain even wear, it was a good idea to have both replaced even though the one brake only had about 636 miles. I was given the option and I agreed. Keep it or not I don't believe in selling a problem. I always replace both or all. Brakes or tires. **Then came the bad news.** No, it wasn't going to be covered. **The claim was I either drove the Bike with the parking brake on. Or, rode the Bike with my foot on the brake pedal.** I suspect no pebble was located in the system.

Now I was told by other Harley guys (friends) the parking brake operate both rear wheels. **NOT just one. I then began researching rear trike brakes on the internet. See U Tube at Bottom as well.** So that scenario has no legitimate bases to my knowledge. Regardless, parking brake on? I always step on it to release it properly and hear it come to the top. If not, I repeat the process. Then again it is supposed to lock both wheels. **I do not ride brakes. And how does one rest their foot on a pedal and BOTH brakes not wear?**

**Ready to sell or trade this Bike.** At that point I asked to speak to the Salesman that sold me the Bike. I wanted to get a price on getting rid of it and thought he may as well have the opportunity of any commission if applicable. It was either see how I would go about accomplishing that task if the dealer would work out a commission. My other option was trading it in at another dealer. Not Harley Davidson. He (Service) was very apologetic about my position and said he would get a salesman; if I really wanted one. The young man said I should give it a little more time. It "shouldn't" happen again and even repeated the advice my wife gave me. My wife said to me that I would never recoup much of the money invested on the extras let alone the original price. But money spent compounded by future cost of operation on a high maintenance bike makes absolutely no sense. Let alone the safety aspect. I do not know how long it will take to sell this bike. And the short time I may keep it will be short rides locally if any.

I asked in a previous correspondence the following.

- **Is my warranty transferable to a new owner?**
- **Appearance protection?**
- **Theft Protection?**

No written response of questions from Harley Davidson.

I was planning a long distance trip to visit my cousins in Texas this summer. That's not going to happen now. I really don't trust the Bike. If I were to break down on a long trip and have to dump \$700 to \$800 more is not an option I look forward to. Stones in the brake pad? One pad going bad? Let alone being stuck on the road. My wife and I actually don't want to spend another dime on it. **The bigger issue however is the safety risk of brake damage causing an accident or traffic unable to avoid me. Picture driving 2500 miles and stopping to push the Bike by hand to check brakes.**

It is my opinion the brake pad stuck for obvious reasons; failure. As only one pad had wear. I am in possession of them and would have loved to ship them to you. That will not happen as I have other purpose for them at this point. **And in my last conversation with Donna I was advised that because I was in possession of them they could have been tampered with.** One brake pad gone. Read it on the invoice. I have 37 years in law enforcement between two department in specialized units and this is the first time anyone has insinuated I may have tampered with evidence. And the decision to possibly sell the Bike is not humorous. To take that loss is based on the lack of trust in your product and safety reasons.

**Whoever made this decision concerning this Brake Job** and dismissing it as Rider error is not only wrong in my opinion; But introduced me to what you think of customer safety I wonder if other Bikers are at risk because of faulty brakes that can create safety hazards on the road. Parts malfunction or mechanic error would be more likely.

I just opened the boxes the other day that were taped shut by the dealer. My purpose was to photograph them. In the one box a small silver piece is missing. These boxes were given to me and under Michigan State Law I have a right to ask for them. You have taken the least costly cause ignoring you may have a bigger problem. I truly hope my bringing this to the attention of you and others may keep others safe on the road. Traffic accidents inclusive of Motorcycles are not the highlight of an Officers afternoon.

https://

https://

Sincerely,

[Redacted Signature]  
[Redacted Address]  
New Boston MI [Redacted]  
[Redacted]

cc: NHTSA

BIKER BOB'S, LLC  
14100 TELEGRAPH RD  
TAYLOR, MI 48180-8208  
(734) 947-4647

**IMPORTANT**  
YOU WILL RECEIVE A CUSTOMER  
SATISFACTION SURVEY FROM  
HARLEY-DAVIDSON IN THE NEXT  
FEW DAYS. IF FOR ANY REASON  
YOU CANNOT GRADE US PLEASE  
CONTACT OUR SERVICE DEPARTMENT  
IMMEDIATELY, THANK YOU.  
BIKER BOB'S HARLEY-DAVIDSON  
14100 TELEGRAPH RD  
TAYLOR  
734-947-4647

Customer: [REDACTED]  
[REDACTED]  
[REDACTED]

NEW BOSTON, MI [REDACTED]  
Phone: [REDACTED]  
Fax: [REDACTED]  
P.O. No: [REDACTED]

Work: [REDACTED] Ext: [REDACTED]  
Mobile: [REDACTED]  
Tax No: [REDACTED] Tax Exempt No: [REDACTED]

W.O. Number: [REDACTED]  
Appointment: 2/13/2018 3:26PM Mileage In: 636  
Offered Back: 2/17/18 3:59PM Mileage Out: 636  
Year: 2017 Shop Tag: 957399  
Mfg: HD Plate No: [REDACTED]  
Model: FLHTCUTG Service Advisor: MRR  
VIN: 1HD1MAD1XHE[REDACTED] Sold By: MRR  
Color: MYS RED/VEL RED W/PINS Invoice No: [REDACTED]  
Ref. No: [REDACTED] Dir. Lic #: [REDACTED]

Comments: BH/OT CS: DIAG NO CRACK NO START (BIKE DOA)

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Discount	Extended Amount
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Event Number: 1 Type: R

Description: CS: DIAG NO CRANK NO START

Customer States: CS: BIKE WAS LEFT ON TENDER. BATTERY STILL WENT DEAD. CUST. NOTICED IGNITION WAS LEFT ON. CUST. TURNED OFF IGNITION AND PLUGGED IN TENDER LEAD BUT BIKE WOULD STILL NOT START BACK UP AFTER BEING LEFT ON TENDER FOR MULTIPLE DAYS. CUST. BOUGHT NEW TENDER WALL PLUG AND LEAD CONNECTION ON BIKE SEEMED LOOSE. TENDER LEAD MAY BE INOP.

LABOR	Job Code: 0 Tech: BGG	0.00	109.00	0.00	0.00
Work Description:	CS: DIAG NO CRANK NO START				
Work Resolution:	BATTERY FAILED MIDTRONICS TEST. NEEDS NEW BATTERY UNDER WARRANTY. DONE - BEN GERBER M273667 - 2/6/18				
<b>Sub-total For Event (without Tax):</b>					<b>0.00</b>

Event Number: 2 Type: R

Description: BBHD DIAG FEE FOR NON-WARRANTY ISSUES

Customer States: THERE WILL BE A 1HR DIAG FEE ADDED TO WO IF ABOVE CONCERN IS A NON-WARRANTY ISSUE

X \_\_\_\_\_  
CUSTOMER SIGNATURE  
BY SIGNING THIS YOU UNDERSTAND THE NON-WARRANTY DIAG FEE

LABOR	Job Code: 0	0.00	109.00	0.00	0.00
Work Description:	THIS IS A 1HR DIAG FEE FOR NON-WARRANTY				
LABOR	Job Code: 0	0.00	109.00	0.00	0.00
Work Description:	BBHD DIAG FEE FOR NON-WARRANTY ISSUES				
Work Resolution:	DISREGARD THIS LABOR LINE				
<b>Sub-total For Event (without Tax):</b>					<b>0.00</b>

Event Number: 3 Type: R

Description: CUST HAS FULL FACTORY WARRANTY 6/2019

LABOR	Job Code: 0	0.00	109.00	0.00	0.00
Work Description:	CUST HAS FULL FACTORY WARRANTY 6/2019				
<b>Sub-total For Event (without Tax):</b>					<b>0.00</b>

Event Number: 4 Type: R

Description: CS: DIAG NOISE COMING FROM REAR OF BIKE

Customer States: CS: WHEN RYAN AND JASON WERE PUSHING HIS TRIKE THEY HEARD A NOISE FROM THE REAR OF THE BIKE. CUST. ALSO VERIFIED RUBBING NOISE.

LABOR	Job Code: 0 Tech: BGG	0.00	109.00	0.00	0.00
Work Description:	CS: DIAG NOISE COMING FROM REAR OF BIKE				
Work Resolution:	COULD NOT REPLICATE NOISE. INSPECTED BELT FOR WEAR, AND INSPECTED BRAKE ROTORS. REAR RIGHT ROTOR FOUND TO BE SCORED HEAVILY. NEED TO REPLACE BRAKE ROTOR AND BOTH LEFT AND RIGHT SETS OF PADS. BOTH PADS NEED TO BE REPLACED IN A SET ALWAYS. ITS POSSIBLE SOMETHING IS STUCK IN BRAKE PADS CAUSING THE SCORING. EST ON RO - NO OTHER PROBLEMS FOUND DONE - BEN GERBER M273667 - 2/6/18				
<b>Sub-total For Event (without Tax):</b>					<b>0.00</b>

Event Number: 5 Type: R

Description: T.R. REPLACE BOTH REAR ROTOR+REAR PADS

BIKER BOB'S, LLC  
14100 TELEGRAPH RD  
TAYLOR, MI 48180-8208  
(734) 947-4647



Customer: [Redacted]  
[Redacted]

W.O. Number: [Redacted]

Appointment: 2/13/2018 3:26PM Mileage In: 636  
Offered Back: 2/17/18 3:59PM Mileage Out: 636  
Year: 2017 Shop Tag: 957399  
Mfg: HD Plate No:  
Model: FLHTCUTG Service Advisor: MRR  
VIN: 1HD1MAD1XHB [Redacted] Sold By: MRR  
Color: MYS REDVEL RED W/PINS Invoice No: [Redacted]  
Ref. No.: [Redacted] Dir. Lic #: [Redacted]

NEW BOSTON, MI [Redacted]  
Phone: [Redacted] Work: [Redacted] Ext: [Redacted]  
Fax: [Redacted] Mobile: [Redacted]  
P.O. No: [Redacted] Tax No: [Redacted] Tax Exempt: No

Comments: BHOT CS: DIAG NO CRACK NO START (BIKE DOA)

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Discount	Extended Amount
41300033	BRAKE PAD KIT, RR	1.00	92.95	0.00	92.95
41500031	ROTOR,10.6 IN.TOP HAT,CAR	1.00	196.78	39.36	157.42
41500031	ROTOR,10.6 IN.TOP HAT,CAR	1.00	196.78	0.00	196.78
LABOR	Job Code: 0 Tech: BGG	1.50	109.00	0.00	163.50
<b>Work Description:</b> T.R. REPLACE RIGHT REAR ROTOR+REAR PADS					
<b>Work Resolution:</b> REPLACED BOTH REAR ROTORS AND BRAKE PADS. ADJUSTED PARKING BRAKE TO SPEC. NO TEST RIDE DUE TO WEATHER, BUT TESTED BRAKES IN SHOP. TAKE OFF PARTS ON TAKE OFF SHELF. DONE - BEN GERBER M273667 - 2/17/18					
<b>Sub-total For Event (without Tax):</b>					<b>610.65</b>

**DISCLAIMER OF WARRANTIES: ANY WARRANTY ON THE PRODUCTS SOLD HERBY ARE THOSE MADE BY THE MANUFACTURE. THE SELLER, BIKER BOB'S HARLEY-DAVIDSON MOTOWN, HERBY EXPRESSIVELY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MECHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND BIKER BOB'S HARLEY-DAVIDSON MOTOWN, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR SAID PRODUCTS.**

**ALL TAKE OFF PARTS MUST BE PICKED UP WITH IN 3 BUSINESS DAYS OF THE COMPLETION OF WORK OF THE WILL BE DISCARD. CUSTOMER ACKNOWLEDGES THEIR UNDERSTANDING OF THIS TAKE OFF PARTS POLICY.**

SO/Layaway Deposit:	0.00
Work Order Deposit:	663.99
Discount:	39.36
Item Total:	447.15
Labor Total:	163.50
Contract Labor:	0.00
Shop Supplies:	25.00
Total Deductible(s):	0.00
Storage Fee:	0.00
Tax/Fee Charges:	28.34
Total Amount:	663.99
Total Received:	0.00
Change Tendered:	0.00

X  
\_\_\_\_\_  
CUSTOMER SIGNATURE DATE

DAVIDSON MOTOR COMPANY  
GAWR FRONT - 1700 LB  
16 X 3.00 RIM AT 36 PSI COLD

GAWR REAR - 539 KG (1189 LB) WITH P205/60R16 MC 72H TIRE  
15 X 5.50 RIM AT 26 PSI COLD  
THIS VEHICLE CONFORMS TO ALL APPLICABLE US FEDERAL MOTOR  
VEHICLE SAFETY STANDARDS IN EFFECT ON  
THE DATE OF MANUFACTURE SHOWN ABOVE V.I.N. \* 1HD1MAD1XHB

TYPE MOTOR

1HD1MAD1XHB





