

NEF-DIO

APR 02 2018

CL-11089370-6867

[REDACTED]
Lake Worth, FL [REDACTED]
[REDACTED]

March 16, 2018

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Article No [REDACTED]

Harley-Davidson Motor Company
ATT: Customer Care
3700 West Juneau Ave.
Milwaukee, WI 53201

Re: 1HD1FMM179Y [REDACTED]
Case No [REDACTED]

To Whom It May Concern:

I received Harley-Davidson Recall No. 0171 and have scheduled the work to be done at Frazier's in Buford, Georgia.

Enclosed herewith please find a Work Order, number [REDACTED] from South Florida Choppers dated 08/24/15 and one from Frazier's Cycle Sales, Inc., number [REDACTED] dated 11/14/15. ***Of important note on these work orders are the mileage on the motorcycle – 5 miles!***

As you can see, I had a major ABS issue. The bill for South Florida Choppers was covered by my extended warranty. However, the bill 5 miles later for Frazier's was not and I had to pay \$644.73 to have the ABS issue repaired. In speaking with the service tech at Frazier's, if the DOT 4 Brake Flush was not done that could have caused the ABS issue that I experienced. South Florida Choppers was a HD authorized repair facility. He used a Bel-Ray DOT 5 Brake Fluid – doesn't say that he flushed it. They are an authorized repair facility and should know the standards for HD, wherein I am just a consumer and don't know the standards.

Based on what the service technician is telling me, I feel Harley Davidson should be reimbursing me \$644.73 for the ABS issue I experienced. Further, according to the extended warranty company, the ABS control processor was under FACTORY warranty for 12 months or 4,000 miles – I had 5 miles on it!

772

AM
4.17.18
UD

If you wish to discuss this further, please contact me at [REDACTED] or mail me a reimbursement check to the above address.

Thank you for your consideration.

Very truly yours,

[REDACTED]

SC/lc
Enclosures (as stated)

cc: Administrator, NHTSA
1200 New Jersey Avenue SE
Washington, DC 20590

8/24/2015

Store: 1

Work Order

Ordered: 8/24/2015

Associate:

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South Florida Choppers

2628 Westgate Avenue
West Palm Beach, FL 33409
Phone (561) 471-3676
Fax (561) 471-4655
www.southfloridachoppers.com

Bill To:

INSTRUCTIONS: 2009

MILES 21803

VIN 1HD1FMM179Y

1-800-527-7665

TOW IN

NO BRAKES

LOAD NOISE WHEN STARTING

Order Status: CLOSED

Due Date:

Item Name	Item Description	Order	Sold	Due	Ext Price	Tax
TOWING	TOWING	1	1	0	\$165.00	T
48343-09	ABS HCU SERVICE/TOURING	1	1	0	\$369.39	T
440025	BEL-RAY DOT5 BRAKE FLUID	1	1	0	\$16.49	T
LABOR	LABOR 2473	1.7	1.7	0	\$142.80	T
42200064A	KIT-COMPENSATOR, DYNA/SFTL	1	1	0	\$299.95	T
62600004	FORMULA +	1	1	0	\$12.95	T
34901-07	PRIMARY GASKET	1	1	0	\$35.68	T
LABOR	LABOR 4005	1	1	0	\$84.00	T
MISC:TEM	TAX	1	1	0	\$57.67	T
MISC:TEM		1	1	0	(\$100.00)	T
		Total Qty Ordered:		10.7	10.7	0

Percent Unfilled: 0

Subtotal: \$1,083.93
Exempt 0% Tax: + \$0.00
TOTAL: \$1,083.93
Deposit Balance: \$0.00
Balance Due: \$0.00

Thank you for your business!

PRINT DATE
16-NOV-15

SERVICE CENTER
P.O. Box 2840
Scottsdale, AZ 85252-2840

CONTRACT NUMBER
[REDACTED]

CLAIM DENIAL NOTICE

Contract Holder

[REDACTED]

LAKE WORTH, FL [REDACTED]

Dealer

FRAZIER'S HARLEY-DAVIDSON
4699 FRIENDSHIP ROAD
BUFORD, GA 30519

Claim Date
14-NOV-2015

Current Odometer
21808

Expiration Date
26-JAN-2020

Expiration Odometer
0

Vehicle Program Coverage

HARLEY-DAVIDSON

Component Description

ABS CONTROL PROCESSOR

Vehicle Description

2009 HD FLHTPI 2 CYL

1HD1FMM179Y [REDACTED]

File Number [REDACTED]

Repair Order Number [REDACTED]

Important Notice

The referenced claim has been denied due to the following:

YOUR CLAIM FOR THE ABS MODULE HAS BEEN DENIED.

REPAIR COVERED BY PREVIOUS REPAIR WARRANTY

If you have any questions, please call MARK at 1-800-722-7513, extension 370. Thank you.

DCLM

CNA

FRAZIER'S CYCLE SALES INC
4699 FRIENDSHIP RD.
BUFORD, GA 30519
(770) 945-6011



Customer: [REDACTED]

W.O. Number: [REDACTED]

Appointment: 11/14/2015 12:30PM Mileage In: 21808

Offered Back: 12/16/15 12:12PM Mileage Out: 21815

Year: 2009

Shop Tag:

Mfg: HD

Plate No:

Model: FLHTP

Service Advisor: BMW

VIN: 1HD1FMM179Y [REDACTED]

Sold By: DJD

Color: BLACK

Invoice No: [REDACTED]

Ref. No.:

Dir. Lic #:

SAUTEE NACOOCHIEE, GA [REDACTED]

Phone: [REDACTED]

Work:

Ext:

Fax:

Mobile:

P.O. No:

Tax No:

Tax Exempt: No

Comments: BRAKE ISSUE

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: FRONT BRAKE FEELS WEAK

Customer States: C/S FRONT BRAKE FEELS WEAK/MUSHY. PLEASE INSPECT AND ADVISE OF NEEDED REPAIR.
UNDER ESP UNTIL 01/26/2020

41751-06A	GASKET, BRAKELINE	2.00	1.46	0.00
41800219	DOT 4 BRAKE FLUID, 12-OZ B	1.00	7.95	0.00
44551-08E	MSTR CYL ASY, FRT, BLK	1.00	169.95	0.00
LABOR	Job Code: 0 Tech: CGM	0.50	86.00	0.00

Work Description: DIAGNOSED AND REPLACED FAULTY FRONT BRAKE M/C DUE TO SCORED BORE USING LABOR CODE 2461
AND AUTHO # 6395839

Sub-total For Event (without Tax):

0.00

Event Number: 2

Type: R

Description: REAR BRAKE ISSUE

Customer States: C/S THE REAR BRAKE IS HARD AS A ROCK. PLEASE INSPECT AND ADVISE OF NEEDED REPAIRS.
UNDER ESP UNTIL 01/26/2020

11904	GASKET, ABS	1.00	1.05	1.05
41751-06A	GASKET, BRAKELINE	8.00	1.46	11.68
41800219	DOT 4 BRAKE FLUID, 12-OZ B	1.00	7.95	7.95
48343-09	ABS HCU, SERVICE/TOURING	1.00	369.39	369.39
LABOR	Job Code: 0 Tech: CGM	2.00	86.00	172.00

Work Description: REPLACED FAULTY HYDRAULIC CONTROL UNIT AND BLEED ABS SYSTEM

Sub-total For Event (without Tax):

562.07

Event Number: 3

Type: E

Description: REAR BRAKE SHUDDERS

Customer States: C/S REAR BRAKE SHUDDERS WHEN STOPPING. PLEASE INSPECT AND ADVISE OF NEEDED REPAIRS.
UNDER ESP UNTIL 01/26/2020

41810-08B	BRAKE ROTOR, RR	1.00	132.21	0.00
43567-92	SCREW, PAN HEAD TORX, REA	5.00	1.57	0.00
LABOR	Job Code: 0 Tech: CGM	1.25	86.00	0.00

Work Description: DIAGNOSED AND REPLACED WARPED REAR ROTOR USING LABOR CODE 2441 AND AUTHO # 6395839

Sub-total For Event (without Tax):

0.00

Event Number: 4

Type: W

Description: ABS ECU REPLACEMENT

40649-08	ABS ELEC CONTROLLER (SERV	1.00	477.43	0.00
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Sub-total For Event (without Tax):

0.00

12/16/15
3:01PM

WORK ORDER PRINTING
Customer Copy

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FRAZIER'S CYCLE SALES INC
4699 FRIENDSHIP RD.
BUFORD, GA 30519
(770) 945-6011



Customer: [REDACTED]

W.O. Number: [REDACTED]

Appointment: 11/14/2015 12:30PM Mileage In: 21808

Offered Back: 12/16/15 12:12PM Mileage Out: 21815

Year: 2009

Shop Tag:

Mfg: HD

Plate No:

Model: FLHTP

Service Advisor: BMW

VIN: 1HD1FMM179Y [REDACTED]

Sold By: DJD

Color: BLACK

Invoice No: [REDACTED]

Ref. No.:

Dlr. Lic #:

SAUTEE NACOOCHEE, GA [REDACTED]

Phone: [REDACTED]

Work:

Ext:

Fax:

Mobile:

P.O. No:

Tax No:

Tax Exempt: No

Comments: BRAKE ISSUE

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Amount
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Check/Credit Card Details

Merchant ID: [REDACTED]

EPP Inv ID: [REDACTED] Emp #: 10301

Type	Number	Amount
_VS	XXXX-XXXX-XXXX [REDACTED]	644.73

Credit Card: 644.73

Item Total: 390.07

Labor Total: 172.00

Contract Labor: 0.00

Shop Supplies: 5.00

Total Deductible(s): 50.00

Storage Fee: 0.00

Tax/Fee Charges: 27.66

Total Amount: 644.73

Total Received: 644.73

Change Tendered: 0.00

SO/Layaway Deposit: 0.00

Work Order Deposit: 0.00

Lake Worth, FL

