

APR 18 2018

Alan M. Smith
1036 Morningside Drive
Burleson, Texas 76028
Telephone: (817) 236-1671
email: ams-66@excite.com

CL-11090689-3300

NHTSA
1200 New Jersey Ave Se
West Building
Washington, DC 20590

April 5, 2018

Reference: NHTSA Recall 18V-076
Harley Davidson Recall #0171
VIN: 1HD1FC4119Y[REDACTED]

Dear Sir or Madam,

I am furnishing a copy of a letter that I sent to Harley Davidson Motor Company in response to the above recall.

My problem with this recall as mentioned in the letter is the procedure that Harley Davidson has established to reimburse owners who paid out of pocket for this brake fluid flush which was recommended by them prior to the official recall. Their failing to reimburse customers who can't meet a laundry list of requirements, including proving that the flush had been done routinely in the past, and who had paid to have this done effectively lost out on the free flush which I believe sets a bad precedence.

I know that I for one will be very hesitant to heed any warning letters in the future and just wait for an official recall if it comes.

Sincerely,

[REDACTED SIGNATURE]

Enc: Letter to Harley-Davidson Motor Company

AM
4-26-18
LD

NHTSA
1200 New Jersey Ave Se
West Building
Washington, DC 20590

[REDACTED]
Burlison, Texas [REDACTED]

Mr. Matthew S. Levatich
Harley-Davidson Motor Company
3700 West Juneau Avenue
Milwaukee, WI 53208

April 3, 2018

Mr. Matthew S. Levatich

Dear Sir,

Maybe you can help me understand the way in which your company handled the DOT-4 Brake Fluid Flush issue.

My belief is that you attempted to put the entire burden on the backs of your customers.

1. It comes to your attention that an elevated number of ABS-equipped bikes may not have had the DOT 4 brake fluid flushed in accordance with the 2-year maintenance cycle specified in the Owner's Manual and Service Manual, possibly due to lack of owner awareness of the importance of regular flushes or (as in my case) *the failure of the Harley-Davidson dealers to point out this requirement during routine service visits.*
2. Your remedy for this issue is to send out a notice to all affected owners (H-D Letter 6-2-2017) advising them that they should bring their motorcycles to an authorized dealer and have this flush completed as soon as possible at their own expense. (which I did at a cost of \$169.46)
3. Evidently not all owners complied with this stern warning letter which leads the NHTSA to call for a complete recall of the motorcycles affected by this problem.
4. Harley-Davidson complies and issues recall #171 on 2-14-2018 offering a free flush and in some convoluted manner a refund for those who may have had the flush conducted at their own expense provided that they can prove that they have had the flush on a routine basis prior to this recall (which begs the question: "if this was being done in the first place why would there be a need for a recall?")
5. Those owners that did not heed the first warning letter and waited for the recall to be issued got the free flush, those that had it done at their expense well they paid...which is obviously what Harley-Davidson wanted in the first place rather than doing the right thing.
6. The recall letter has no laundry list of requirements for the free flush as does the request for reimbursement. I'm wondering why the reluctance or in my case the refusal to pay for this flush when I had it performed after your letter advised me to do it?

Why didn't you just take the responsibility in the first place and do this for free for all the affected owners. You must have known that your dealers weren't doing it either?

You obviously know by now because I've mentioned it before, and your dealers share a lot of the blame for this overlooked item of maintenance. This caused me an extra trip to specifically get this done, when it should have been done while in for routine service without an extra trip that is if it had been pointed out by the dealer. I've never known them to overlook extra items of expense before. I don't take my manual in when I go in for service and read it to the technicians I expect them to know after all I'm paying them top-gouge price to take care of my expensive Harley.

And before you throw that manual at me again let me mention that the 2 year brake fluid flush is a footnote and not an obvious listing in the schedule. This was only corrected with a printed insert included with the recall notice.

Your refusal to reimburse me for the flush that I took time off and had conducted on 10-26-2017 (after your letter) caused me to take more time off and take the motorcycle back to the dealer on 3-29-2018 and have this flush performed again. But why all the damn trouble did they not use the correct brake fluid on 10-26 because the recall notice did not mention anything about bringing prior service records in to have this done. I realize that it's cheaper for you to have your dealers do this than it was for me, but if you're agreeing to do it for free you should have reimbursed all the owners that paid up front after your recommendation letter. The recall notice stated nothing about bringing in prior service records. Maybe you can explain all this to me.

If I still have this motorcycle for a future recall you can be sure that I will wait for the recall and not heed any advance letter of advice.

Sincerely,

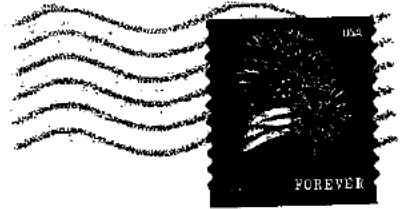
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CC: NHTSA
1200 New Jersey Ave Se
West Building
Washington, DC 20590

NHTSA
1200 New Jersey Ave Se
West Building
Washington, DC 20590

[REDACTED]
BURLESON, TX [REDACTED]

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DALLAS TX 753
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