

JUL 02 2018



Kirkland WA



CL-1111674-9064

June 20, 2018

NHTSA Headquarters  
1200 New Jersey Avenue SE.  
West Building  
Washington, DC 20590

Dear NHTSA,

RE: Disturbing engine implosion - Harley-Davidson 2015 FLHTK VIN #  
1HD1KEL14FB [REDACTED]

Please find enclosed my letter to Harley-Davidson Customer Care dated May 29, 2018 which is self-explanatory. I also include the two photos attached to that letter, plus one additional photo.

Regrettably, I have received no response.

Please note this was an entirely original stock engine.

This issue has obvious safety implications, but has been ignored by the manufacturer. The engine remains with the Emerald City Harley Davidson dealership in Lynnwood, WA. You may consider sending a preservation notice to the dealership pending your further enquiry.



NM  
7-13-18  
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It is particularly concerning that the manufacturer refuses to acknowledge this potentially serious safety issue. My preliminary review of the internet chatter and blogs suggest this is not an isolated incident.

I look forward to your response.

Warm regards,



[REDACTED]  
Kirkland, WA [REDACTED]  
May 29th, 2018

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

RE: 2015 FLHTK Ultra Limited - VIN # 1HD1KEL14FB [REDACTED] - BLOWN ENGINE

Dear Manager

I purchased a new 2015 FLHTK Ultra Limited - VIN # 1HD1KEL14FB [REDACTED] - on September 2, 2015 through Emerald City Harley Davidson (ECHD) in Washington State.

Last week, on May 23<sup>rd</sup>, 2018, the engine blew while I was on the freeway travelling at high speed. I was lucky the engine did not seize. The ECHD service department stripped down the engine, and found one of the camshaft bearings had entirely disintegrated, effectively destroying the engine. I attach photographs taken at the dealership.

The service history for the bike at the dealership shows it has been meticulously serviced and cared for.

The mileage on the bike is just over 40,000. The factory warranty had expired just 9 months before. The total cost of engine replacement is around \$7,000.

I could not afford the replacement cost, and had to refinance to a new FLTRU Road Glide Ultra. Although the dealership did its best in structuring the deal, I lost around \$4,500 on the trade in value of my old bike (taking into account the \$1500 HD touring bike purchase incentive paid to the dealership).

I had been very happy with my old bike, and had put a lot of work and investment into it. I am also very happy with my new bike. I think the dealership did a good job in getting me on a new bike in all the circumstances. And I am grateful for that. I have been a Harley guy throughout my motorcycling career of over 40 years. And I intend to stay that way.

May 29th, 2018

Page 2

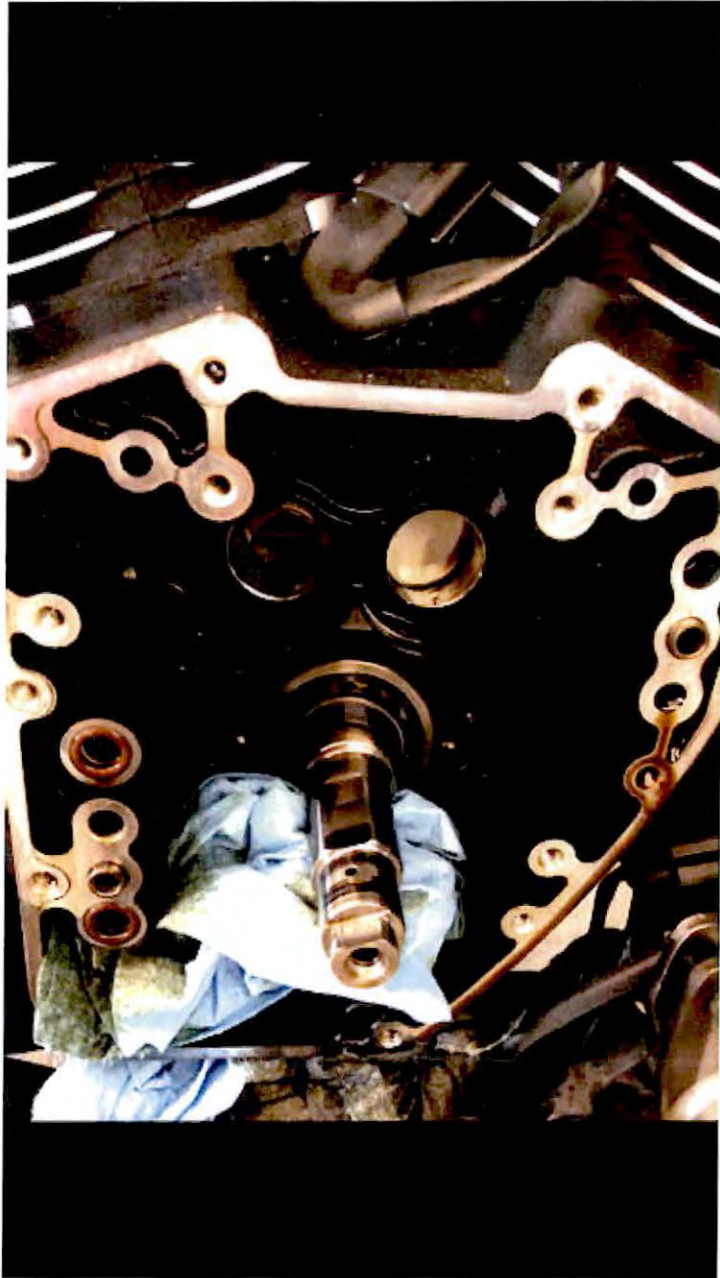
The purpose of this letter is to notify you of this devastating event as it may be a problem with other similar twin cam engines as they approach 40,000 miles. I also ask whether Harley will consider some sort of compensation or benefit for the financial loss I have suffered.

Let me know if there is any other information you need.

Cheers,









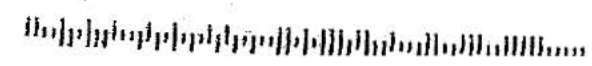
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