

JUL 23 2019

CL-11221767-2221

July 15, 2019

IDO #11221767

To: NHTSA

This letter and information is in addition to what I have already sent.

Copy of bill to replace wheel page A

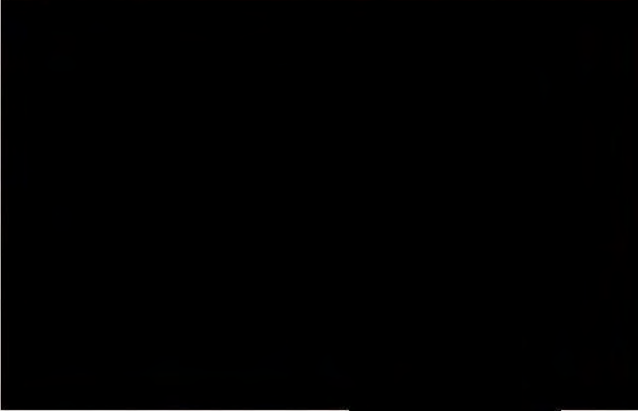
Copy of denial for payment because it was not done by a road hazard. page B

Copy of part number and models it replaces. page C

Pictures of numerous areas on the wheel that are bad. page D-H

When I talked to Harley Davidson customer service they stated that my road hazard warranty would not pay and that they would not pay because it is out of warranty. They claim that it is a "product failure" per a phone conversation with them July 13, 2019.

This bike is not even three years old. And the pictures of the wheel you see are right where the tire bead should seal against the rim. I noticed it slow leaking on May 1, 2019 and what little I rode it after that it seemed to get worst the more I rode it.



Welcome, MN 

100 # 11221767

HARLEY-DAVIDSON
EASTVIEW AVE
ROBOJI, IA 51355-0000
(712) 332-7700

IDO 11221767



Customer: [REDACTED]

W.O. Number [REDACTED]

Appointment: 6/12/2019 12:49PM

Mileage In: 23212

Offered Back: 6/23/19 12:00PM

Mileage Out: 23215

Year: 2015

Shop Tag

Mfg: HD

Plate No:

Model: FLHTK

Service Advisor: 2020

VIN: 1HD1KEL19G [REDACTED]

Sold By: 2032

Color: BLACK W/PINSTRIPES

Invoice No: [REDACTED]

Ref. No.:

Dir. Lic #:

WELCOME, MN [REDACTED]

Phone:

Work:

Ext:

Fax:

*Mobile: [REDACTED]

P.O. No:

Tax No:

Tax Exempt: No

Comments: FRONT TIRE LEAK

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Amount
---------------------------	---	-------------------------------	-----------------------------	--------------------

Event Number: 1

Type: R

Description: FRONT TIRE LEAK

Customer States: diag and advise

has wheel and tire coverage ESP

40999-87	VALVE STEM	1.00	1.43	1.43
43300386	KIT-WHL,IMPELLER,CC,17X3,	1.00	674.95	674.95
9252A	BEARING,ROLL ELEM,ABS WHE	1.00	31.50	31.50
9276B	BEARING,ROLL ELEM,NON-ABS	1.00	21.89	21.89
LABOR	Job Code: 0 Tech: 2015	1.00	99.00	99.00

Work Description: FRONT TIRE LEAK

Sub-total For Event (without Tax):

828.77

Payment Details

Type	Number	Amount
_VS	XXXX-XXXX-XXXX [REDACTED]	891.07

SO/Layaway Deposit: 0.00

Work Order Deposit: 0.00

Credit Card: 891.07

Item Total: 729.77

Labor Total: 99.00

Contract Labor: 0.00

Shop Supplies: 4.00

Total Deductible(s): 0.00

Storage Fee: 0.00

Tax/Fee Charges: 58.30

Total Amount: 891.07

Total Received: 891.07

Change Tendered: 0.00

A

PRINT DATE
13-JUN-19

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

CONTRACT NUMBER

1DO 11221767

STATE REQUIRED CLAIM DENIAL NOTICE

* Contract Holder

WELCOME, IA

Dealer

OKOBOJI HARLEY DAVIDSON
1005 EAST VIEW AVENUE
OKOBOJI, IA 51355

Claim Date
12-JUN-2019

Current Odometer
23212

Expiration Date
21-SEP-2023

Expiration Odometer
0

Vehicle Program Coverage
HARLEY-DAVIDSON

Component Description
TIRES

Vehicle Description

2016 HD 2 CYL
1HD1KEL19G

File Number

Repair Order Number

Important Notice

The referenced claim has been denied due to the following:

YOUR FRONT RIM CLAIM WAS DENIED

PLEASE REFER TO SECTION "YOUR COVERAGE". COVERAGE IS LIMITED TO ONLY THOSE PARTS LISTED. PLEASE REFER TO SECTION "NON-COVERED PARTS AND MAINTENANCE SERVICE". ANY REPAIR, REPLACEMENT OR ADJUSTMENT MADE TO ITEMS LISTED IN THIS SECTION ARE NOT COVERED BY THE SERVICE CONTRACT.

If you have any questions, please call CLAIMS DEPARTMENT at 1-800-527-7665, extension 444 Thank you.

SCLM - ID - Contract Seq#: 4

B

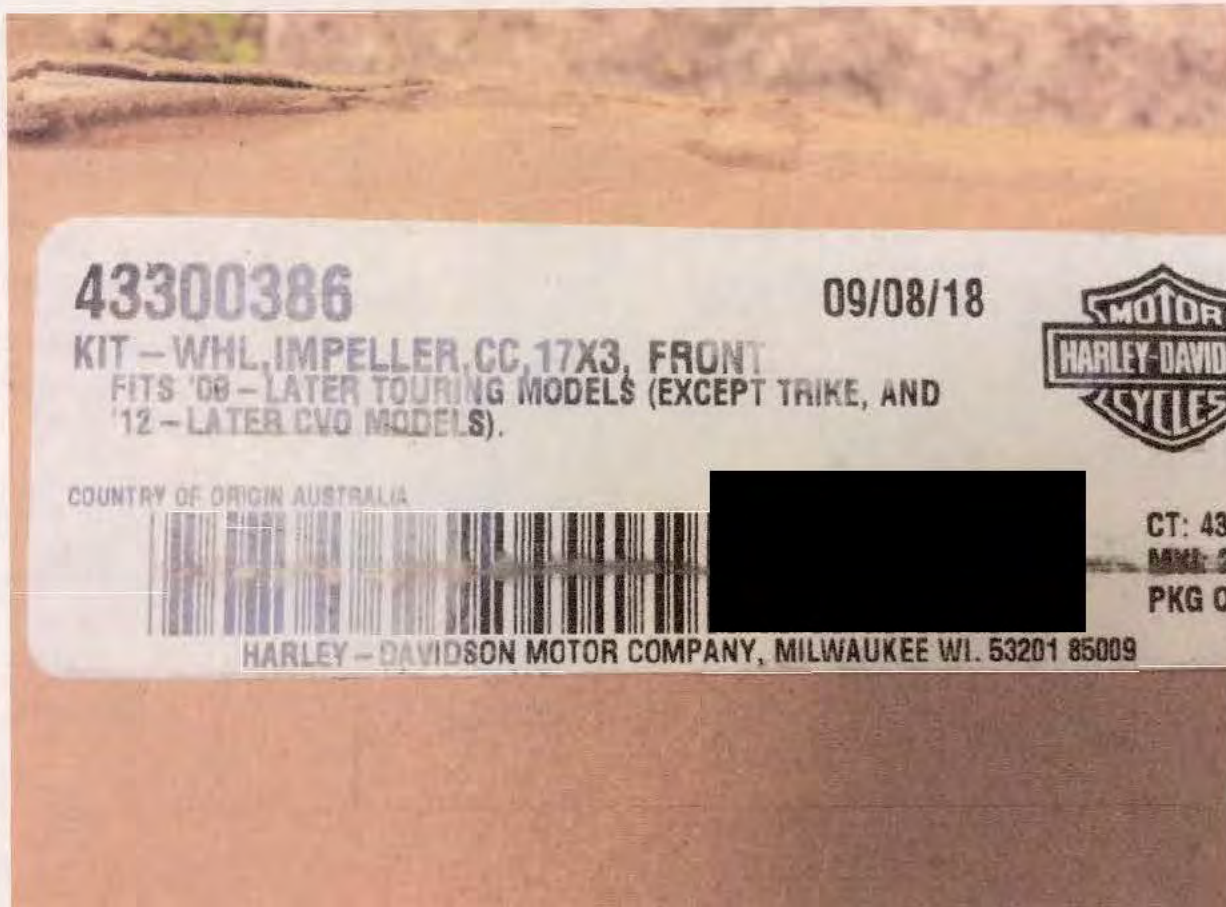
CNA

(No subject)

IDO 11221767

Mon 7/15/2019 8:03 AM

To: [REDACTED]

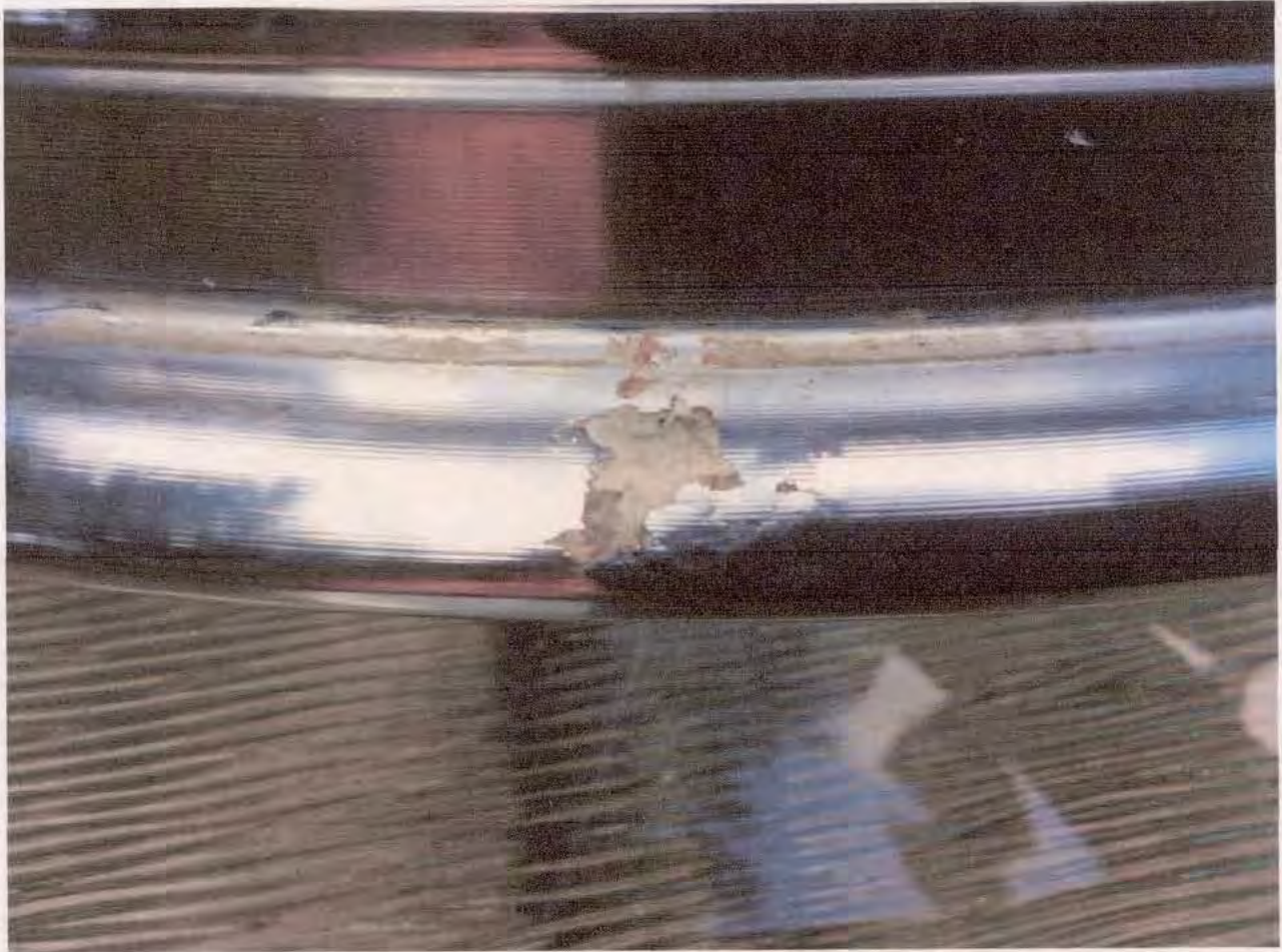


Sent from my iPad

C

[REDACTED] 7/15/2019

1DO 11221767



Sent from my iPad

D

1DO 11221767



E

IDO 11221767



F

1DO 11221767



G

(No subject)

Mon 7/15/2019 1:04 PM

To:

1DO 11221767



H

WELCOME, MN



U.S. DEPT OF TRANSPORTATION
NHTSA HEADQUARTERS
OFFICE OF DEFECTS INVESTIGATION
NVS-210
1200 NEW JERSEY AVE SE
WEST BUILDING
WASHINGTON, DC 20590