



EQ-11239450-6377

DOT Auto Safety Hotline

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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

25-JUL-2019

Reference No.
11239450

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		Daytime Telephone Number	[REDACTED]	E-mail Address	[REDACTED]
Address	[REDACTED]		Evening Telephone Number	[REDACTED]		
City	SEBASTIAN	State	FL	Zip Code	[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		Make	Model	Model Year
1HFSCA6G05A [REDACTED]		HONDA	VTX1800	2005
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
2010	N/A		No: Cylinders	GAS
Original Owner	Dealer's City	State	Zip Code	
<input type="checkbox"/>			2	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
MANUAL	<input type="checkbox"/> Cruise Control		1	03-JUN-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 350000 EQUIPMENT, 160000 STRUCTURE	Failure Mileage	Failure Speed
		N/A

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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).

SUPERTRAPP/JARDINE IS AN OHIO COMPANY OFFERING MOTORCYCLE ACCESSORIES. I PURCHASED A 2005 HONDA VTX 1800 MOTORCYCLE WITH A JARDINE BACKREST INSTALLED. THIS BACKREST WAS A VERY EXPENSIVE, PREMIUM PRODUCT COSTING CONSIDERABLY MORE THAN THE COMPETITION. MY WIFE NOTICED FATIGUE CRACKS IN THE SIDE BRACKETS OF THIS BACKREST. I TOOK PHOTOS OF THE FATIGUE CRACKS AND SENT THEM TO SUPERTRAPP/JARDINE AND ASKED TO PURCHASE NEW BRACKETS AND SEND THE DEFECTIVE BRACKETS BACK FOR EVALUATION. THEY ASKED FOR PICTURES AND A RECEIPT FOR THIS BACKREST WHICH I NO LONGER HAVE. I SENT THE PICTURES AND THEIR RESPONSE WAS THAT THESE BRACKETS WOULD NOT BE A WARRANTY ITEM WITHOUT THE RECEIPT. THIS I BELIEVE IS A DESIGN FLAW NOT REQUIRING WARRANTY. THE BRACKET IF CONTINUED TO CRACK COULD FAIL AND EJECT A PASSENGER FROM THE REAR SEAT OF THE MOTORCYCLE ONTO THE GROUND THEREBY CAUSING INJURY OR DEATH. I AM APPALLED AT THE RESPONSE FROM THE MANUFACTURER BY NOT TAKING ANY ACTION TO ADDRESS THIS DEFECT. ALL BRACKETS MANUFACTURED BY THIS COMPANY SHOULD BE RECALLED AND REPLACED WITH HIGHER GAUGE METAL. I AM CONTACTING YOU FOR THE CONCERN OF THE MANY BRACKETS LIKE THIS THAT HAVE BEEN SOLD AND INSTALLED ON MOTORCYCLES WITHOUT BEING NOTICED BY THEIR OWNERS. [REDACTED]

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 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.





