

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

9/24/2019

11:37 AM

ADIRONDACK HARLEY-DAVIDSON  
106 BELLEN ROAD  
BROADALBIN, NY 12025-0000  
(518) 883-1128  
(518) 883-1132

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Invoice: [REDACTED] Date: 9/24/2019  
Sold By: JDC  
Merchant: 501759

Customer Number: [REDACTED]  
[REDACTED]

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90201056DUA 1.00 @ 361.09  
KIT, S/B COV RH, DAYTN BL 0.00  
Discount Ea: 40.12  
\*\*Special Order Deposit: 389.98

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90201068DUA 1.00 @ 353.35  
KIT, S/B BOT RH, DAYTN BL 0.00  
Discount Ea: 39.26  
\*\*Special Order Deposit: 381.62

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90201084 1.00 @ 143.95  
HINGE COVER, S-BAG, CHROME 0.00  
Discount Ea: 16.00  
\*\*Special Order Deposit: 155.47

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Item Total: 0.00  
Deposit Down Payment: 927.07  
Other Taxes & Fees: 0.00  
Total Sales Tax: 0.00  
Total Amount Due: 927.07  
Credit Card: 902.07  
Gift Card: 25.00  
Total Received: 927.07  
Change Tendered: 0.00  
-----Check/Credit Card Details-----

\*\*\* APPROVAL \*\*\*

AUTH #: [REDACTED]  
AMOUNT: \$ 25.00  
DATE/TIME: 09/24/2019 11:37AM  
CARD TYPE: GIFT CARD  
CARD #: XXXXXXXXXXXX [REDACTED]

TERMINAL ID 72682031501  
INVOICE [REDACTED]  
DATE/TIME 09/24/2019 11:36:38  
CARD TYPE GC  
CARD # XXXXXXXXXXXX [REDACTED]  
ENTRY METHOD SWIPED  
APPROVED 585990

AVAILABLE BALANCE USD \$ .00



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
03-OCT-2019	Reference No. 11265817

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City AMSTERDAM	State NY	Zip Code

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 1HD1KBM1XEB	Make HARLEY-DAVIDSON	Model FLHX	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 21-SEP-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 24000	Failure Speed
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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: DOTMAL9ABC036)	<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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

TL\* THE CONTACT OWNS A 2014 HARLEY-DAVIDSON FLHX. WHILE DRIVING, THE RIGHT SADDLE BAG FELL OFF THE VEHICLE. THE CONTACT HAD AN UNKNOWN RECALL REPAIR FOR THE SADDLE BAG PERFORMED ON OCTOBER 5, 2015. THE SPRINGS THAT SECURED THE BAG WERE BENT FROM NORMAL WEAR AND TEAR, WHICH CAUSED THE BAG TO SEPARATE FROM THE VEHICLE. ADIRONDACK HARLEY-DAVIDSON (106 BELLEN RD, BROADALBIN, NY 12025, (518) 883-1128) INFORMED THE CONTACT TO CALL THE WARRANTY DIVISION FOR HARLEY-DAVIDSON. THE DEALER ALSO STATED THAT SINCE THE RECALL REPAIR WAS ALREADY PERFORMED, THE FAILURE WAS DUE TO USER ERROR. THE DEALER CITED THAT THERE WERE OTHER REPORTS OF THE SAME FAILURE WITH OTHER DRIVERS. THE CONTACT WAS INSTRUCTED TO FILE A CLAIM WITH HIS INSURANCE COMPANY. THE MANUFACTURER WAS NOT CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 24,000.

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 to 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.

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Follow Up to ODI Complaint 11265817  
**Date:** Thursday, December 5, 2019 9:01:20 AM  
**Attachments:** [doc01020220191205074844.pdf](#)  
[DOT Owners Questionnaire.pdf](#)

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questionnaire

**From:** [REDACTED]  
**Sent:** Thursday, December 05, 2019 8:32 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Fwd: Follow Up to ODI Complaint 11265817

I apologize, I forgot to include the Vehicle Owners Questionnaire in my previous email.

[REDACTED]

----- Forwarded message -----

**From:** [REDACTED]  
**Date:** Thu, Dec 5, 2019 at 8:28 AM  
**Subject:** Follow Up to ODI Complaint 11265817  
**To:** <[dataquality@dot.gov](mailto:dataquality@dot.gov)>

Thank you for documenting my complaint. Attached is a photo of the damage that was caused to my side bag when it fell off the bike. Also attached is a receipt showing I paid for another side bag which includes 3 parts, top, bottom, and hinge. If you would like a picture of the bent springs I can photograph them and send them to you as well.

To complete the rest of the information on this form I can provide you with the following:

Date of purchase is 9/11/2013

Dealer name is Adirondack Harley Davidson, 106 Bellen Rd Broadalbin, NY 12025

I am the original owner

It does have antilock brakes

The failure speed was approximately 40 MPH.

Thank you again for your assistance.

[REDACTED]

