

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI complaint 11441475
Date: Monday, February 7, 2022 11:07:57 AM
Attachments: [REDACTED]

It looks like he did send some extra information on his complaint.

From: [REDACTED]
Sent: Friday, February 04, 2022 4:40 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI complaint 11441475

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

To Whom It may concern,

Sending back per the instructions in the email below that I received.

Regards,
[REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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

23-NOV-2021

Repository Reference No.
11441475

OWNER INFORMATION (Type or Print)

Name

Address

City

MONROE TOWNSHIP

State

NJ

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1hd1kb4139

MAKE

HARLEY-DAVIDSON

Model

FLHX

Model Year

2009

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City Lakewood

STATE

NJ

ZIP Code

08701

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

18-NOV-2021

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage
69000.0Failure Speed
10

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: DOTMAL 9ABC036)

 Original Requirement

 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), Injury(ies).)

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2009 Harley-Davidson Street Glide (FLHX). The contact stated while driving out of his driveway at 10 MPH, the front hand-brake pedal was depressed, however felt hard. The contact stated no warning lights were illuminated. There was no crash. The contact stated he researched the failure online and found a failure related to the ABS module. The contact stated that he contacted the dealer and was awaiting appointment. The contact stated that the dealer informed him that a year ago NHTSA Campaign Number: 18V076000 (Service Brakes, Hydraulic) was serviced on the motorcycle. The contact believed that the failure was related to the recall. The manufacturer was contacted, and a case was opened. The failure mileage was approximately 69,000.

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.