

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

From: [Vehicle Safety Hotline](#)
To: [EVOO \(NHTSA\)](#); [NHTSA ODI CED](#)
Subject: FW: Case# OBI 11528107
Date: Friday, June 23, 2023 3:03:49 PM

From: [REDACTED]
Sent: Friday, June 23, 2023 12:54 PM
To: Vehicle Safety Hotline <vsh@dot.gov>
Subject: Case# OBI 11528107

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.

Enclosed you will find the receipts Pam asked me to send for the repairs on my Harley. I spoke with the dealer and they did confirm that Harley Davidson has been told of this problem and chooses to ignore It, Sweep it under the table so to speak. The more riders I ask the more people I find that know of this trouble with this motor. As I told Pam I have been told how lucky I am that this didn't happen on the interstate Highway at speed and lock up my motor, I'm Curious how many riders this has happened to and how many were hurt or worse. Thank you for Looking into this extremely dangerous problem.

[REDACTED]

6/22/23

WORK ORDER ESTIMATE
DEALER COPY

3:08PM

RE: O HARLEY-DAVIDSON
2315 MARKET ST
RENO, NV 89502-0000
(775) 204-2415



Customer: [REDACTED]

W.O. Number: [REDACTED]

Appointment: 6/15/23 8:00AM Mileage In: 28831

Offered Back: Mileage Out: 0

Year: 2014

Shop Tag: [REDACTED]

Mfg: HD

Plate No: [REDACTED]

Model: FLHRSE

Service Advisor: JC

VIN: 1HD1PG819EE [REDACTED]

Sold By: JC

Color: SHERWOOD

Invoice No: 0

Ref. No.:

Dir. Lic # [REDACTED]

RENO, NV [REDACTED]

Phone: [REDACTED]

Work: (0)-

Ext:

Fax: (0)-

*Mobile: [REDACTED]

P.O. No:

Tax No:

Tax Exempt: No

Comments: 6/15 DIAG

Item Number / Job Code	Item Description / Labor Description	Delivered Quantity / Hours	Price Each / Hourly Rate	Extended Amount
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Event Number: 1 Type: R

Description: DIAG ENGINE NOISE.

Customer States: POSSIBLE LIFTERS. CHECK AND ADVISE

11132A	O-RING,X	4.00	1.99	7.96
11145A	O-RING,X	4.00	1.99	7.96
11270	O-RING	2.00	1.99	3.98
11293	O-RING	5.00	1.99	9.95
11301	O-RING	1.00	1.99	1.99
11301	O-RING	1.00	1.99	1.99
16719-99B	GASKET,ROCKER HSG	2.00	9.99	19.98
17025-03A	BREATHER.ASSY	2.00	21.99	43.98
17386-99A	GASKET,ROCKER COVER	2.00	12.99	25.98
18572-13	KIT-TAPPET,S.E./TWIN CAM	1.00	274.95	274.95
18635-99B	GASKET,TAPPET CVR	2.00	4.99	9.98
24018-10	KIT-CAM BEARING ASY,TC96	1.00	28.95	28.95
25244-99A	GASKET,CAM COVER	1.00	14.99	14.99
25282-11	KIT-CAM PLATE SUPRT,W/HI-	1.00	519.95	519.95
25566-06	SPROCKET RETENTION KIT, C	1.00	9.99	9.99
25638-07	KIT CAMSHAFTS,SE 255,FLT/	1.00	383.95	383.95
25928-06	KIT-SPACERS,CAMSHAFT SPRK	1.00	17.19	17.19
26077-99A	GASKET OILPAN	1.00	14.99	14.99
32369-04X	BULK PACK,SPARK PLUG,6R12	2.00	6.99	13.98
39968-06	TENSIONER,PRI CHN,X	1.00	55.99	55.99
39969-06	TENSIONER,CAMDR CHN,X	1.00	55.99	55.99
62489-99A	OIL PAN ASY,PNTD BLACK	1.00	280.99	280.99
62600050QUART	QUART,SYN3 20W50 SYNTHETI	4.00	18.99	75.96
63798-99A	OIL FILTER,CHROME	1.00	18.95	18.95
65324-83B	GASKET,EXH PORT	2.00	10.99	21.98
90383-98	CAP PLUG,INDUCTN MODULE	1.00	4.99	4.99
LABOR	Job Code: 0	8.00	130.00	1,040.00

Work Description: DIAG ENGINE NOISE.

Sub-total For Event (without Tax): 2,967.54

Event Number: 2 Type: R

Description: GDWATTEMPT -

Customer States: 6/20 RH CALLED INTO TECH SERVICES ASKING FOR ANY KIND OF GOODWILL ON PARTS.
REF# [REDACTED] SINCE BIKE IS 7 YEARS OUT OF WARRANTY - HD NOT WILLING TO PROVIDE ANY KIND OF GOODWILL AT THIS TIME

Sub-total For Event (without Tax): 0.00

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This Is An Estimate Only!
Prices Subject To Change!
Not a Receipt!
* Indicates Special Order Item

SO/Layaway Deposit: 0.00
Work Order Deposits: 0.00

Item Total:	1,927.54
Labor Total:	1,040.00
Sublet Labor:	0.00
Shop Supplies:	20.00
Storage Fees:	0.00
Tax Total:	159.30
Deductible(s) Total:	0.00
Work Order Total:	3,146.84
Deposits:	0.00
Total Balance Due:	3,146.84

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Signature _____

Date _____