



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

COPIED

OWNER INFORMATION (Type or Print)

FOR AGENCY USE ONLY

Date Received

RECEIVED

Off. or

by

date

initials

Reference No.

SEP 11 PM 2:31

OFFICE
DEFECTS INVESTIG

554489

Daytime Telephone Number

()

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of ☐ YES ☐ NO provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

9/5/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN)
(17 Digits)

(Located at bottom of
windshield on driver's side)

Make

Model

Year

4 M 2 F S 1 1 J 9 W 3 1 0 0 3 7 5

BOELL - HARLEY

SST

1998

Purchased Date

1999

Dealer's Name

MOTOWN HARLEY-DAVIDSON

Engine Size
(CID/CC/L)

1200

☐ New ☒ Used

Dealer's City

14700 TELEGRAPH-TAYLOR

State

MI

Zip Code

48180

No. Cylinders

2

☐ Turbo

☐ Diesel

☒ Gas

☐ Fuel Injection

Manufacture Date
(on driver's door or pillar)

WA

Transmission Type

☒ Manual

☐ Automatic

Restraint System

☐ Driverside Air Bag

☐ Motorbelt

☐ Passengerside Air Bag

☐ 2-Point Belt

☐ 3-Point Belt

Cruise Control

☐ Yes

☒ No

Drivetrain

☐ Front

☒ Rear

☐ 4-Wheel

Vehicle Type

☐ Car

☐ Sport Utility

☐ Van

☐ Truck

☐ Minivan

☒ Motorcycle

☐ Other

Body Style

☐ 2-Door

☐ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

FRONT END MOUNT & RECALLS

Location

☐ Left

☐ Right

☒ Front

☐ Rear

Failed Part(s)

☒ Original

☐ Replacement

Handicap Adaptive Equip

☐ Yes

☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes

☐ No

NHTSA Previously

Contacted?

☐ Yes

☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes ☒ No

FIR

☐ Yes ☒ No

Number of Persons Injured

0

Number of Fatalities

0

Reported to Manufacturer

☒ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

CYCLE WAS IN FOR REPAIR (RECALLS)
6/2/99 FOR THREE MONTHS. VEHICLE RETURNED AND I WAS TOLD ALL RECALLS
WERE REPAIRED. END MOUNT BROKE 8-28-2000 AND CYCLE WAS TAKEN TO
SYLVANIA HARLEY DAVIDSON WHERE I WAS SHOWN THE RECALLS WERE
SIGNED OFF AS COMPLETED BUT THE WORK WAS NOT DONE!
SYLVANIA HARLEY IS REDDING ALL THE RECALLS. I HAVE WRITTEN
MANY COMPLAINT LETTERS TO HARLEY DAVIDSON BOULDER TO NO AVAIL.
ALL PAPER WORK FAXED TO BOB BURLER AS PER REQUEST.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

WHEN MOST OF THE PARTS INVOLVED IN THE RECALLS
FAIL IT PUTS THE RIDER IN DANGER OF CRASHING THE
MOTORCYCLE. WHEN THE ENG MOUNT BROKE I WAS COMING
TO A STOP AND WAS ABLE TO MAINTAIN CONTROL, HAD I
BEEN ON I 94 I WOULD HAVE BEEN INJURED OR WORSE!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

ATT MR. BURLEY

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

20590-0001



Complete and return or place in your car manual for future use

**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

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1-888-327-4236

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(DASH) 2 DOT



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