

Phone Campaign for TREAD Reporting - NHTSA VOQ Customer Follow-up

Customer VINs called to during the month of March, ending 3/31/2017.

1HD1FRM19BB657752
1HD1FC4169Y608545
1HD1FC4189Y659190
1HD1KEM19BB672322
1HD1KH413AB628932

Customer Name:	
Location:	
Phone:	
VIN#	
SR Number:	
Description:	NHTSA VOQ Customer Follow-up

Phone Effort Guidelines

- Add Notes for time/date of call placed, missed, or received, as well as if a voicemail was delivered
- Request that the Customer or Dealer calls you direct, please leave your contact information with any messages delivered

Before calling...

- Review NHTSA ODI-VOQ information
- Review Talon Dealer records
- Review Warranty information.
- Review Contact System info (If any exists).
- All customer's data will be reviewed by LO prior to call being made. Will call dealer only if necessary.

Script for the conversation.

Hi – this is _____, I'm an engineer at the Harley-Davidson Motor Company in Milwaukee – I was reviewing some data recently that indicated you believe you have an issue with your ABS module. I was wondering if I can have a few minutes of your time to discuss that topic with you?

Please describe what you experienced during your ride that day.

Ask intuitive questions based on their reply:

At intersection, off-ramp, stop sign, parking lot, drive-way, etc?

How fast were you going when you tried to apply the brakes?

Did you continue to ride the bike (home, to dealer, etc.) after this occurred?

Prior to the incident, what did your brake feel like? (looking for any type of notice here).

Are you able to tell when you are having an ABS event? (chatter, pulse in lever, etc.)

If so, were you aware of an ABS event just prior to the stiff lever/pedal you encountered?

Water intrusion related questions:

Have you regularly ridden this motorcycle in the rain?

How often would you say you wash your bike?

Do you use a high pressure wand like at car wash?

Maintenance Related Questions:

If you have a few extra minutes, I would like to understand how your maintenance is performed.

We like to hear a little bit about the type of routine maintenance that you or your dealer perform with respect to maintaining your motorcycle brake system.

- Are you the original owner?
- Who maintains? How often?
- Aware of maintenance schedule?
- *How is brake maintenance performed on your bike ? Service Manual?*
- H-D brand or other fluid

Other Questions:

- Brake system modifications
- Brake services other than routine maintenance
- Mileage per year
- Type of riding

Is there anything else you'd like us to know about that experience - or are there any other questions about your motorcycle?