

December 5, 1991

We had an excellent response from Fred Deeley Imports and Vancouver Harley Davidson to two complaints we had this summer about our bike and would like to share them.

There are very few things as wonderful as loading the bike and heading out on our Harley but when you are not a mechanic and a major problem happens, a sense of insecurity overshadows the pleasures. We have 24,000 miles on our 1991 Electra Glide, many of those on 2-lane roads miles from a Harley shop and, although we keep the servicing properly done, this summer we had a major oil leak that cause many anxious moments.

The problem started in Minnesota in August. We had the bike serviced in Faribault, MN then rode to Albert Lea to pick up the HD run from Milwaukee to Sturgis. In Albert Lea we noticed oil leaking from the tappet cover on the block so headed for Bergdale HD for help. After slipping & sliding in our own oil for a few blocks, a phone call brought their van and trailer to pick us up. Although they were wildly busy that day our bike went right into the shop. Three hours later it had been fixed on warranty and we were on our way, secure in the knowledge that the problem was solved.

We went to Sturgis, came home, and three weeks later headed for Texas. In San Antonio the oil was leaking again. Alamo City HD brought a mechanic in two hours early (on overtime) to get it fixed so we could get to the Texan State Hog Rally in Waco on time. Once again, we were assured that the problem was solved. By the time we got home 3 weeks later, we faced the oil beginning to leak for the third time. Although both those shops had done a good job of repairing, it appeared that this was becoming an ongoing problem and we felt the problem should be Harley's not ours. A letter to Trev Deeley Imports brought a phone call three days later to say that not only would they authorize the dealer where we bought the bike to do whatever necessary to fix it to our satisfaction, they also will pay back to us the money we spent to have it fixed in San Antonio. ***GREAT!***

In June we had a new back tire put on our bike by Vancouver Harley Davidson which was guaranteed for 20,000 miles. 9,000 miles later in Killeen, Texas, we had a blow-out. Fortunately, we had just left the freeway onto an access road and the bike was stopped in an upright position. We phoned American Cycle in Killeen, they sent their truck to pick us up, then stayed an hour past closing to get us on our way again. When we got home we talked to Darwin about the reliability of this guarantee and he had told us that if the tire company won't honor it, Vancouver HD will. ***Service doesn't come any better than that!***

Two problems, two superb solutions, and four HD dealers who went out of their way to satisfy their customers.

***HEY HARLEY-DAVIDSON!
WE'RE IMPRESSED!***

Lynne & Don Irwin