



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 300145

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**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: BROADVIEW HEIGHTS State: OH Zip Code: [REDACTED]  
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

Signature of Owner: [REDACTED] Date: 9/17/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: JH2AF60083K [REDACTED]  
Make: HONDA Model: HONDA MOTORCYCLE Model Year: 2003  
Date Purchased: 7-19-03 Dealer's Name and Telephone Number: Sills Motor Sales  
Original Owner:  Dealer's City: CLEVELAND State: OH Zip Code: 44109  
Engine: 1 No. Cylinders: 1 Fuel Type: GASOLINE  
Transmission Type:  Antilock Brakes  Cruise Control Powertrain: [REDACTED]  
Vehicle Component Code: 200000 WHEELS  
Multiple Failure: 1

**FAILED COMPONENT(S) / PART(S) INFORMATION**

Incident Date(s): 16-AUG-2003 Failure Mileage: 217 Failure Speed: 40

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM15ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**  
(Please describe in detail the incident, failure(s), condition, and 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), and 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 handlebars are not properly secured to the steering shaft. There is free play in the steering from left to right. When driving the scooter and you meet a bump in the road the front wheel will steer independently of the handlebars. This causes the driver to lose balance and control of the scooter. I have had three instances of this occurring that led to near collisions with other vehicles on the street.

My daughter lost control in the driveway when the steering shifted and she ran into a tree causing damage to the scooter and she incurred some scratches and abrasions. The scooter's steering was fine when the scooter was first purchased. The problem was first noticed at about 100 miles and the Dealer corrected the problem. After another 100 miles the problem started occurring again. The dealer indicated that they found the same problem with one other unit on the showroom floor, but other units did not have the loose steering. That is not to say the other units will have a problem once they are driven. I also learned from the dealer that the scooter was damaged in shipment to the dealer and that parts were replaced on the scooter. The dealer insists that the shipping damage has no connection to the steering problem.

The loose steering poses a serious safety problem that the Manufacturer refuses to address. The Manufacturer's representative insists that the amount of travel in the steering is acceptable. The Manufacturer's representative would not drive the scooter. When driving a motorcycle or scooter there should be NO free play or travel in the steering. The Manufacturer (Honda) refuses to address this serious safety concern that poses an imminent threat to the safety and welfare of the driver of this vehicle. Action needs to be taken to correct this defect before a death or serious accident takes place.