



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 100161

Date Received

Repository ☐

2004 FEB 27 09:15
02-FEB-2004 9:15

Reference No.
10057375

OWNER INFORMATION (Type or Print)

Name

Address

City

MIAMI BEACH

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize the manufacturer of your vehicle?
In the absence of your name or address to the vehicle manufacturer.
Signature of ☒ YES ☒ NO
Date 02/18/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on drivers side
JYAVP02E02A019313

Make
YAMAHA

Model
ROAD STAR

Model Year
2002

Date Purchased

Dealer's Name and Telephone Number
RIVA SOUTH 3054513320

Engine:
No. Cylinders
2

Fuel Type:
REG.

Original Owner
☐

Dealer's City
KEY LARGO

State
FL

Zip Code
33037

Transmission Type
MANUAL

☐ Anti-lock Brakes
☐ Cruise Control

Powertrain

Vehicle Component Code
102000 POWER TRAIN: MANUAL TRANSMISSION

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
09-JAN-2004

Failure Mileage

Failure Speed

YAMAHA RECALL NOTICE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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 CONSUMER CONTACTED THE DEALER ABOUT RECALL# 03V3090000 SUBJECT: REAR WHEEL LOCK UP. THE DEALER INDICATED THE PARTS WERE NOT AVAILABLE AND THERE IS NO INFORMATION ON WHEN THE PARTS WILL BE AVAILABLE. *NM

02/18/04 RIVA SOUTH AMB CAN DOCTING
THE REQUIRED REPAIRS.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

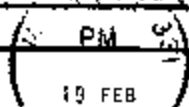
ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

ATT. Documents

- ① NHTJA - OFFICE OF DEFECTS INV.
- ② LETTER TO YAMAHA 2/3/04
- ③ SAFETY RECALL NOTICE 1/9/04 (YAMAHA)



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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/hotline



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : February 9, 2004 at 01:43 PM

TYPE : VEHICLE

YEAR : All Years

MAKE : YAMAHA

MODEL : XV16

Make : YAMAHA

Model : XV16

Year : 2002

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10055944

Date of Failure:

Component: POWER TRAIN:MANUAL TRANSMISSION

Summary:

THE BIKE HAD A BROKEN RETAINING CIRCLIP WHICH CAN CAUSE THE REAR WHEEL TO LOCK UP. THIS CAN CAUSE A CRASH. THIS VEHICLE IS ON RE-CALL BUT THE PARTS ARE NOT AVAILABLE. THE DEALERSHIP IS NOT SCHEDULING REPAIRS UNTIL PARTS ARE AVAILABLE AND WILL NOT NOTIFY CONSUMERS. *JB

To: Mike Martin
From: [REDACTED]

February 3rd, 2004

Yamaha Motor Corporation, USA
Customer Relations Department
P.O. Box 6555
Cypress CA 90630

To Whom It May Concern:

Regarding the recall notice for 2001-2002 XV16 Models dated the 9th of January 2004, I have spent much time attempting to find out when Yamaha will deliver the required parts to your dealers in order to correct the defect of your product.

The motorcycle is my only means of transportation and this situation is causing me extreme prejudice. I will pursue all my options in order to recuperate all cost relating the Yamaha defect that will include insurance cost during the time the motorcycle cannot be ridden, transportation rentals including all relative inconveniences relating to the loss of use of my vehicle

Since the Safety Recall states that injury or death could occur if the motorcycle is ridden without performing the required defect remedy I have placed the motorcycle in storage.

My understanding with DOT is that this type of recall must be performed in a timely manner and is to be completed within one month of the issuance of the recall (January 9th, 2004).

I have also communicated with the State Attorney's office in order to pursue this situation as soon as the expected recall defect remedy has failed the required time line.

I am very disappointed with Yamaha and would gladly return the motorcycle since it was purchased at RIVA South on November 1st, 2003. I surely hope that Yamaha were not aware of the possible defect at that time since I will investigate if the dealer could have had possible knowledge of this potential recall when it was sold to me.

Your 2day fix that is indicated within the Recall notice does not concur with your dealers in my area have stated that it will take two to four weeks once the parts are made available.

[REDACTED]
Miami Beach, FL,

[REDACTED]
Tel: [REDACTED]

VIN: JYAVP02E02A019313



YAMAHA

CUSTOMER SUPPORT GROUP

6565 Katella Avenue, Cypress, California 90630-5101 (714) 761-7300

MIKE - 305-451-3320
KRY CHAGG

SAFETY RECALL NOTICE

January 8, 2004

VP0ZE 0019313
XV16AP-R

281300
990021

MIAMI BEACH

FL

Dear Yamaha Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Yamaha Motor Corporation, U.S.A., has decided that a defect which relates to motor vehicle safety exists in certain 2001 XV16 ("Road Star," "Midnight Star," and "Road Star Silverado") model motorcycles, and in 2002 and 2003 XV16 ("Road Star," "Road Star Limited Edition," "Midnight Star," and "Road Star Silverado") motorcycles. Our records show that you own the affected motorcycle shown on the label above.

The reason for this recall:

In affected motorcycles, certain transmission components may not meet Yamaha quality-control standards, which could allow abnormal wear that eventually results in a broken retaining circlip. If the circlip breaks, the transmission could lock up, which would also cause the rear wheel to lock up. This could result in loss of control and a vehicle crash with injury or death.

What Yamaha and your dealer will do:

To correct this defect, your authorized Yamaha dealer will replace certain transmission components with new ones. There will be no charge to you for this procedure. Your dealer will probably need to keep your motorcycle for at least two days to accomplish the required modification.

What you should do now:

Please call your Yamaha dealer to make a service appointment to have this procedure performed. At that same time you can find out how long he expects he will need to keep your motorcycle for this service. Remember to take this letter with you when you take in your Road Star or Midnight Star motorcycle.

You should not ride your motorcycle until this modification is performed. If your motorcycle's transmission needed a repair previously, you should still have this modification performed now. If those previous transmission repairs were made at your expense, you should ask the servicing Yamaha dealer to contact Yamaha Customer Relations if the failure involved a broken circlip.

If you are unable to return to the Yamaha dealer who sold you the motorcycle, this service will be performed by any authorized Yamaha Motorcycle dealer. For the name of a dealer near you, call 1-800-88-YAMAHA or visit the Yamaha web site at: www.yamaha-motor.com.

If you need help:

If, after contacting your dealership, you have questions or concerns which the dealership is unable to answer, please write to

Yamaha Motor Corporation, USA
Customer Relations Department
P.O. Box 6555
Cypress, CA 90630

If you no longer own this Yamaha:

If, after contacting Yamaha Customer Relations, you are still not satisfied that we have done our best to remedy the situation without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh St. SW, Washington, DC 20590 or call the Auto Safety Hotline at 888-327-4236.

If you have sold your motorcycle to another party, please call us toll-free at 1-800-227-5963 with the name and address of the new owner, along with the serial number shown above your name on the address label above.

We're sorry to cause you any inconvenience, but we are sincerely concerned about your safety and continued satisfaction with our products. Thank you for giving your attention to this important matter.

Sincerely,
Customer Support Group
Yamaha Motor Corporation, USA