



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100161

Date Received: 2004 MAR -3 PM 2:50
Repository:
Reference No.: 10057857

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: DALLAS State: TX Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
E-mail Address: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JYAVPC2E73 [REDACTED]
Make: YAMAHA Model: MIDNIGHT STAR Model Year: 2003
Date Purchased: _____ Dealer's Name and Telephone Number: MOTION CYCLE SPORTS 2145038282 Engine: No. Cylinders: _____ Fuel Type: _____
Original Owner: Dealer's City: DALLAS State: TX Zip Code: 75210
Transmission Type: MANUAL Antilock Brakes: Powertrain: _____ Vehicle Component Code: 102000 POWER TRAIN:MANUAL TRANSMISSION
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 30-JAN-2004 Failure Mileage: _____ Failure Speed: _____

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: DOTM11ABC036): _____ 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: 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).

CONSUMER RECEIVED RECALL 03V309000 CONCERNING MANUAL TRANSMISSION FAILURE. CONSUMER RECEIVED THE RECALL NOTICE ON 1/30/2004. CONSUMER CONTACTED THE DEALER WHO DID NOT HAVE THE PARTS, AND HAD NO INFORMATION ON WHEN THE PARTS WILL BE AVAILABLE. DEALER HAD A WAITING LIST WITH ABOUT THIRTY CONSUMERS. ALSO, MANUFACTURER WAS CONTACTED, BUT INFORMED CONSUMER THAT THE PARTS HAVE NOT ARRIVED FROM JAPAN. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY.

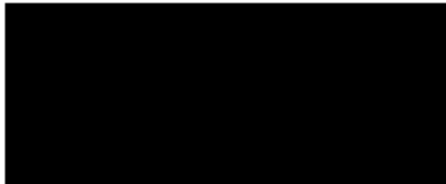
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.

To Whom It May Concern:

I am the owner of a Yamaha Road Star (Midnight Star). My bike falls under the recent safety recall notice. Your handling of the recall campaign is extremely unprofessional. You are succeeding in losing a large customer base. I filed a complaint with your customer service department. I was promised a return phone call...it never happened. I also filed a complaint with the National Highway Traffic Safety Administration and the Better Business Bureau. I plan on pursuing this matter with all legal options available as well.

How can you send a "Safety Recall Notice Letter" asking owners not to ride and provide no alternative transportation? Every service dealer I have contacted in the Dallas, Texas area has a large waiting list of up to six months because there are no parts available. I paid \$11,500 cash for my bike and it is my only means of transportation and now I can't ride anywhere. Why don't you let me trade my bike in for a safe one at no cost? Why don't you provide me with a means of transportation until my bike is repaired? I hope individuals that bought there bikes through financing stop making payments. You obviously do not care about customer satisfaction. I plan on demanding good customer service from Yamaha. Again, I plan on using all available options to resolve this matter in a way which is fair to ME...the customer. A copy of this letter will be forwarded to the CEO of Yamaha and all other executive officers.

Sincerely,



1
[Faint, mostly illegible text, possibly a stamp or header information]

[Faint, mostly illegible text, possibly a footer or additional correspondence]