



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 252

Date Received
04 MAR 17 AM 11:
20-FEB-2004

Repository
7
Reference No.
10059538

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City SAN DIEGO State CA Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening 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 authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [Redacted] Date 3/3/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located on door or windshield on driver's side
JYAVP14Y42 [Redacted] Make YAMAHA Model ROAD STAR WARRIOR XV7PLCP Year 2002
Date Purchased 3/18/2003 Dealer's Name and Telephone Number JIM & JIM'S OF SANTA ROSA (707) 528-1114 Engine: 1670cc Fuel Type: injected
Original Owner Dealer's City SANTA ROSA State CA Zip Code 95404 No. Cylinders 2
Transmission Type Manual 5-speed Antilock Brakes Cruise Control Powertrain Vehicle Component Code 103000 POWER TRAIN:AUTOMATIC TRANSMISSION
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 20-FEB-2004 Failure Mileage ~ 2000 Failure Speed N/A Recall Notice for replacement of the Transmission.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/85R15) [Redacted]
DOT No. (Example: DOTM19ABC036) 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, condition, and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured [Redacted] Number of Deaths [Redacted] 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 A RECALL NOTICE FOR REPLACEMENT OF THE TRANSMISSION. HOWEVER, NO PARTS WERE AVAILABLE. YAMAHA, US 6555, KATELLA AVENUE, CYPRESS CA 90630. 714-761-7300. SERVICE MANAGER VICTOR. *AK

- See included:
- 1 - Safety Recall Notice from Yamaha 1/9/04
 - 2 - My complaint letter to Yamaha 2/18/04
 - 3 - Yamaha's response 2/25/04

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.

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San Diego, CA 92128

February 18, 2004

REF: Safety Recall Notice (copy attached) for "Road Star Warrior" VIN JYAVP14Y42A000082

Yamaha Motor Corporation, USA
Customer Relations Department
6555 Katella Avenue
Cypress, CA 90630-5101

Dear Sir or Madam:

I am not satisfied what Yamaha has done to remedy the situation within a reasonable time.

According to the dealer (North County Yamaha, San Marcos, CA 92069) replacement transmission components are in back order and dealer expects to have components on late March - early April timeframe. They also have about 30 other motorcycles waiting the same modification before me, thus they expect to perform modifications to my motorcycle earliest late April.

The motorcycle in question is my primary commuting transportation, thus I expect Yamaha to provide safe replacement vehicle until the modification is done or I will start legal actions against Yamaha.

Sincerely,





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YAMAHA MOTOR CORPORATION, U.S.A.
8655 KATELLA AVENUE, CYPRESS, CALIFORNIA 90630-5101 714/781-7300

February 25, 2004

[REDACTED]
San Diego, CA [REDACTED]

Dear Mr. [REDACTED]

We are in receipt of your letter regarding the recent recall on your Warrior.

We apologize that we have been unable to supply the necessary parts to your dealer. We recognize that this is causing you and others a great deal of frustration and we are working to improve this situation as quickly as possible. Parts will be received and shipped to dealers shortly and we hope to have parts available for all of the recalled units in the near future.

Please understand that we are not intentionally depriving you or any of our customers of these parts. We would like nothing better than to have parts available for everyone immediately. Even though this is not the case, your safety and the safety of others took precedence when we chose to enact this voluntary recall. Our customers' safety is our top priority with all Yamaha products.

We ask for your patience as we continue to work towards resolving this situation.

If we can be of assistance in the future, please feel free to call us at 800-962-7926.

Sincerely,

Yamaha Customer Relations