



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

2004 APR -1 AM 11:37
02-MAR-2004

Repository ☐

Reference No.
10061157

OWNER INFORMATION (Type or Print)

Name

Address

City

STRAFFORD

State

MO

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA
in the absence of an
Signature of Owner

Manufacturer of your vehicle? ☐ YES ☒ NO
Name or address to the vehicle manufacturer.

Date 3/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JYAVP07E71A006467

Make

YAMAHA

Model

XV1800AN

Model Year

2001

Date Purchased

6-15-02

Dealer's Name and Telephone Number

YAMAHA CUSTOMER SERVICE 800-889-2524

Engine

No. Cylinders

2

Fuel Type

905

Original Owner

☒

Dealer's City

Pro-Cycle/Springfield

State

mo

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

102000 POWER TRAIN:MANUAL TRANSMISSION

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
21-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: DOT1A1SABC038)

☐ 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 this 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 NHTSA RECALL 09V309000 CONCERNING TRANSMISSION FAILURE. CONSUMER CONTACTED YAMAHA TO FIND OUT WHEN THE PARTS WERE GOING TO BE SENT TO THE DEALERS. MANUFACTURER INFORMED THE CUSTOMER THAT PARTS WOULD BE AVAILABLE THE FIRST OF MARCH 2004. HOWEVER, PARTS WERE NOT AVAILABLE. CONSUMER CONTACTED THE MANUFACTURER AGAIN, BUT MANUFACTURER HAD NO INFORMATION ON WHEN THE PARTS WILL BE AVAILABLE. *AK

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)

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.

The recall was in Jan. 04 - it's been 2 mo. & Yamaha still hasn't sent parts to fix & say they don't know when they will plus local dealer says it will take months to get them all fixed when they do receive the parts. Yamaha doesn't really act too concerned about the whole thing.

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 78173 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.safercar.gov>

**YAMAHA**

CUSTOMER SUPPORT GROUP

8555 Katella Avenue, Cypress, Ca

1-800-962-73
Yamaha**SAFETY RECALL NOTICE**

January 8, 2004

VP07E 0006467
XV16ATN-R167060
990021

STRAFFORD

MO

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 the 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, 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 888-327-4238.

If you no longer own this Yamaha:

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

Robert