



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

05-MAR-2004

Repository ☐

Reference No.
10081436

OWNER INFORMATION (Type or Print)

Name

Address

City CALHOUN

State LA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to release this information to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an address to this vehicle manufacturer.
Signature of Owner Date 4/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number (VIN) - sum of weighted digits

Make

YAMAHA

Model

ROAD STAR

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number
VALUE HONDA 318-345-0500

Engine

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

MONROE

State

LA

Zip Code

71201

Transmission Type

MANUAL

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

102000 POWER TRAIN:MANUAL TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

Transmission Recall-990021

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: DOTM15ABC038)

☐ 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 NHTSA RECALL 03V309000 CONCERNING TRANSMISSION FAILURE. DEALER HAS HAD THE MOTORCYCLE FOR FIVE WEEKS AND STILL THE PARTS WERE NOT AVAILABLE. DEALER HAD NO INFORMATION ON WHEN THE PARTS WILL BE AVAILABLE. *AK

Took Bike To Shop on 1-27-04 - Left the Bike there, Did not get Bike back to 4-8-04

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.

**YAMAHA**

CUSTOMER SUPPORT GROUP

5555 Katella Avenue, Cypress, California 90630-5101 (714) 761-7300

SAFETY RECALL NOTICE

January 9, 2004

VP02E 0816578
XV16ASP626308
990621

CALHOUN

LA

BAYOU

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, 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 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

00467

RAYOU ADVENTURE PRODUCTS, INC.
6100 I-20 FRONTAGE ROAD EAST
MONROE, LA 71202
(510) 348-8880

WARRANTY

1 WTY-11000-39-XX oil 2 51 12 35
1 ACC-SHAFT-DR-VIE 32
1 920871-10117-00 pinion gear 79 32

NAME			RO BY	DATE
ADDRESS				1-27-04
CITY, STATE, ZIP	(Alhambra)		CHECKED BY	
YEAR	MAKE	MODEL	VIN #	MILEAGE
02	Toyota	SV16	JYAVP02EX2ADK578	11065
PURCHASE DATE	PURCHASED FROM	MOTOR #	WARRANTY #	TECHNICIAN
				IL
ORIGINAL LABOR EST.	PARTS	REVISED LABOR EST.	PARTS	AUTHORIZED BY
				DATE COMPLETED
INSTRUCTIONS: Recall 990021				

DESCRIPTION OF WORK:

removed transmission & installed
new 4th pinion gear kit. change filter
& gaskets

We are responsible for loss or damage to property or articles left on or in our premises or any other item left for service in case of fire, theft, or any other loss beyond our control.

NOTICE: ALL WORK LEFT OVER EVENING AFTER COMPLETION OF SERVICE WILL BE ASSIGNED A STORAGE CHARGE OF \$10.00 PER DAY.

In the event that you, the customer, authorize our technicians to perform a repair or service, a charge will be imposed for the materials, consumables, or parts required for the work. Such charge will be directly proportional and related to actual amount of labor or parts in the inspection or repair service.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in supplying parts beyond dealer's control.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

X

RECEIVED

DATE

4-9-04

TOTAL LABOR

TOTAL PARTS

SUBLET REPAIRS

CHEMICALS/SUPPLIES

TOTAL

TAX

TOTAL AMOUNT

PAID BY:

DATE

here since 1-27-04