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

2004 APR -1 PM 12:29
09-MAR-2004

FOR AGENCY USE ONLY 335	
Date Received	Repository ☐
	Reference No. 10051656

OWNER INFORMATION (Type or Print)

Name			
Address		Daytime Telephone Number	E-mail Address
City DEATSVILLE	State AL	Zip Code	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an[illegible]ur name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date 3/25/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make		Model Year
JYAVP08E62A016284	YAMAHA	ROAD STAR	2002

Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
08-FEB-02	Montgomery Honda-Yamaha 334-272-6400		No. Cylinders 2	
Original Owner ☒	Dealer's City Montgomery	State AL	Zip Code 36117	

Transmission Type			Vehicle Component Code
5 speed	☐ Antilock Brakes ☐ Cruise Control	Powertrain	103000 POWER TRAIN:AUTOMATIC TRANSMISSION
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	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: DOTMAL9ABC098)	☐ 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).

CONSUMER RECEIVED A RECALL NOTICE TO REPLACE TRANSMISSION. CONSUMER CONTACTED DEALER ON JANUARY 26TH 2004, THERE WERE NO PARTS AVAILABLE. 2 MONTHS LATER PARTS WERE STILL NOT 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 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.

3-25-04

On January 26,2004 I received a safety recall notice pertaining to a motorcycle which I purchased new in Feb. 2002. The motorcycle purchased is a 2002 Yamaha Midnight Roadstar Vin# JYAVP02E62A016884. After receiving the recall notice I contacted my dealership where I purchased the vehicle--Montgomery Honda Yamaha located at 535 N. Eastern Blvd. in Montgomery, Alabama 36117. Phone # 334-272-6600. Two days later on January 28, 2004 I placed my motorcycle in their service department to have a transmission problem corrected. The service department advised me at this time that my bike may have to be in the shop for one to two weeks until the parts are received from the YAMAHA CORPORATION. The recall notice from the Yamaha Corp. stated that the bike may need to be with the dealer for two days. In my opinion two weeks is an extensive period of time; however, I had no choice but to leave it with the dealership since I'm advised in the letter that riding this bike could cause serious bodily harm or death. After two weeks I called the service dept. to inquire if my motorcycle had been repaired. I was informed that it may take another two weeks before the transmission parts arrive from the YAMAHA CORPORATION. To put it mildly, I was in shock that I was expected to wait a month just to receive the needed parts. I have contacted the YAMAHA CUSTOMER RELATIONS several times and basically told the transmission kits are being shipped as quickly as possible. As of this date, March 25, 2004, I have been waiting as patiently as humanly possible. My motorcycle has now been sitting in the shop going on NINE weeks. My dealership now advises me that the part may be in within another week and my bike repaired by the end of March. However, there are no guarantees that I will receive my bike at that time either. This situation that I have been placed in is absolutely ludicrous. I have had to cancel planned trips with another out-of-state trip planned in the very near future that may have to be cancelled. My dealer does not provide "loaner bikes" either even though this problem was created by the YAMAHA CORPORATION. I have continued to have to pay for a motorcycle for almost THREE months that I can not use due to the negligence of theYAMAHA CORPORATION. This corp. is costing myself hundreds of dollars and for what? Waiting this long for parts to be shipped is totally ridiculous, and I feel the YAMAHA CORPORATION owes me to say the least. I would deeply appreciate any help in this matter that you can possibly provide.

Thank you,

[redacted]

Deatsville, Alabama [redacted]