



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

2011 MAR -8 PM 12:29
11-MAR-2004

Repository ☐

Reference No.
10083039

OWNER INFORMATION (Type or Print)

Name

Address

City

JACKSONVILLE

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 *[Signature]* Date *3/23/04*

VEHICLE INFORMATION

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

JYANP14E22A000278

Make

YAMAHA

Model

ROAD STAR
Warrior

Model Year

2002

Date Purchased

3/19/03

Dealer's Name and Telephone Number

The Great Outdoors

Engine:

No. Cylinders

1670CC V-Twin

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Jackson

State

IN

Zip Code

Transmission Type

motor
cycle

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

11-MAR-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: DOTM19ABC036)

☐ 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(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(es).

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 CONCERNING TRANSMISSION FAILURE. NO PARTS WERE AVAILABLE. US 8555, KATELLA AVENUE,
CYPRESS CA 90630. SERVICE MANAGER VICTOR. 714 761 7300. *AK

Service work will be done at Ron Turner
Jacksonville FL.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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

8555 Katella Avenue, Cypress, California 90630-5101 (714) 761-7300

SAFETY RECALL NOTICE

January 8, 2004

VP14E 0000278

148100

XV17PC2-GY

990823

JACKSONVILLE

FL

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 2002 and 2003 XV17PCP, PCPC, PCR, and PCRC ("Road Star Warrior") motorcycles.

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 888-327-4238.

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