



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 2004 APR - 1
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100192

Date Received

PM 12:43
12-MAR-2004

Repository ☐

Reference No.
10083138

OWNER INFORMATION (Type or Print)

Name

Address

City LAS VEGAS

State NV

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?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

☒ YES

☒ NO

Signature of Owner

Date 3/22/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield (if dated 1-1996)

JYAVP07Y53A

Make

YAMAHA

Model

ROAD STAR

Model Year

2003

Date Purchased

5-16-03

Dealer's Name and Telephone Number

SPORTS WEST YAMAHA 702-221-8782

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

LAS VEGAS

State

NV

Zip Code

89146

Transmission Type

☐ AntiLock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

102000 POWER TRAIN:MANUAL TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

168

Failure Speed

RECALL NOTICE - NO PART AVAILABLE
TO REPAIR

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/55R15)

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(ies).)

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(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 IN JANUARY 2004. CONSUMER CONTACTED THE DEALER, AND WAS TOLD THAT THE PARTS NEEDED TO REPAIR THE MOTORCYCLE WERE NOT AVAILABLE. DEALER TOLD CONSUMER TO KEEP CHECKING UNTIL PARTS BECAME 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.

March 24, 2004

Yamaha Motor Corporation, USA
Customer Relations Department
P. O. Box 6555
Cypress, CA 90630

Gentlemen,

I received a Safety Recall Notice dated January 9, 2004, informing me not to ride my Roadstar which I bought in May of last year at my local Yamaha dealership.

I called my dealer as instructed in the notice and I was told that the necessary replacement part had not arrived and to call again for an appointment after March 1, 2004. I called repeatedly since March 1 and am told that the part is still not available. Finally, I went to the dealership and at that time was placed on a waiting list for the service and informed that it will likely be many months before the repair is done.

During all of this time I am making payments and paying interest on my Yamaha loan. I am paying for insurance and am forced to use an alternate vehicle which increases its' mileage and uses more gasoline. Additionally, my Yamaha bike is depreciating and unused parts are deteriorating.

I know I am one of many customers waiting for Yamaha to deal with us in good faith. I believe that my loan payments and interest should be forgiven for whatever number of months I cannot use my bike through no fault of my own. Also, my warranty should be extended by Yamaha. I'm not sure how I should calculate the cost to me of being forced to have an alternative vehicle when I would have had the benefit of riding my bike. I hope Yamaha will deal in good faith with this issue for me and offer compensation that is appropriate.

Please let me know what answer you have for my concerns and also when I might expect that the service will be done on my bike. I look forward to hearing from you soon.

Sincerely,

[REDACTED]
Las Vegas, NV [REDACTED]