



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 29
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

PM 12:52
23-MAR-2004

Repository ☐

Reference No.
10084740

OWNER INFORMATION (Type or Print)

Name

Address

City
MACON

State
GA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to contact the manufacturer of your vehicle?
In the absence of an owner's signature, please print the name and address to the vehicle manufacturer.
Signature of Owner ☒ YES ☐ NO
Date 4/15/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JYAYP4E02A002180

Make
YAMAHA

Model
ROAD STAR
WARRIOR

Model Year
2002

Date Purchased

Dealer's Name and Telephone Number
YAMAHA 714 781 7300

Engine:
No. Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
CYPRESS

State
CA

Zip Code
90630

2

GASOLINE

Transmission Type
5-SPEED
MANUAL

☐ Antilock Brakes
☐ Cruise Control

Powertrain
V-TWIN
MOTORCYCLE w/
5-SPEED MANUAL

Vehicle Component Code
103000 POWER TRAIN: AUTOMATIC TRANSMISSION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-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: DOTM4L8A8C038)

☐ 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), condition, 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 A RECALL NOTICE FOR REPLACEMENT OF THE TRANSMISSION. NO PARTS WERE 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)

AS OF THIS DATE 4/20/04, I HAVE CALLED YAMAHA MOTORCYCLE COMPANY, AND THE DEALER WHO IS SUPPOSED TO REPAIR THE TRANSMISSION IN MY 2002 YAMAHA ROADSTAR WARRIOR MOTORCYCLE NUMEROUS TIMES. NEITHER YAMAHA OR THE DEALER CAN TELL ME WHEN THE REPAIR PARTS WILL BE AT THE DEALER. I RECEIVED A RECALL NOTICE FROM YAMAHA FEBRUARY 5, 2004 STATING NOT TO RIDE THE MOTORCYCLE TILL A PART CALLED, A "CLUTCH" WAS REPLACED IN THE TRANSMISSION. YAMAHA SAID THE PART COULD POSSIBLY FAIL, CAUSING THE TRANSMISSION AND THE REAR WHEEL OF THE MOTORCYCLE TO LOCK-UP. I WAS INFORMED BY THE DEALER THAT THE REPAIR WOULD ALSO INVOLVE REBUILDING THE "TOP END" PART OF THE ENGINE WHEN THE REPAIR IS FINALLY MADE. I WOULD OWN WHAT IS ESSENTIALLY A REBUILT ENGINE IN A BRAND-NEW MOTORCYCLE. I PURCHASED THE 2002 MOTORCYCLE IN 2003 - BRAND-NEW WITH ZERO MILES. I HAVE BEEN WITHOUT MY MOTORCYCLE FOR 2 1/2 MONTHS NOW, IN THE BEST RIDING CONDITIONS IN HISTORY FOR THE STATE OF GEORGIA - NO RAIN AT ALL. YAMAHA MOTORCYCLE COMPANY HAS TAKEN

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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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



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3-70
1-93

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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Washington, D.C. 20590

ONE THAT THE ONLY OBLIGATION THEY HAVE IS TO REPAIR THE MOTORCYCLE. I FEEL THIS IS A POOR WAY TO TREAT A CUSTOMER. I BOUGHT AND PAID IN FULL FOR A PRODUCT THAT I EXPECTED TO GIVE GOOD SERVICE AND ENJOYMENT FOR YEARS TO COME. I HAVE CONTINUED TO PAY THE INSURANCE AND LOAN PAYMENTS. (I BORROWED THE MONEY FOR THE MOTORCYCLE AGAINST MY TRUCK, AND PAID YAMAHA IN FULL.) IF IT HAD BEEN AN AUTOMOBILE OR A TRUCK WHICH I USED FOR PRIMARY TRANSPORTATION, OR FOR BUSINESS I FEEL THE MANUFACTURER WOULD HAVE BEEN MORE CONCERNED WITH MAKING THE REPAIRS IN A TIMELY MANNER. BUT SINCE IT IS ONLY A MOTORCYCLE, I FEEL I HAVE BEEN GIVEN THE RUN AROUND. I DON'T KNOW ANYONE WHO COULD DO WITHOUT THEIR CAR OR TRUCK FOR 2 1/2 MONTHS, STILL PAY THE PAYMENTS AND THE INSURANCE, AND NOT BE COMPENSATED FOR THEIR INCONVENIENCE OR LOSS OF USE IN ANY WAY WHAT SOEVER.

SO, NOW I WILL HAVE A BRAND NEW REBUILT MOTORCYCLE THAT THE DEALER SAID I COULD TRADE IN FOR APPROXIMATELY 1/3 OF THE PRICE I PAID FOR IT. I AM NOT HAPPY. I WOULD LIKE FOR YAMAHA MOTORCYCLE COMPANY TO BUY BACK THE DEFECTIVE MOTORCYCLE, TRADE FOR A NEW MOTORCYCLE, OR AT LEAST MAKE AN EFFORT TO GIVE ME FAIR COMPENSATION FOR MY LOSS.

TIME IS GOING BY. THE WEATHER IS GREAT AND I HAVE AN EXPENSIVE "DUST CATCHER" THAT I CAN'T RIDE. YAMAHA SHOULD THINK LONG AND HARD ABOUT ITS FUTURE SALES. IF I DON'T GET SOME SORT OF COMPENSATION IT IS DOUBTFUL I WILL EVER PURCHASE ANOTHER YAMAHA PRODUCT. IDLE THREAT FROM ONE PERSON — FINANCIAL DISASTER FROM 29 THOUSAND + PEOPLE (APPROX. # OF ROAD STAR OWNERS)

THANK YOU FOR YOUR TIME.



P.S. FEEL FREE TO FORWARD THIS COMPLAINT TO YAMAHA, PERHAPS YOU WILL HAVE BETTER LUCK THAN I HAVE HAD.