



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 100079

Date Received

2004 APR 26 11:26 AM

Repository

Reference No.
10071516

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: SALT LAKE CITY State: UT Zip Code: [Redacted]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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: [Redacted] Date: 5/6/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JYAVP07E93 [Redacted]
Make: YAMAHA Model: ROAD STAR WARRIOR 67cc model Model Year: 2003
Date Purchased: 4/03 Dealer's Name and Telephone Number: 246 N. Frontage Rd (Full Throttle Powersports) Engine: No. Cylinders: Fuel Type: Gas
Original Owner: Dealer's City: Salt Lake City State: UT Zip Code: [Redacted]
Transmission Type: AUTOMATIC 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): 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: DOTM19ABC03B) 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 injuries.)

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).

ON JANUARY 5, 2004 CONSUMER RECEIVED A RECALL LETTER REGARDING THE TRANSMISSION. DEALERSHIP STILL DOES NOT HAVE THE PARTS AVAILABLE TO CONDUCT RECALL REPAIRS. THE DEALER DIDN'T KNOW WHEN THE PARTS WILL BE AVAILABLE. *AK
* No response from letter sent to manufacturer dated: 4/26/04
Still not able to use vehicle as of 6/6/04 (5 months!!)
(see attached sheets)

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-502 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.

April 23, 2004

Yamaha Motor Corp, USA
Customer Relations Dept.
P.O. Box 6555
Cypress CA 90630

Dear Sir or Madam:

I received a Safety Recall Notice (see attach) dated January 8th, 2004. This notice stated that "I not ride my motorcycle until a modification has been performed". It is now April 23, 2004 and I have been waiting to get this service performed. This timeframe is unacceptable and unreasonable. I have not had any contact from my local service provider or from Yamaha, and I have had to make several phone calls on every matter concerning this problem. I have been patient for over 4 months trying to work with the local service dealer, in the meantime making insurance payments along with payments on the motorcycle (plus interest) on a vehicle which I cannot use. I am demanding immediate action to take care of this problem along with reimbursement with insurance premiums for the last 4 months. I use my motorcycle for work and it has been extremely disappointing that I cannot use my motorcycle which I bought brand new, less than a year ago. I would appreciate a response as to what Yamaha plans to do to handle this situation.

I own a 2003 Yamaha Roadstar.

Local Service Provider:

Plaza Cycle
1379 W. 3300 S. West Valley City UT. 84119 (801) 972-6209

Sincerely,

[REDACTED]
Salt Lake City UT. [REDACTED]
[REDACTED]



YAMAHA

CUSTOMER SUPPORT GROUP

8555 Katella Avenue, Cypress, California 90830-5101 (714) 761-7300

SAFETY RECALL NOTICE

January 9, 2004



SALT LAKE CITY

091130
990021

UT



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 XV18 ("Road Star," "Midnight Star," and "Road Star Silverado") model motorcycles, and in 2002 and 2003 XV18 ("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

*gave letter
no response*

Yamaha Motor Corporation, USA
Customer Relations Department
P.O. Box 8556
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