



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100216

Date Received

2004 NOV -3 PM 2:25
27-SEP-2004Repository ☐Reference No.
10094459

OWNER INFORMATION (Type or Print)

Name

Address

City

COLUMBIA

State

MO

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 authorized signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 10/23/04

VEHICLE INFORMATION

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

JYA4BEE045A

Make

YAMAHA

Model

XT225T

Model Year

2005

Date Purchased

8-21-04

Dealer's Name and Telephone Number

Procycle 573-443-6423

Engine

No. Cylinders

Fuel Type

Original Owner

☒

Dealer's City

Columbia

State

MO

Zip Code

65202

Transmission Type

☒ Automatic

Powertrain

Vehicle Component Code

14000-ELECTRICAL SYSTEM-WIRING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

30 Aug 04

Failure Mileage

0050

Failure Speed

~40m

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: DOTM18ABC086)

☐ 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, 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).

On August 21, 2004 I purchased a new 2005 YAMAHA motorcycle from Procycle, the turn signals were crossed (turn on left turn signal, right front would come on and the back left, turn on the right, and left front would come on, and the right rear. On August 30, 2004 I am riding to work (with permit for day only) did not know signals were crossed, turned right signal on to make right turn, the truck coming the opposite way was turning left, I ran off of the road to avoid a collision, no injury to myself or the bike, and only found out about turn signals being crossed, after the near miss from the other driver. Procycle was called, and the bike was loaded into my truck, and fixed the next day at no charge.

E-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.

ATTACHMENT: TO

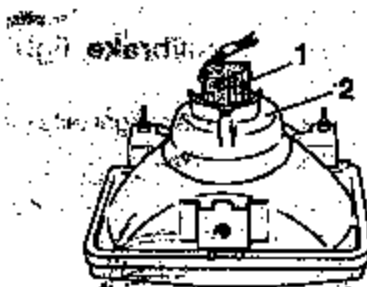
October 25, 2004

U.S. Department of Transportation

National Highway Traffic Safety Administration

TO WHOM IT MAY CONCERN:

On October 23, 2004 I had another encounter with problems with my [REDACTED] (*Murdercycle*), after an afternoon of riding (*NOW HAVE LICENSE TO RIDE AT NIGHT*) it is starting to get dark, I am just a couple of miles from home, when my headlight goes out. After getting the bike back home, and taking the headlight out, upon inspection the headlight coupler had melted. (*LIGHTS OUT*). I contacted Pro-cycle, and am taking it there today October 25, 2004.



- 1. Headlight coupler
- 2. Headlight bulb cover

"THIS IS AN EXACT COPY OF
THE ORIGINAL DOCUMENT"

BY [REDACTED] DATE Oct 25, 04

Sincerely

[REDACTED]



YAMAHA MOTOR CORPORATION, U.S.A.
8555 KATELLA AVENUE, CYPRESS, CALIFORNIA 90630-5101 714/761-7300

October 11, 2004

[REDACTED]
Columbia, MO [REDACTED]

Dear [REDACTED]

I am in receipt of your letter to Yamaha Motor Corporation, U.S.A.

We are always interested in the hearing from our valued customers. We appreciate the time you have taken to share your concerns regarding the wiring set up on your [REDACTED]. Your concerns will be addressed appropriately.

We are proud of our heritage and reputation for manufacturing products with the highest standards of quality and workmanship. Product excellence is the cornerstone of our commitment to customer satisfaction. We are constantly striving to manufacture products that meet our customers' expectations and needs.

Thank you for your letter and the opportunity to respond.

Sincerely,

A handwritten signature in dark ink, appearing to read "Katie Booth", written over a horizontal line.

Katie Booth
Customer Relations Representative
Customer Support Group

Cc: 1203901

"THIS IS AN EXACT COPY OF
THE ORIGINAL DOCUMENT"

BY [REDACTED] DATE Oct 23, 04



YAMAHA MOTOR CORPORATION, U.S.A.

6655 KATELLA AVENUE, CYPRESS, CALIFORNIA 90630-6101 714/761-7300

September 3, 2004

[REDACTED]
Columbia, MO 65202

Dear [REDACTED]

Thank you for your recent call to Yamaha Motor Corporation U.S.A. regarding the service you received from Procycle in Columbus, Mo.

We sincerely apologize for any inconvenience you have experienced associated with our product or authorized dealer. We are proud of our heritage and reputation for producing products with the highest standards of quality and workmanship. Product excellence is the cornerstone for our commitment to customer satisfaction. This, together with our extensive authorized dealer network, provide what we hope is a foundation for a strong, long-lasting customer relationship.

We need feed back from our customers so we can continually monitor and improve in any area that may be necessary in an attempt to prevent an occurrence such as yours from happening again.

To locate other dealers in your area, please call 1-800-6-YAMAHA or go to our website at www.yamaha-motor.com.

Once again, thank you for sharing your situation with us and for your support of Yamaha products.

Sincerely,

Katie Booth
Customer Relations Representative
Customer Support Group

"THIS IS AN EXACT COPY OF
THE ORIGINAL DOCUMENT"

BY [REDACTED]

DATE Oct 23, 2004

YAMAHA MOTOR CORPORATION, U.S.A.

September 15, 2004

Katie Booth
Customer Relations Representative
Customer Support Group

Dear Katie

Thank you for your prompt response as to the service that I received from the Pro-cycle in Columbia, Mo. not Columbus, Mo. (spelling error) just a little thing, easy to overlook! Not near as bad as (turn signals being crossed).

And I would again thank you for the apology for my inconvenience that I had experienced, I haven't ridden in over twenty years and am ridding with a permit in daylight hours only, I am not sure that you or YAMAHA realize just how YAMAHA'S product almost cost me my life. I would really like to know just how YAMAHA let this happened, (turn signals crossed) has it ever happened to your any of your products before? How is YAMAHA going to keep this from happening to someone else?

If this little thing (turn signals being crossed) was so easily overlooked! What about the things that I can't see? Inside my bike, I would really like to hear from someone there who works with the safety, or Quality Control about what has happened.

One more thing that I would like to know is, what Pro-cycle had to say about this? Have they ever had this problem before, or am I the first? I would really like to be sure that this does not happen to someone else, and that I am the last.

Thanks again for your timely response, and I look forward to hearing from you once again.

Sincerely



"THIS IS AN EXACT COPY OF
THE ORIGINAL DOCUMENT"

BY



DATE

Oct 23 04

PROCYLE

40002241

2600 Rangeline Rd
Columbia, MO 65202

Phone: (573) 443-6623 Fax: (573) 874-1087

COLUMBIA

MO

Dear Valued Customer,

Thank you for your recent purchase from ProCycle. I hope that you are happy with the vehicle as well as the level of service that you received from our staff.

Just having the lowest prices is not enough, we want our customers, you, to have a pleasant experience with the entire purchase process.

Low Prices and Customer Satisfaction are our goals!

If you cannot describe your purchase experience as "EXCELLENT" please contact your salesperson, the sales manager, or myself.

We appreciate your business and look forward to serving you again in the future.

Sincerely,



Matthew D. Lock
Business Manager

"THIS IS AN EXACT COPY OF
THE ORIGINAL DOCUMENT"

BY

DATE

Oct 23, 04

ProCycle
2600 Rangeline Rd
Columbia, MO 65202



MOTORCYCLE & SCOOTER SET-UP AND PREDELIVERY CHECKLIST

MODEL XT225	FRAME NO. (VIN) [REDACTED]	PRIMARY ID [REDACTED]	KEY NO. [REDACTED]
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SET-UP ASSEMBLY

Assemble according to the assembly manual and any technical bulletin information that applies to the particular model. Pay special attention to the following items:

- | | |
|---|--|
| <ul style="list-style-type: none">☐ FRONT FORK PINCH BOLTS - Torque to specification (if applicable)☒ FRONT WHEEL AND AXLE - Torque axle and axle holder to specifications (if applicable)☐ FRONT AXLE COUPLER PIN - Install☒ HANDLEBAR HOLDER - Torque to specifications☒ WIRING CONNECTORS - Check for color code and proper connection☐ FRONT BRAKE CABLE (drum brake) - Install☒ MASTER CYLINDER (disc brake/clutch) - Install☒ BRAKE PADS AND ROTORS - Clean off shipping corrosion protective material☒ INSTRUMENTS - Install instruments and route the cables as shown on cable routing diagrams; tighten cable nuts at both ends | <ul style="list-style-type: none">☐ TAILLIGHT - Install on applicable models☐ BRAKE PEDAL - Install per assembly manual (if applicable)☐ CONTROLS - Check for proper operation and cable routing☒ KEYS - Check all locks for proper operation☒ ALL NUTS AND BOLTS - Check tightness.
Check the torque of the following:<ul style="list-style-type: none">☒ Engine mounting bolts and/or nuts☒ Steering head☒ Rear swingarm pivot shaft☒ Axles and wheels☒ Engine, transmission, and gear case drain bolts☒ Brake caliper bolts |
|---|--|

SET-UP BY <i>[Signature]</i>	DATE 7-30-04
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PREDELIVERY SERVICE

- | | |
|--|--|
| <ul style="list-style-type: none">☒ MECHANICAL BRAKES - Check and adjust freeplay and operation☒ HYDRAULIC DISC BRAKES (front and/or rear) - Check master cylinder fluid level; check and adjust freeplay; check operation☐ COOLING SYSTEM FLUID LEVEL (if applicable) - Check coolant level; add coolant if necessary☒ TIRES - Adjust pressure according to specific assembly manual front _____ rear _____☒ SPOKES (if applicable) - Check tightness☐ FUEL TANK - Fill tank☒ CARBURETOR - Adjust starter lever freeplay (if applicable)<ul style="list-style-type: none">☐ IDLE SPEED - Check _____ rpm☒ THROTTLE OPERATION - Check throttle grip freeplay, cable routing, and throttle operation in all steering positions☒ MECHANICAL CLUTCH - Check and adjust freeplay☐ HYDRAULIC CLUTCH - Check fluid level; adjust freeplay and check operation☒ ENGINE/TRANSMISSION OIL - Check level; fill as necessary☐ SHAFT DRIVE GEAR OIL LEVELS - Check oil levels, add as necessary☒ DRIVE CHAIN - Lubricate, if necessary, and adjust; align rear wheel☒ ELECTRICAL COMPONENTS - Check proper operation of:<ul style="list-style-type: none">☒ Battery - charge until specific gravity reaches 1.28-1.29 according to the Service Manual procedure.☐ Battery Breather Tube - Install and route properly; check for restrictions☐ MF Battery - Charge until open circuit voltage is 12.5VDC minimum. | <ul style="list-style-type: none">☒ Headlamp - ☒ Hi ☒ Low ☒ Adjust beam☐ Taillight☒ Stoplight ☐ front lever ☐ rear lever or pedal☒ Turn signals ☒ Hazard lights☒ Indicator lights ☒ Instrument lights☒ Engine stop switch ☒ Horn <p>OFF-ROAD/DUAL PURPOSE:</p> <ul style="list-style-type: none">☐ FOAM AIR FILTER - Service and grease mating surfaces <p>4 AND 6 CYCLES MODELS:</p> <ul style="list-style-type: none">☒ IGNITION TIMING - Check; adjust if necessary <p>2-STROKE ONLY:</p> <ul style="list-style-type: none">☐ AUTOLUBE OIL TANK - Fill tank; check breather tube routing☐ BLEED AUTOLUBE PUMP <p>I HAVE PERFORMED THE PREDELIVERY ADJUSTMENTS AS SPECIFIED IN THE ASSEMBLY MANUAL, SERVICE SPECIFICATIONS, AND ANY TECHNICAL BULLETINS APPLYING TO THIS MODEL.</p> |
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PREDELIVERY BY <i>[Signature]</i>	DATE 7-30-04
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- ☒ TEST RIDE - Check for proper assembly, control operation, and overall operation as specified for the unit.
- ☒ After test ride - Check for fuel, oil, and coolant leaks

TEST RIDE SIGNATURE <i>[Signature]</i>	DATE 7-30-04
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SERVICE MANAGER SIGNATURE	DATE
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DEALER INFORMATION

DEALERSHIP NAME	DEALER NUMBER
ADDRESS	*THIS IS AN EXACT COPY OF THE ORIGINAL DOCUMENT*
CITY & STATE	

CUSTOMER CHECKLIST

- | | |
|--|--|
| <ul style="list-style-type: none">☐ VISUAL INSPECTION☐ CONTROLS EXPLAINED AND ADJUSTED TO THE CUSTOMER☐ RECEIVED MOTORCYCLE SAFETY FOUNDATION RIDER COURSE INFORMATION☐ RECEIVED OWNER'S MANUAL - Pre-operation checks, break in, and periodic maintenance explained.☐ SHOWN ALL FUSE LOCATIONS☐ RECEIVED OWNER'S WARRANTY STATEMENT (If not printed in Owner's Manual) | <ul style="list-style-type: none">☐ WARRANTY FULLY EXPLAINED☐ OPTIONAL YAMAHA EXTENDED SERVICE COVERAGE EXPLAINED☐ RECEIVED TOOL KIT AND KEYS - Recorded key number in Owner's Manual. <p>I HAVE REVIEWED AND UNDERSTAND THE WARRANTY POLICY(IES).
I HAVE VISUALLY INSPECTED THE UNIT AND FOUND NO DEFECTS.</p> |
|--|--|

CUSTOMER SIGNATURE [REDACTED]	DATE 8-21-04
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**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**