

NVS-200

April 21, 2005

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NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.

2005 APR 28 1 P 3 35

EXECUTIVE SECRETARIAT

10121500

Zeeland, MI

Administrator
National Highway Traffic Safety Administration
400 Seventh St. SW
Washington, DC 20590

To Whom It May Concern:

Enclosed please find a copy of the letter that I sent to Yamaha and the servicing dealer in my area in regards to the safety recall on my 2003 Yamaha Vstar motorcycle. As of today's date I still have not heard from either company.

Thank you for your attention to this matter. If you have any questions, please feel free to contact me at the above number.

Sincerely,

Heaton
5/6/05

April 1, 2005

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

Zeeland, MI

To Whom It May Concern:

I am writing to advise you of my dissatisfaction with one of your dealers. I received a recall notice for my 2003 Vstar 1100 Classic and located the dealer closest to me to take it in to in order to have the work done. I contacted Quality Service Plus at 13035 New Holland St.; Holland, MI 49424. I spoke with their service department and found a date that would be mutually convenient, April 25, 2005. They then asked if I had purchased my bike from them. When I advised them that I just moved six months ago from the other side of the state, and had purchased the bike there, I was quickly told that they could not do any service on my bike until they had taken care of all of the customers that had purchased from them first. They put me on a call back list and said that they will call me for the repair once all of their customers were taken care of.

Is this Yamaha's and their dealer's policy? In the case of a safety recall, isn't it suppose to be consumer safety that is top priority? It appears that Quality Service doesn't feel that way. Apparently they have so many customers at this time that taking on any new ones is not desirable to them.

I guess I will just have to park my bike while I wait for an appointment to be available, whenever that may be. I didn't buy this bike to park it while I wait for a safety recall and lack of attention on your dealer's part. It makes me question whether I will even consider a Yamaha for my next purchase. Needless to say, I am extremely disappointed with this situation.

Thank you for your time and consideration in this matter.

Sincerely,

CC: National Highway Traffic Safety Admin.
CC: Quality Service Plus; Holland, MI

*Heather
5/04/05*