



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	
Date Received	Od_or _____ r_dt _____ od_rt _____ up_jtr _____
2005 JUN 27 AM 10:28 AN2005 2001 27 AM 1:28	Reference No. 10126901
Daytime Telephone Number	

OWNER INFORMATION (Type or Print)

Name: _____

Street: _____ Apt: _____

City: **STATEN ISLAND** State: **NY**

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: _____ Date: **06/14/05**

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) (Located at bottom of windshield on driver's side): **5YAYM01E72A**

Make: **YAMAHA** Model: **V6A** Year: **2002**
 V6A MIC V6A CUSTOM

Purchased Date: **6-28-02** Dealer's Name: **ESKANA CYCLE** Engine Size (CID/CC/L): **650cc** Turbo Diesel Gas Fuel Injection
 New Used Dealer's City: **STATEN ISLAND** State: **NY** Zip Code: _____ No. Cylinders: **2** Fuel Injection

Manufacture Date (on driver's door or pillar): _____ Transmission Type: Manual Automatic
 Restraint System: Drivetrain Air Bag Motorbelt Passenger Air Bag 2-Point Belt 3-Point Belt
 Cruise Control: Yes No Drivetrain: Front Rear 4-Wheel
 Vehicle Type: Car Sport Utility Van Truck Minivan Motorcycle Other
 Body Style: 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s): **Rear Tire - Dunlop D404-G produced 43 weeks of 2001 - 170180-15 MIC** Location: Left Right Front Rear
 Failed Part(s): Original Replacement Handicap Adaptive Equip: Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand: _____ Tire Name: _____
 Complete Tire Size: _____ DOT No.: _____

No. of Failures: **1** Date(s) of Failure(s): **4-12-05** Failed Part(s) Available? Yes No
 Mileage at Failure(s): **4300 MILES** NHTSA Previously Contacted? Yes No
 Vehicle Speed at Failure(s): _____

APPLICABLE INCIDENT INFORMATION
 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies): **REAR TIRE CRACKING ALL AROUND SIDEWALL. YAMAHA DEALER STATED IT IS NORMAL. DEALER FOR TIRE (DUNLOP) KNOWS NOTHING ABOUT DEFECT. THEY STATE TIRE IS UNDER WARRANTY. TIRE WAS MADE 43 WEEKS OF 2001. THIS TYPE OF CRACKING IS BECAUSE TIRE IS DRY ROTTED. YAMAHA HAS ISSUED A BULLETIN TO THEIR DEALERS ABOUT CONDITIONS. DUNLOP SAID THEY DON'T HAVE ANY PROBLEMS. YAMAHA DEALER IN TNVA STATED TO ME NOT TO RIDE THE TIRE. SIX DEALER STATED IT IS OK. THE BOTTOM LINE IS YAMAHA IS TELLING CONSUMER THAT A POWERWHEEL TIRE IS OK TO RIDE. THEY ONLY WANT TO PAY THE COST OF REPLACING THE TIRE THAT THEY HAVE A BULLETIN SHOWS THEY MUST HAVE APPROVED...**

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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)

They are putting the operators of these tires in jeopardy. They blame it on static electricity in the air, I stated that the motorcycle only HAS 4,300 MILES, BUILT IN 2001 AND SOLD IN 2002. They stated that I should purchase a new tire. The fact that it is the rear wheel the cost are much higher than the front. I told them that Dunlop stated the tire was under warranty for four years, I also asked them why HASN'T MY FRONT TIRE AFFECTED by the same static electricity, they call it blooming - unknown to develop who produced the tire. I just don't want anyone getting killed on these tires. Yamaha is just trying to get consumer. I have all the names and information if you require it. Thank you for your consideration in this matter.

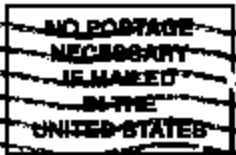
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

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, NSA-10.01 400 7th Street, SW Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-927-4236

DOT Auto Safety Hotline (DASH) 2 DOT



U.S. Department of Transportation National Highway Traffic Safety Administration

www.nhtsa.dot.gov/hotline

[REDACTED]
Staten Island, New York [REDACTED]

Tel: [REDACTED]

April 24, 2005

Administrator, National Highway Safety Administration

400 Seventh Street S.W.

Washington D.C. 20590

Re: Defective Rear Tire, Yamaha Motorcycle Model V6A using Dunlop Tire D404G

Dear Sir or Madam:

I am writing to you because the Yamaha Motor Corporation refuses to acknowledge a defect in the rear tire on their 2002 motorcycles VStar Classic 650. This has not happened to the front tire, another Dunlop tire. I purchased this motorcycle on April 18, 2004.

I called Yamaha's Corporate office at 714-761-7435 and spoke to Carlene from Customer Relations. I was told that there is a problem called "blooming" with their tires (cracking of the sidewalls). She stated that I should, "return the motorcycle to the dealer where it was purchased." The dealer stated it is "blooming." I stated that I have driven motorcycles and cars for forty-two years and that this was always considered "dry rot." He replied, "What are you worried about? There is a tube inside." The dealer also stated that large amounts of static electricity can cause this problem. I do not live near any power plants, where this condition could occur.

I then called Dunlop, who provided the tire for Yamaha. I called 1-800-845-8378 and spoke to Bill from Technical Services. He stated, "I don't know what blooming is and they have no bulletins on that problem." He also told me that the tire was made in the forty-third week of 2001. He stated that the tire is guaranteed for four years. This motorcycle has only *forty-three hundred miles* on its speedometer.

I called Yamaha back and asked how they could issue a bulletin on a tire that they didn't produce. The Dunlop Corporation, who does produce the tire, knows nothing about "blooming." No answer. Carlene then said, "Purchase a new tire and return the old tire. They will prorate it." Doing this on a motorcycle is not easy; the rear wheel must be separated from the Drive system. This is a costly procedure that the owner should not need to incur, because the problem is caused by a defect in the supplied tire.

Yamaha is not willing to pay their dealers to correct this problem. I know that my motorcycle cannot be the only one with this trouble. They would not have issued a bulletin if I were the only owner experiencing this problem. I worry that the dealers are lying to other motorcycle owners, because Yamaha will not pay for the repair. When one is going sixty-miles per hour with one or two people on a motorcycle, a tire blowout is deadly.

I hope that you will investigate this tire problem before lives are lost.

Thank you for your help in this matter.

Sincerely,
[REDACTED]