

2008 OCT 16 AM 10:49

CL-10245949-3330

September 6, 2008

Yamaha Motor Corporation, U.S.A.
Customer Relations Department
P.O. Box 6555
Cypress, CA 90630

Dear Sir/Madam:

I am writing concerning the second recall of my Yamaha scooter model XF50W (C3) that I purchased in May 2007, from Red Line North (formerly Atlantic Motorsports), 1501 Old Hwy 17 N., N. Myrtle Beach, SC 29582 (Tel: 843-280-3030). On October 4, 2008, I received the attached "SAFETY RECALL NOTICE" dated September 26, 2008. This is the second recall notice I have received since the purchase of the scooter, which your records will reflect. This last September (2008) I returned my scooter (at 805 miles as shown on the invoice) to the dealer because, it ran for a short distance and cut off. The problem was diagnosed as a defective fuel pump, and the cost for repair would be \$323.00. I called Yamaha Customer Serve and was informed the scooter was 4 months out of warranty and perhaps something possibly could have been done if the scooter was within a month out of warranty. I had no choice but to pay for the repair. On October 6, 2008, I received the second recall notice of September 26, 2008.

The initial recall notice of June 13, 2007, concerned the possible development of cracks the fuel pump seal. The scooter was returned and "repaired" by Atlantic Motorsports on June 22, 2007. Your records and that of Atlantic Morosports should verify this fact. Because of a possible problem associated with the fuel pump, I seriously question if the scooter was indeed covered under warranty.

ET
10:50
10/16/08
NJ

The Yamaha C3 scooter will be returned to the dealer as instructed. However, based on the fact that the scooter has been the subject of two (2) safety recalls and the necessity of replacing the fuel pump, within sixteen months of ownership, and within 805 miles, I am requesting that the scooter be replaced or returned to Yamaha for the purchase price.

Your prompt attention to this matter is appreciated.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Shallotte, NC [REDACTED]

[REDACTED] (Home)

[REDACTED] (Cell)

Attacments:

1. Recall notice - June 13 2007
2. Repair Order Invoice - October 2, 2008
3. Recall notice - September 26, 2008

CC/w Attachments

National Highway Safety Administration



YAMAHA MOTOR CORPORATION, U.S.A.
8555 KATELLA AVENUE, CYPRESS, CALIFORNIA 90630-5101 800-962-7926

SAFETY RECALL NOTICE

September 26, 2008

Shallotte, NC

SA33A 0
XF50WS 990049

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 2007 XC50W ("Vino Classic") and XF50W ("C³") scooters. Our records show that you own the affected scooter shown above.

The reason for this recall:

In affected scooters, the connecting rod in the engine could crack or break because of improper heat treatment on the metal. If the connecting rod breaks, the engine would immediately stop running. If the engine stops while scooter is being ridden, there could be an accident resulting in injury or death.

What Yamaha and your dealer will do:

To correct this defect, affected scooters must have the engine disassembled and the crankshaft assembly replaced with one that has a properly heat-treated connecting rod. **There will be no charge to you for this procedure.** Replacing the crankshaft takes a little over 3-1/2 hours to do, but your dealer may need to keep your scooter longer depending upon their schedule.

What you should do now:

Please call your Yamaha dealer to make a service appointment to have this procedure performed. Remember to take this letter with you when you take in your scooter.

You should not ride your scooter until this modification is performed.

If you are unable to return to the Yamaha dealer who sold you the scooter, this service will be performed by any authorized Yamaha Scooter 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.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you need help:

If, after contacting your dealership, you have questions or concerns which the dealership is unable to answer, please write to:

Yamaha Motor Corporation, U.S.A.
Customer Relations Department
P.O. Box 6555
Cypress CA 90630
or call 1-800-962-7926.

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, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you no longer own this Yamaha:

If you have sold your scooter to another party, please call us toll-free at 1-800-962-7926 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, U.S.A.

Red Line North

1501 OLD HWY. 17 N.
N.MYRTLE BEACH, SC 29582-
(843)-280-3030

Repair Order Invoice

R/O Number: 990008788
Invoice Number: 63259
Cashier: MIKE BUSHMAN
Date: 10/2/2008
Date Promised: 10/1/2008

Repair Order For:

SHALLOTTE, NC

Description:

Units For This Repair Order

Service Writer: MIKE BUSHMAN

Year	Make	Model	VIN/Serial No.	Plate	Key Board	Miles
2007	YAMAHA	XF50WS	LPRSA33AX7A			805

Job: RUN PROB

Job For: 2007 YAMAHA XF50WS LPRSA33AX7A

Description

RUNS SHORT DISTANCE & CUTS OFF

Parts

Part Number	Quantity	Description	Each Price	Extension
3B3-13907-01-00	1	FUEL PUMP COMP.	\$205.95	\$205.95
Parts Subtotal				\$205.95

Labor

Description	Job Code	Technician	Line Total
FUEL PUMP		HENSLEY, DAN	\$99.00
Labor Subtotal			\$99.00

Recommendations

Resolution

INSTALL NEW FUEL PUMP, TEST RIDE

Other Charges	
Shop Supplies	\$2.63
Freight	\$1.00
Job Subtotal	\$308.58

Customer Job Totals

Parts	\$205.95
Labor	\$99.00
Other	\$3.63
Total of Customer Jobs	\$308.58
Repair Order Subtotal	\$308.58

Sales Tax	\$14.42
Repair Order Total	\$323.00
Total Amount Due	\$323.00
Tendered: M/C VISA	\$323.00
Change Due	\$0.00

To try and make your visit as pleasurable as possible, we ask that you call five days in advance to properly schedule an appointment. This will help keep the quality of service up to our standards. There will be a \$10.00 storage charge starting on the tenth business day after you have been notified your unit is ready



6555 Katella Avenue, Cypress, California 90630-5101

Done → 6/22/07

SAFETY RECALL NOTICE

June 13, 2007

[Redacted]

Shallotte, NC [Redacted]

SA33A 0 [Redacted]

XF50WS

990041



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 all 2005 through 2007 YP400 ("Majesty"), all 2006 and 2007 CP250 ("Morphous"), all 2007 XF50 ("C") model scooters. Our records show that you own the affected scooter shown on the label above.

The reason for this recall: In affected scooters, the fuel pump seal may develop cracks caused by ozone in the atmosphere. If these cracks in the seal become severe, fuel could leak from the fuel tank, increasing the risk of a fire or explosion. This could cause injury or death.

What Yamaha and your dealer will do: To correct this defect, your authorized Yamaha dealer will replace the fuel pump seal with one that will not develop cracks due to ozone exposure. **There will be no charge to you for this procedure.** The amount of time it takes to replace the seal depends upon model, about 15 minutes for a Morphous, 30 minutes for a C³, or about 3 hours and 15 minutes for a Majesty model. Your dealer may need to keep your scooter longer depending upon their schedule.

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 they expect to keep your scooter for this service. Remember to take this letter with you when you take in your scooter.

You should not ride your scooter until this modification is performed. In addition, you should not park your scooter near sparks, flames, or other sources of ignition.

If you are unable to return to the Yamaha dealer who sold you the scooter, this service will be performed by any authorized Yamaha Motorcycle or Scooter 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.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you need help: If, after contacting your dealership, you have questions or concerns which the dealership is unable to answer, please write to:

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Customer Relations Department
P.O. Box 6555
Cypress CA 90630

or call: 1-800-962-7926.

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 Street, SW., Washington, DC 20590; or call the Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you no longer own this Yamaha: If you have sold your scooter to another party, please call us toll-free at 1-800-962-7926 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, U.S.A.