



2008 NOV 10 PM 2:41

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

October 27, 2008

CL-10249 230-9754

Yamaha Motor Corporation
6555 Katilla Avenue
Cypress, CA 90630

Re: [REDACTED]
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. All communications must be in writing. Direct all correspondence to Consumer Protection Division, Office of Attorney General, 500 South Second Street, Springfield, IL 62706. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sally Boyle

Sally Boyle
Citizen's Advocate
Consumer Protection Division
(217)782-9243

enclosure

cc: National Highway Traffic Safety Administration

NM
8.42
11/10/08
NT



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706
217-782-1090

1-800-243-0618 (Toll free in IL)

TTY: 1-877-844-5461

www.IllinoisAttorneyGeneral.gov

Office Use Only

CLMS: _____

AG: _____

YOUR INFORMATION:

Name: (Mr., Mrs., Ms. (circle one))

[Redacted Name]

Address: [Redacted Address]

City: Para State: IL Zip code: [Redacted] County: Christian

Your Telephone Number:

Daytime [Redacted] Evening [Redacted]

Your e-mail address (optional):

Are you a senior citizen?
Yes No

Who referred you to this office?

NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Yamaha

Address: 6555 Katella Avenue

City: Cypress State: California Zip code: 90630-5101

Telephone (714) 761-7300

Website: 800 962-7926

Additional seller or provider of service involved in transaction:

Name:

Address:

City: State: Zip code:

Telephone ()

Website:

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes No

If yes, please give name, address, telephone number #. Gary Geisler 217 423-8081

Is court action pending? Yes No

INFORMATION ABOUT THE TRANSACTION

Date of Transaction:

May 15, 2004

Did you sign a contract?

Yes No

(If yes, please attach a copy)

Date contract was signed:

Was the product or service advertised? Yes No

When?

(Please attach a copy of the advertisement, if available)

In May of 2004

How was the service advertised?

- ☐ Newspaper/magazine
- ☐ Radio advertisement
- ☐ Television advertisement
- ☒ Internet advertisement
- ☐ E-mail solicitation
- ☐ Direct mail solicitation
- ☐ Telephone solicitation
- ☐ Yellow pages of the telephone book
- ☐ Facsimile solicitation
- ☐ Door-to-door solicitation
- ☐ Display at merchant's place of business
- ☐ Display at a trade show/convention, etc.
- ☐ Other _____

Total Cost of product/service: \$5317.24

Amount paid to date/down payment: \$5317.24

Method of payment (circle one) (Please attach a copy)

Cash Check Money Order Credit Card Debit Card Bank Draft
Wire Transfer Automatic Debit Other _____

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes No

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

Where did the transaction take place?

- ☐ At my home
☐ Over the telephone
☐ By mail
☐ Over the Internet
☐ Trade show/convention/home show
☒ At the firm's place of business
☐ By facsimile
☐ Other (please specify) _____
☐ There was no transaction

Have you complained to the company or individual?

Yes ☒ No ☐

If yes, provide name and phone number of the individual(s):

1-800-962-7926 Ext. 7443 Daniel
 1-800-962-7926 Ext. 7328 Steve Hamilton

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make: <u>Yamaha</u>	Model: <u>XVS650</u>	Year: <u>2001</u>	New: Yes ☐ No ☒	As-Is: ☒ Yes ☐ No
Warranty: Yes ☐ No ☒ Expiration Date:	Name of Extended Warranty:	Purchase Date: <u>May 15, 2004</u>	Current Mileage:	Mileage at Purchase: <u>6220</u>

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.

The passenger seat came loose, and I ([REDACTED]) fell off while we was traveling 55 MPH. This was June 4, 2004. Then on April 16, 2007 the the Yamaha company sent a letter saying there was a recall on the passenger seat. But the recall was dated for March 3, 2005. When we and Gary Greiser talked to them. They said they sent recall to original owner. We purchased the bike at a Yamaha dealership, so our names should have been in the system the day or day after we bought it. Now it is too late to get the seat fixed. I have medical bills and anything you need. Just let me know.

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.):

Money back and pain and suffering.

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature: [REDACTED]

Date: Oct. 05, 2008

☐ Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

Please return the completed form to the address at the top of this complaint form.

Incomplete forms may be returned.



6555 Katella Avenue, Cypress, California 90630-5101

CUSTOMER SUPPORT GROUP

SAFETY RECALL RENOTIFICATION

April 16, 2007

Dear Yamaha Owner:

This letter contains important safety information about your Yamaha XV250 ("Virago 250"), XVS65 ("V Star"), or XVS11 ("V Star 1100") with the 17-digit Vehicle Identification Number (VIN) shown on the label on the enclosed card.

This motorcycle should have been modified under recall, but our records do not show that necessary work has been done. For your convenience, on the reverse side of this letter we have reprinted copies of the original letters sent when the recalls were announced. This is a follow-up to those earlier communications.

If you have forgotten to have your Yamaha modified, or if you have delayed for some other reason, we urge you to delay no longer because of the safety risk.

Please contact your Yamaha motorcycle dealer immediately about this Factory Modification Campaign. If needed work has not been done, please have your dealer do the modification for you. It will, of course, be at no charge to you for either parts or labor.

If your motorcycle is already modified, or you are unable to have your motorcycle modified for some reason, please complete and mail the enclosed card or, if it is more convenient, call Yamaha toll free at 1-800-962-7926 to provide the information. When you call, please provide us with the 17-digit Vehicle Identification Number (VIN) shown on the label on the enclosed card. It is also stamped on the steering head on the frame of your motorcycle.

Again, we urge you to have your motorcycle modified without delay. If this situation causes you any inconvenience, we apologize. We also thank you for your understanding. Yamaha is committed to customer safety and satisfaction. We take this step to ensure your Yamaha will give you the trouble-free service it was designed to provide.

Sincerely,

Customer Support Group

FAX
714-761-
7303

1-800-962-
7926
Ext. 7328
Steve
Hamilton

Daniel
7/4/03



6555 Katella Avenue, Cypress, California 90630-5101 (714) 761-7300

SAFETY RECALL NOTICE

March 3, 2005

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, USA, has determined that a defect which relates to motor vehicle safety exists in all XVS11A (V Star 1100 Classic), XVS11AT (V Star 1100 Silverado), XVS11 (V Star 1100 Custom), XVS65A (V Star Classic), XVS65AT (V Star Silverado), XVS65 (V Star Custom), and XV250 (Virago 250) motorcycles.

The reason for this recall:

On affected motorcycles, the mounting hardware holding the passenger seat to the fender could loosen due to passenger's weight shifting on the seat. If the mounting hardware becomes loose enough to fall off, the passenger seat can fall off the rear fender. A passenger on the motorcycle could lose balance and fall, causing serious injury or death.

You should not ride your motorcycle with a passenger until a modification is performed.

What Yamaha and your dealer will do:

To correct this defect, the hardware holding the passenger seat to the fender must be replaced with components of a different type that will not allow the seat to fall off. **There will be no charge to you for this procedure.** Your dealer will probably need to keep your motorcycle less than one hour 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 motorcycle.

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 own one of the V Star models (but not the Virago 250), your Owner's Manual describes removal and reinstallation of your passenger seat. Because the mounting method will be different after modification, a sticker is included with this letter for you to update your manual. After your dealer modifies your motorcycle, simply find the page covering the Passenger Seat (check the index in the back if you have trouble locating the right page) and put the enclosed sticker on the page to provide information necessary if you should ever remove and reinstall the seat.

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, USA
Customer Relations Department
P.O. Box 6555
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 1-800-227-9626 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



6555 Katella Avenue, Cypress, California 90630-5101 (714) 761-7300

SAFETY RECALL NOTICE

June 7, 2005

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, USA has decided that a defect which relates to motor vehicle safety exists in all XVS11 (V Star 1100 Custom) and XVS65 (V Star Custom) motorcycles.

IMPORTANT: You may already have received a letter from Yamaha dated March 3, 2005 about a defect with your motorcycle. This letter you are receiving now is not a duplication. This letter concerns the same defect described in the previous letter, but offers an improved remedy. Yamaha determined that the first remedy is insufficient because the seat mounting hardware originally designed to correct the defect could break if over tightened. Therefore, you should have your motorcycle modified as described below with new, stronger components whether or not you have already responded to our March 3 letter.

The reason for this recall:

On affected motorcycles, the original replacement mounting hardware holding the passenger seat to the fender could break if the mounting hardware is over tightened. If the mounting hardware breaks, the passenger seat can fall off the rear fender. A passenger on the motorcycle could lose balance and fall, causing serious injury or death.

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

What Yamaha and your dealer will do:

To correct this defect, the hardware holding the passenger seat to the fender must be replaced with components of a different type that will not allow the seat to fall off. **There will be no charge to you for this procedure.** The modification takes about one hour to perform, although your dealer may need to keep your motorcycle longer depending upon his 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 he expects he will need to keep your motorcycle for this service. Remember to take this letter with you when you take in your motorcycle.

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 had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Yamaha at 1-800-227-5963.

Your Owner's Manual describes removal and reinstallation of your passenger seat. Because the mounting method will be different after modification, a sticker is included with this letter for you to update your manual. After your dealer modifies your motorcycle, simply find the page covering the Passenger Seat (check the index in the back if you have trouble locating the right page) and put the enclosed sticker on the page to provide information necessary if you should ever remove and reinstall the seat.

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, USA
Customer Relations Department
P.O. Box 6555
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 1-800-862-7926 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, USA



Illinois Department of Revenue

ST-556 Sales Tax Transaction Return

(R-6/03)

(For Vehicles, Watercraft, Aircraft, Trailers, and Mobile Homes)

Tax return no.: 37355182-6
IBT no.: 0277-7101
Taxable location no.: 068-0011-4 001
Taxable location name: LITCHFIELD
Dealer's license no.: DLM 108
Rev: 03
Form: 016

Do not write above this line.

NS CA ED RC TL

NIEHAUS CYCLE SALES INC
705 N OLD ROUTE 66
LITCHFIELD IL 62556-1099

(217) 324-6566

1 Write the buyer's name and address

Name(s) [REDACTED]
Street [REDACTED] City PANA State IL ZIP [REDACTED]

2 Describe the item sold

☒ A Vehicle ☐ B Watercraft ☐ C Aircraft
☐ D Trailer ☐ E Mobile Home

☐ New ☐ Used

Identification no. JYAVMO1E01A [REDACTED]

Year 2001 Make YAMAHA

Body style and model XVB650

3 Write the date of delivery

05 / 15 / 04
Month day year

(This return is due no later than 20 days after the date of delivery.)

4 Describe the trade-in, if any

Item traded in

Identification no.

Year Make

Body style and model

5 Is the sale exempt from tax?

If so, check the correct box below, and complete Section 6, Lines 1 and 2.

- ☐ A Out-of-state buyer
drive-away permit no./lic. plate no. state
☐ B Sold for resale buyer's IBT no.
☐ C Exempt organization (government, school, religious,
or charitable) tax-exempt no. E
☐ D Sold to an interstate carrier for hire for use as rolling stock
Certificate of authority no.
☐ E Sold for rental use
buyer's IBT no.
☐ F CDF sales tax exemption
☐ G Other (describe)

Under penalties of perjury, we state that we have examined this return, including any schedules and statements, and to the best of our knowledge, it is true, correct, and complete. If the seller has taken a qualified trade-in, we also state that the seller has surrendered the title of

Signature of buyer Date 5/15/04
Signature of seller Date 5/15/04

This form is authorized as outlined by the Illinois tax laws and the Illinois Vehicle Code. Disclosure of this information is REQUIRED. Failure to provide information could result in penalties. This form has been approved by the Forms Management Center. IL-492-1556

6 Write the price, and figure the tax

(Round to nearest dollar)

You must complete Lines 1 and 2 even if no tax is due.

- 1 Total price, including accessories, federal excise tax, freight, dealer preparation, labor, and documentary fees. \$4,739.00
2 Total trade-in credit or value. \$0.00
3 Amount subject to tax [Line 1 - Line 2] \$4,739.00
4 Tax [Line 3 X*0.0625] (If you made this sale from a temporary sales location, see the instructions.) \$296.00

5 Use tax for certain districts - (see instructions)

Do not report home rule use tax below.

- a. County \$0.00
b. City \$0.00
c. Township \$0.00

6 Total tax [Line 4 + Line 5]

[REDACTED]

Dealer's check no.

Do not write below this line.

Date received by Illinois state government Copy 3 - Purchaser's



24-Hour Fax
(217) 324-6563
www.niehauscycle.com



Sales/Service
(217) 324-6565
Email: info@niehauscycle.com



Old Rt. 66 North

1-800-373-6565

Litchfield, IL 62056

PURCHASER
[Redacted]
PHONE
[Redacted]
DATE
5/14/2004
CITY
[Redacted]
STATE
[Redacted]
ZIP
[Redacted]
TO PURCHASE THE FOLLOWING VEHICLE
☐ **NEW** ☒ **USED**
YEAR 2001 **MAKE** YAMAHA **MODEL** XZ660 **COLOR** BLACK **DELIVERY DATE** 5/15/2004 **STOCK NUMBER** Y20031
SERIAL # TYA0012012 **ENG #**

OPTIONS	SALE PRICE
	\$4,699.00
	TRADE IN / DISCOUNT
	\$0.00
	DIFFERENCE
	\$4,699.00
	OPTIONS WITH TAX / INSTALLATION
	\$179.54
	FREIGHT / SETUP
	\$0.00
	CRATING
	\$0.00
	DOCUMENTARY FEE
	\$39.50
	TAX
	\$235.16
	TRANSFER / LICENSE / TITLE
	\$102.00
	SERVICE CONTRACT OR PAYOFF
	\$0.00
	TOTAL DELIVERED PRICE
	\$5,217.24
	PREVIOUS DEPOSIT
	\$0.00
	CASH ON DELIVERY
	\$0.00
	BALANCE DUE
	\$5,217.24

LIEN TO:
CEFCU
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

BILL OF SALE FOR VEHICLE TAKEN IN TRADE
For value received, I hereby sell and deliver to NIEHAUS CYCLE SALES the following described motor vehicle:
Year _____ Make _____ Model _____
Serial Number _____
Mileage _____ Color _____
I hereby certify that there is no lien, claim, debt, mortgage or incumbrance of any kind, nature of description against this motor vehicle now existing, of record or otherwise.
Signed _____

NIEHAUS CYCLE SALES states that the odometer mileage indicated on the vehicle described above is 5330 miles and is ☒ Actual Mileage ☐ True Mileage Unknown.
Odometer Reading

ODOMETER (MILEAGE) STATEMENT
(Federal Regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate statement may make you liable for damages to your transferee, pursuant to § 409 (a) of the motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.)

APPROVED BY JEAN OLIVER
SALESMAN Bob Nelson

The terms and conditions of this bill of sale comprise the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding or promise whatsoever will be recognized. Upon failure or refusal of the purchaser to complete this agreement for any reason, all or part of the cash deposit may be retained as liquidated damages. The purchaser certifies he/she is of legal age and hereby accepts and acknowledges receipt of a copy of this bill of sale. All used products are sold "AS IS" unless otherwise stated on this contract.

SIGNED X

KEY NO.

SALES CONTRACT

CERTIFICATE OF TITLE OF A VEHICLE

VEHICLE IDENTIFICATION NO.

JYAVM01E01A

YEAR

2001

MAKE

YAMAHA

MODEL

BODY STYLE

MOTORCYCL

TITLE NO.

JYAVM01E01A

DATE ISSUED

06/17/04

ODOMETER

6880

6880

CCM

649

PURCHASED

USED

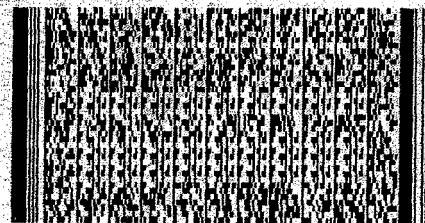
PURCHASE DATE

05/15/04

MAILING ADDRESS

CITIZENS EQUITY FEDERAL CR UN
POB 1715
PEORIA IL 61656

MOBILE HOME SQ. FT.

TYPE OF TITLE
ORIGINAL

LEGEND(S)

CURRENT MAILING ADDRESS

ACTUAL MILEAGE

PANA IL

FIRST LIENHOLDER NAME AND ADDRESS
CITIZENS EQUITY FEDERAL CR UN
POB 1715
PEORIA IL 61656

SECOND LIENHOLDER NAME AND ADDRESS

CITIZENS EQUITY
FEDERAL CREDIT UNION

RELEASE OF LIEN

The holder of Lien on the vehicle described in this Certificate does hereby state that the lien is released and discharged.

By

Signature of Authorized Agent

Date

7-25-06

By

Signature of Authorized Agent

Date

Firm Name

NEW LIEN ASSIGNMENT: The information below must be on an application for title and presented to the Secretary of State.

Secured Party:

Address:

Federal and State law requires that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

ASSIGNMENT OF TITLE

The undersigned hereby certifies that the vehicle described in this title has been transferred to the following printed name and address:

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

- ☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the actual mileage.

WARNING-ODOMETER DISCREPANCY

"If this vehicle is one of more than 5 commercial vehicles owned by me, I certify also that the vehicle is not damaged in excess of 33 1/3% of its fair market value unless this document is accompanied by a salvage application."

ODOMETER READING

NO
TENTHS

Signature(s) of Seller(s)

Printed Name(s) of Seller(s)

"I am aware of the above odometer certification made by seller."

DATE OF SALE

Signature(s) of Buyer(s)

Printed Name

I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that according to the records on file with my Office, the person or entity named hereon is the owner of the vehicle described hereon, which is subject to the above named liens and encumbrances, if any.
IN WITNESS WHEREOF, I HAVE AFFIXED MY SIGNATURE AND
THE GREAT SEAL OF THE STATE OF ILLINOIS, AT SPRINGFIELD.



D34050425

CONTROL NO.

Jesse White
JESSE WHITE, Secretary of State



TAIPEI TIMES

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Business Briefs

AGENCIES

Sunday, Mar 06, 2005, Page 11

■ Lighters

Security rules worry Zippo

Zippo Manufacturing Co, which prides itself on its classic brass-and-chrome lighters, says new US air travel security regulations could cut into sales by as much as 30 percent. The US Transportation Security Administration has announced it will ban butane, electric and absorbed fuel lighters aboard all aircraft and in areas behind airport security gates beginning in April. Zippo uses absorbed fuel. Butane is often used in disposable lighters. Such lighters already were banned in checked baggage because the ignition source is too close to flammable materials to be allowed in cargo holds, but passengers previously had been allowed to have two lighters in their carry-on luggage. Zippo officials will meet with US officials later this month to plead their case. Millions of the metal, rectangular lighters are bought on impulse at duty-free shops and at vacation spots as mementos. The company sold 14 million lighters last year, said Greg Booth, president and chief executive officer.

■ Employment

IBM plans to cut 580 jobs

International Business Machines Corp plans to cut nearly 600 jobs in Germany, a company spokeswoman said on Friday. A total of 580 jobs will be lost as the company closes operations in Hanover and Schweinfurt, both part of IBM Business Services, IBM Germany spokeswoman Ursula Diel told Dow Jones Newswires. The company informed its employees on Thursday of its intention to close down the two sites, but negotiations with the workers council will start only next week, she said. A precise closure date is not known yet.

■ Aerospace

US air force lifts Boeing ban

The US air force on Friday lifted a 20-month ban prohibiting Boeing Co from bidding on

satellite launch contracts, saying the company had corrected problems that led to accusations that it stole information from a competitor in 1998. The aerospace giant was suspended in 2003 and stripped of some US\$1 billion in launch contracts after it was found in possession of sensitive documents belonging to rival Lockheed Martin. Acting Air Force Secretary Peter Teets said Boeing will reimburse the military US\$1.9 million for the cost of investigating the allegations. Boeing will also pay for a special compliance officer, reporting to the air force, who will monitor the company's business ethics for the next three years. In July 2003, the air force banned Boeing from satellite launches after concluding that Boeing committed "serious and substantial violations of federal law" by stealing extensive information from Lockheed.

■ Employment

Singapore to promote hiring

Singapore can expect higher unemployment as it faces competition from China and India, and the government will launch a program to make jobs more attractive for its citizens, Prime Minister Lee Hsien Loong said yesterday. Lee's comments at a job creation forum came one day after news that California-based Maxtor Corp, which makes computer hard-disk drives, was reducing its work force by up to 5,500 people at its Singapore manufacturing operations. "Right now our unemployment rate is 3.7 percent. But other developed countries, such as US or Australia, have unemployment rates of around 5 percent even in good years. This could happen to us too, as we develop further," Lee said.

■ Tobacco

Phillip Morris cleared

A Los Angeles jury on Friday cleared tobacco maker Philip Morris of liability in the death of a man who smoked for 35 years and alleged the company misled him by failing to acknowledge the habit was addictive and caused cancer. Fredric Reller, 64, first sued Philip Morris in November 2001. A jury cleared the nation's biggest cigarette maker last August of negligence and misrepresentation in the lawsuit, but deadlocked on one count claiming the company fraudulently concealed the dangers of smoking. Reller died shortly after that verdict, but his widow sought a rehearing on the one deadlocked count and added a count alleging wrongful death. She asked for damages of more than US\$17 million. Based on evidence at the trial, "it was clear that the plaintiff's husband made an informed decision as to whether to smoke," said William S. Ohlemeyer, Philip Morris vice president and associate general counsel.

■ Motorcycles

Massive recall for Yamaha

Yamaha Motor Corp. is recalling around 190,000 motorcycles because the passenger seat

can fall off the rear fender, federal safety regulators and the company said Friday. The recall affects XV250, XVS11 and XVS65 motorcycles from the 1988-2005 model years, Yamaha spokesman Brad Banister said. The mounting hardware that connects the seat to the fender can loosen when passengers shift their weight, which eventually can cause the seat to fall off, according to a recall notice sent to the National Highway Traffic Safety Administration. Banister said the company knows of two minor injuries caused by the defect. Banister said Yamaha decided to recall the vehicles after reviewing quality control reports on the motorcycles in Japan. "We constantly monitor this sort of thing because we do care about the safety of our customers," Banister said. Yamaha will notify owners about the recall this spring. Dealers will replace the seat's mounting hardware for free.

■ Electronics

Layoffs in Singapore

Maxtor Corp., which makes hard-disk drives for personal computers, is reducing its work force by up to 5,500 people at its Singapore manufacturing operations, according to a regulatory filing Friday. Maxtor, based in Milpitas, California, said roughly 2,500 of the planned job cuts will be achieved through attrition and the rest by severance, according to the Securities and Exchange Commission filing. The reduction stems from its plan to close one of its two plants in Singapore and move its manufacturing of desktop products to China, the filing said. The plant shutdown is expected to be completed by 2006, according to the filing. The severance packages are expected to lower first-quarter earnings by US\$12 million.

■ Automobiles

BMW to supply limos

German luxury car maker BMW has tied up with its Singapore dealer to supply 420 chauffeur-driven limousines at the International Monetary Fund and World Bank meeting in September next year. The partnership deal, worth 10 million Singapore dollars (US\$6.13 million), was officially marked at a signing ceremony Friday night. The meetings, the world's largest and most comprehensive gatherings of global financial representatives, are held outside the two bodies' Washington base every third year. BMW will provide its 7-series limousines to ferry VIPs from 184 countries for a week of forums and seminars in Singapore.

DESERET Morning News

Yamaha recalls 190,000 motorcycles for seat flaw

Bloomberg News

Published: March 8, 2005

Yamaha Motor Co. is recalling 190,000 motorcycles sold in the United States over the past 18 years to fix seat brackets that could potentially fail and cause riders to fall. The recall is Yamaha's biggest ever in the U.S.

Yamaha, the world's second-largest motorcycle maker by unit sales, is recalling XV250, XVS11 and XVS65 series cycles sold in the 1996 through 2005 model years, according to the National Highway Traffic Safety Administration.

The company, based in Iwata, Japan, also extended the recall to 1988 through 1995 models, said Brad Banister, a spokesman for Yamaha's U.S. unit.

"We expanded it to go back 18 years, even though NHTSA only requires recalls of products going back 10 years, because we want to make sure our customers are safe," Banister said. "There were two minor injuries reported" as a result of defective seat brackets, he said.

U.S. motorcycle sales, led by Honda Motor Co., Harley-Davidson Inc. and Yamaha, have risen for 12 consecutive years in the U.S., reaching 1.05 million in 2004, a 4.7 percent increase, according to the Motorcycle Industry Council. North America buys the largest portion of Yamaha vehicles and is the company's largest market.

Customers are being informed of the recall by letter, and replacement brackets will be installed at Yamaha dealerships, NHTSA said. NHTSA couldn't confirm whether the recall was the largest ever for any motorcycle maker in the U.S.

"I'm not aware of a larger recall," said Don Brown, president of DJB Associates, a motorcycle-business consulting firm in Irvine, California, who has followed the industry for five decades. "The size of this one really surprised me."

Yamaha's U.S. unit is based in Cypress, Calif.

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THIS MONTH

IN THIS ISSUE!

RECALLS

2003 YAMAHA XVS65 SEATS: MOTORCYCLE RECALL

Read the complete details of this 2003 Yamaha Xvs65 SEATS: MOTORCYCLE recall issued on MAR 03, 2005 by the NHTSA, including motorcycles affected, consequence, proposed solution from the manufacturer, and more.

- Dealer Locator
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Recall ID # 05V067000 - SEATS: MOTORCYCLE

Recall Date
MAR 03, 2005

Model Affected
2003 YAMAHA XVS65

Summary
ON CERTAIN MOTORCYCLES, THE MOUNTING HARDWARE HOLDING THE PASSENGER SEAT TO THE FENDER COULD LOOSEN DUE TO THE PASSENGER'S WEIGHT SHIFTING ON THE SEAT.

Consequence
IF THE MOUNTING HARDWARE BECOMES LOOSE ENOUGH TO FALL OFF, THE PASSENGER SEAT CAN FALL OFF THE REAR FENDER. A PASSENGER ON THE MOTORCYCLE COULD LOSE BALANCE AND FALL, CAUSING SERIOUS INJURY OR DEATH.

Remedy
DEALERS WILL REPLACE THE PASSENGER SEAT'S MOUNTING HARDWARE FREE OF CHARGE. THE RECALL BEGAN ON MARCH 4, 2005. OWNERS MAY CONTACT YAMAHA AT 1-800-227-5963.

Potential Units Affected
179042

Notes
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MOTORCYCLE OFFERS

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 2003 Yamaha XV17PCRC
 2003 Yamaha XV17PCR
 2003 Yamaha XV17PCPC

2003 Yamaha XV17PCP
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DIRT RIDER | **MOTORCYCLE CRUISER** | **SPORT RIDER**
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**All XVS11A, XVS11AT, XVS65A, XVS65AT, and XV250
FACTORY MODIFICATION CAMPAIGN – Passenger Seat Hardware
Yamaha Technical Bulletin M2005-003**

Yamaha Motor Corporation, U.S.A. posts this notice as a service to Yamaha customers and potential Yamaha customers. Yamaha Motor Corporation, U.S.A. has decided a defect relating to motor vehicle safety exists in all XVS11A "V Star 1100 Classic," XVS11AT "V Star 1100 Silverado," XVS65A "V Star Classic," XVS65AT "V Star Silverado," and XV250 "Virago 250" motorcycles. See Technical Bulletin M2005-010 for a related recall on XVS11 "V Star 1100 Custom" and XVS65 V Star Custom motorcycles. The bulletin's original release date was March 3, 2005.

Affected Models

All 1999~2005 XVS11A	V Star 1100 Classic
All 1999~2005 XVS11AC	V Star 1100 Classic
All 2003~2005 XVS11AT	V Star 1100 Silverado
All 2003~2005 XVS11ATC	V Star 1100 Silverado
All 1998~2005 XVS65A	V Star Classic
All 1998~2005 XVS65AC	V Star Classic
All 2003~2005 XVS65AT	V Star Silverado
All 2003~2005 XVS65ATC	V Star Silverado
All 1988~2005 XV250	Virago 250
All 1988~2005 XV250C	Virago 250

The reason for this recall: On affected motorcycles, the mounting hardware holding the passenger seat to the fender could loosen due to passenger's weight shifting on the seat. If the mounting hardware becomes loose enough to fall off, the passenger seat can fall off the rear fender. A passenger on the motorcycle could lose balance and fall, causing serious injury or death.

What Yamaha and your dealer will do: To correct this defect, the hardware holding the passenger seat to the fender must be replaced with components of a different type that will not allow the seat to fall off.

What you should do now: Do not ride the affected unit until this important modification has been performed.

If you are not the first owner of the motorcycle, and are unsure if this modification has been done, contact any authorized Yamaha Motorcycle Dealer to check. Any authorized Yamaha Motorcycle Dealer can perform this service. For the name and location of a dealer near you, call 1-800-88-YAMAHA or visit the Dealer Locator section of this website.

**All XVS11A, XVS11AT, XVS65A, XVS65AT, and XV250
FACTORY MODIFICATION CAMPAIGN – Passenger Seat Hardware
Yamaha Technical Bulletin M2005-010R**

Yamaha Motor Corporation, U.S.A. posts this notice as a service to Yamaha customers and potential Yamaha customers. Yamaha Motor Corporation, U.S.A. has decided a defect relating to motor vehicle safety exists in all XVS11 (V Star 1100 Custom) and XVS65 (V Star Custom). The bulletin's original release date was June 7, 2005.

This defect was identified in Technical Bulletin M2005-003. However, for these two models, Yamaha has subsequently determined that the remedy described in that bulletin was insufficient. The seat mounting hardware originally designed to correct the defect could break if over-tightened. This new bulletin provides a modification procedure that uses 8mm mounting studs instead of 6mm studs described previously. The procedures in this bulletin must be performed whether or not the modification described in M2005-003 was performed.

Affected Models

All 1999~2005 XVS11	V Star 1100 Custom
All 1998~2005 XVS65	V Star Custom

The reason for this recall: On affected motorcycles, the original replacement mounting hardware holding the passenger seat to the fender could break if the mounting hardware is over tightened. If the mounting hardware breaks, the passenger seat can fall off the rear fender. A passenger on the motorcycle could lose balance and fall, causing serious injury or death.

What Yamaha and your dealer will do: To correct this defect, the hardware holding the passenger seat to the fender must be replaced with components of a different type that will not allow the seat to fall off should the mounting hardware break from being over tightened.

What you should do now: Do not ride the affected unit until this important modification has been performed.

If you are not the first owner of the motorcycle, and are unsure if this modification has been done, contact any authorized Yamaha Motorcycle Dealer to check. Any authorized Yamaha Motorcycle Dealer can perform this service. For the name and location of a dealer near you, call 1-800-88-YAMAHA or visit the Dealer Locator section of this website.

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Norkis to close down Cebu Yamaha motorcycle plant

By Irene Sino Cruz
Visayas Bureau

Posted date: June 18, 2007

CEBU CITY, Philippines – Norkis Trading Co., Inc. will cease operating its production and assembly facility for Yamaha motorcycles next month.

Norkis, in a company statement, cited the government's zero tariff policy resulting from free trade agreements as reason for its decision.

The company noted that the Japan-Philippines Economic Partnership Agreement (JPEPA) allows Japanese manufacturers to bring their finished products into the country without any tariff coverage.

Another reason cited for the shutdown is the expiration next month of Norkis' technical collaboration agreement with Yamaha Motors Co. Ltd. of Japan.

The shutdown would affect 364 permanent employees who were offered early retirement packages, Norkis said.

Norkis has already formally notified the Department of Labor and Employment.

Norkis media consultant Willie E. Capulong said the company expected to reach an agreement with the affected employees before the closure next month.

The company has been looking at other ways to provide livelihood to the employees affected by the facility shutdown, Capulong added.

He denied reports that politics could be the reason for the company's decision to shut down its assembly operation.

Luigi Quisumbing, grandson of Norkis founder Norberto Quisumbing Jr., ran for a provincial board seat in the May 14 polls but lost to incumbent Congresswoman Nerissa Soon-Ruiz.

Capulong said the company made the decision based purely on business factors.

The Norkis Group will embark on an expansion program of its retail financing businesses.

Norkis will put up 25 new retail financing units in the next two years, 15 of which will be in Luzon and 10 in the Visayas and Mindanao regions.

Norkis Trading, as the flagship company of the Norkis Group of Companies, would provide the funds for the retail financing units.

The company said its investment portfolio in the retail financing business has reached almost P7 billion, servicing over 150,000 accounts nationwide.

In Visayas and Mindanao, Norkis firms engaged in retail financing include Norkis Distributor Inc., Cebu Filipino Marketing Resources Corp., Northern Mindanao Finance Services Group Inc., and Southern Mindanao Finance Services Group Inc. Those based in Luzon are Norkis Automotive Resources Corp. and Auto Solutions Inc.

The Norkis Group also plans to provide remittance services for Filipino migrant workers through its nationwide network of 200 branches.

The retail financing business kept the Norkis Group afloat during the difficult years that followed the Asian financial crisis in 1997. It has contributed over 50 percent of the group's profit in the last few years, prompting the Quisumbing family to review its corporate goals.

Capulong said 70 percent of Norkis retail outlets would continue to exclusively sell Yamaha motorcycles, while the remaining branches would start selling other brands.

Founded in 1962 as the sole assembler and distributor of Yamaha motorcycles, Norkis Trading has been recognized as a substantial revenue contributor by the Bureau of Customs.

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