



NOV 2 2009

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

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

FOR AGENCY USE ONLY 100148

Date Received

05-OCT-2009

Repository ☐

Reference No.

10286329

OWNER INFORMATION (Type or Print)

Name

Address

City

QUANTICO

State

MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

JH2RC50019K

Make

HONDA

Model

VT750

Model Year

2009

Date Purchased

8/27/09

Dealer's Name and Telephone Number

Hornen Honda, Salisbury, MD

PH 410 749 6661

Original Owner

☒

Dealer's City

Salisbury, MD

State

MD

Zip Code

21801

Engine:

No: Cylinders

two

Fuel Type:

Gas

Transmission Type

manual
4 spd☐ Antilock Brakes☐ Cruise Control

Powertrain

shaft drive

Multiple Failure:

Incident Date(s)

01-AUG-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage

4

Failure Speed

55

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: DOTM9ABC036)

☐ 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(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

TL* THE CONTACT OWNS A 2009 HONDA AEOR VT750 MOTORCYCLE. WHEN DRIVING ABOVE 50 MPH OR IN 5TH GEAR THE VEHICLE BOUNCES; AS IF THE SUSPENSION WAS FAILING. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. THE TECHNICIANS COULD NOT IDENTIFY THE CAUSE OF THE FAILURE, THEREFORE THEY COULD NOT PROVIDE A REMEDY. THE FAILURE MILEAGE WAS 4. THE CURRENT MILEAGE WAS 700.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF 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.

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Motorcycle Division
American Honda
P.O. Box 2200
Torrance, CA 90509
ma:stop: 1004c-7B

2. Article Number

(Transfer from service label)

7008 3230 0000 2331 2433

PS Form 3811, February 2004

Domestic Return Receipt

102595-02-M-1540

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1?

☐ Yes

If YES, enter delivery address below:

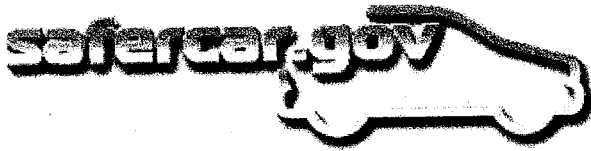
☐ No

3. Service Type

☒ Certified Mail☐ Express Mail☐ Registered☐ Return Receipt for Merchandise☐ Insured Mail☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

**FILE A SAFETY COMPLAINT**

Form 100% complete.

[Complaint](#) » [Vehicle](#) » [Consumer](#) » [Preview](#)**Safety Complaint Confirmation****Your Complaint Information is successfully submitted.**Your Confirmation number (ODI Number) is: **10285237**

Click on the "Print Complaint" button to see a print version of the confirmation page to print for your records.

[Print Complaint](#)**Acknowledgement**

An e-mail was sent to

**Complaint Information****Description:**

I purchased a Honda VT 750C (VIN JH2RC50019K[REDACTED]) motorcycle from Honda in Salisbury, Maryland on August 1, 2009. I have ridden the bike about 400 miles and at speeds above fifty miles per hours the cycle vibrates badly. At speeds over 55 the cycle bounces severely enough to bounce the rider's eyeballs to the point that vision is severely impaired. I returned the motorcycle to the dealership and contacted Honda Inc. They seem less than concerned to say the least. It is the dealership's position that all of the VT 750's ride in a like manner. If that is the case these bikes need to be removed from the road. There is significant inherent danger in riding any motorcycle. Younger inexperienced riders may not recognize the danger represented by the loss of visual acuity. Adding this level of danger to cycling is unacceptable. If the bikes all bounce, they should be bounced from the road and all owners compensated.

Approximate Incident Date:

8/1/2009

Your responses to the questions regarding the incident:**Deaths/Injuries:** No**Property Damage:** No**Crash:** No**Fire:** No**Police Report:** No

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Vehicle Information

VIN: JH2RC50019[REDACTED]
Year, Make, Model: 2009, HONDA, VT750
Failure Mileage: 05
Speed: 55

Vehicle Component Information

Component 1: UNKNOWN OR OTHER

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Consumer Information

Name: [REDACTED]
Daytime Phone: [REDACTED] **Ext:**
Evening Phone:
E-mail: [REDACTED]
Fax:
Address: [REDACTED]
City, State, Zip: Quantico, MD [REDACTED]
Country: USA
Referral Source: Owner Manual

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Thank you for your submission to the Consumer Protection Division.

Your reference number is: 174825

The following is the information you have submitted on August 25, 2009 at 10:47 AM:

Prefix	Mr.
First Name	[REDACTED]
Last Name	[REDACTED]
Address	[REDACTED]
City	Quantico
State	MD
Zip	[REDACTED]
Daytime Telephone Number	[REDACTED]
E-Mail Address	[REDACTED]
Name of Dealership	Horner Hon
Business Address	1135 South Salisbury Boulevard
Business City	Salisbury
Business State	Maryland
Business Zip Code	21856
Business Primary Telephone Number	[REDACTED]
Name of the Manufacturer	Honda
Date of Purchase	08/01/2009

Please describe the problems you have had with your vehicle.

The Motorcycle vibrates/bounces at speeds over 50 miles per hour. Cycle is unsafe to ride at these speeds since one's eyes bounce as severely as the cycle and one cannot see the road clearly. I returned the cycle to dealership on August 14. Dealer ship says that bouncing "is what it is." They overinflated the rear tire from 29 PSI recommended by the owner's manual to 35 psi which makes the bike loose in maneuvers. They claim that three of the employees rode the bike and it rides like all the other Honda 750s. I called Honda inc. customer service on 8/24/09. The representative kept repeating that Honda Inc. had no way to examine the Cycle and suggested I take it to the Honda dealership in Easton. After consideration I opted to file a complaint instead. I see no point in getting a run around from two dealerships. I do not believe Horner Honda and Honda Inc are acting in good faith. There are descriptions of

this problem on the internet and additional comments that Honda Motorcycle will not stand behind its warranties and its product. clearly have no intention of repairing or replacing this bike. If all of them truly perform in the same manner, they all should be recalled and taken off the highway. This is a safety issue. Horner Honda needs to repair the bike to eliminate the bouncing or they need to refund my down payment.

How did you
hear about our
office? Other

Description of
supporting
documents Sales invoice, Repair order 52524

Model of the
Vehicle Honda Shadow Aero VT750C9 Motorcycle

Model Year of
the Vehicle 2009

VIN JH2RC50019K [REDACTED]

Purchase Price \$8355.27

Mileage when
Purchased 4

Current Mileage 375

Is the vehicle
registered in
Maryland? yes

What would you
like the
business to do? fix the vehicle

Other
Resolution
Sought If they cannot repair this vehicle to eliminate the bouncing, they should refund my down payment or replace it with a new vehicle vehicle that does not bounce.

Have you
notified the
Manufacturer? yes

Date(s)
Manufacturer
notified 08/24/09

Was your letter
sent certified? no

Response from
Manufacturer The manufacturer's rep kept repeating that they could not examine the vehicle. They suggested I take it to another Honda dealership. The nearest Honda mOTORcycle dealership is in Easton. On reflection that makes no sense. I will however take it to a competing dealer for evaluation.

Has the
business
suggested
arbitration? no

[REDACTED]
Quantico, MD [REDACTED]

August 25, 2009

Motorcycle Division,
American Honda Motor Co., Inc.
P.O. Box 2200
Torrance, CA 290509
Mailstop: 100-4C-7B

Dear sir or Madam:

I purchased a VT 750C (VIN JH2RC50019K [REDACTED]) motorcycle from Horner Honda in Salisbury, Maryland on August 1, 2009. I rode the cycle home and on the way home noted that the cycle begin to vibrate badly or perhaps bounce rapidly up and down is a better description as I pushed the speed above 50 mile per hour. The bike was brand new and since I had previously owned a Honda motorcycle and never observed any such vibration, I put the vibration down to the stiffness of a new bike or perhaps the flatting of the tires since I had observed the bike sitting on the floor in the accessory sales area for a long period of time. I continued to ride the cycle on various road surfaces and at various speeds but the vibration did not improve. At speeds over 55 the cycle bounces severely enough to bounce the rider's eyeballs to the point that vision is severely impaired. I called Horner Honda on August 13, and described the problem. I was instructed to bring the bike in and I took it back on Friday August 14. I had ridden the bike a little over 150 miles at speeds below 55 miles per hour.

I called the dealership and was told by the service manager that "it is what it is." The bike rides like any other Honda 750. I was informed that **three** of the Honda employees had **ridden** the bike and they **agreed** that it was "**normal**." If that is the case, God protect us from normal.

There was absolutely no indication that they had tested the tires for balance, or examined any of the other parts of the bike—rims, drive shaft, transmission or engine-- that might have accounted for the vibration. They inflated the rear tire to 36 psi which made the bike somewhat "loose" during maneuvers but did not ameliorate the vibration.

Page two, Honda Inc,
August 25, 2009.

I indicated to Mr. Horner that the bike was not acceptable if it continued to vibrate. I indicated he needed to contact Honda Inc and: 1) repair the bike to eliminate the vibration or 2) replace the bike with one that doesn't vibrate or 3) refund my down payment. I also indicated to him that when it was clear the vibration was not going away, I had signed onto the internet and found numerous complaints about the Honda 750 vibrating and Honda Inc's refusal's to back its warranty. Mr. Horner told me he would talk to Honda Inc. and see what they could do.

After ten days and no word from Mr. Horner I called Honda Inc on August 24 and talked to a public relations person named Matt. He kept repeating that they could not inspect the cycle and finally suggested that I take it to another Honda dealer for inspection. I objected that it was a waste of my time and money to do so especially since the closest dealership is in Easton some 60 freeway miles away.

On reflection having received no satisfaction from Horner and having heard nothing from him for ten days, I decided I didn't care to be jerked around by another dealership and I filed a complaint with the Maryland Attorney General's office on this date. I am in process of discussing the matter with an attorney.

The complaint is two fold. The motorcycle does not meet the basic requirements of merchantability. You cannot ride this bike safely above 55 miles per hour. Vision is impaired and there is a major safety issue involved.

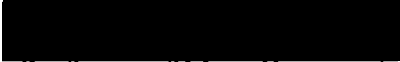
Second , Horner and Honda are reneging on their warranty. It is my belief that Horner Honda and Honda Inc are aware of the vibration problem with these motorcycles—surely they are aware of the numerous internet complaints—and they are simply attempting to stonewall by declaring the bike operation as “normal.” God protect us from normal.

I expect Honda Inc to send someone to inspect the motorcycle. You most certainly can inspect it and you have no data until you do. At this point you have my observation as an experienced rider that the cycle vibrates excessively past 55 and the word of the Horner gang of three that the cycle is “normal.” God protect us from normal. In the interim, I intend to have the cycle inspected by the closest certified motorcycle mechanic I can find who does not work for Honda.

Page three, Honda Inc.
August 25, 2009

I owned a Honda motorcycle from 1983 to 1988 and had nothing but good things to say about the Honda bikes. I find it hard to believe that the company has fallen to such a low dishonorable, and disreputable state that they are trying to fob off dangerous motorcycles on an unsuspecting public. It is my hope that you will repair this cycle or replace it with one that does not have the vibration problem. That failing I expect a full refund of my money. If I hear another jackass braying that the vibration is "normal," I will assume that all of these bikes are defective and that Honda is willfully putting its riders at risk and pursue this with the NHTSA.

Sincerely yours,


Professor of Mass Communication and Journalism (Retired with lots of time to pursue satisfaction in this matter)