



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

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 100148

Date Received

28-DEC-2009

Repository

Reference No.
10297171

2010 JAN 25 PM 12:18
1-888-DASH-2-DOT
(1-888-327-4236)

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City WEST BRANCH

State MI

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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
JYAVP04E26 [REDACTED]

Make
YAMAHA

Model
CP250

XVZ13TFMV

Model Year
2006

Date Purchased

Dealer's Name and Telephone Number

US 27 MOTORSPORTS 989 224 8874

Engine:

No: Cylinders 4

Fuel Type:

GASOLINE

Original Owner

Dealer's City

ST JOHNS

State

MI

Zip Code

48879

Transmission Type

MANUAL

Antilock Brakes

Cruise Control

Powertrain

1294 cc Yamaha

Multiple Failure:

5-TIMES

Incident Date(s)

03-MAR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE

Failure Mileage
9000

Failure Speed
5

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: DOTMAL9ABC036)

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 2006 YAMAHA MOTORCYCLE . THE MOTORCYCLE LEAKS FUEL. HE TOOK THE MOTORCYCLE TO THE DEALER FOUR TIMES. THE DEALER CLEANED THE CARBORATOR; AND REPLACED A FEW PARTS; HOWEVER THE FAILURE WAS NOT CORRECTED. THE MANUFACTURER WAS CONTACTED. THE MANUFACTURER DIDN'T TAKE A REPORT AND WILL NOT ASSIST WITH THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 9,000.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

GASOLINE POURS OUT OVERFLOW AND INTO EXHAUST PIPE, CAUSING ENGINE TO BACKFIRE THIS OCCURENCE HAS TAKEN PLACE 5 Times 3 times WHICH DEALER HAS FAILED TO REPAIR. ANY TIME GASOLINE ENTERS EXHAUST PIPE OR POURS OUT ON ROADWAY OR GARAGE FLOOR IS OF GREAT CONCERN I AM VERY CONCERNED WITH FIRE

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

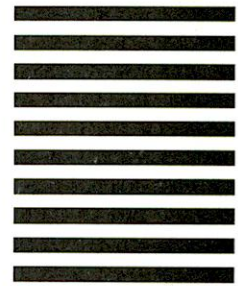


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline

888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



1 REPAIR ORDER INVOICE - DUPLICATE

Cashier: PAMELA A. COLBY

Repair Order # 5900151

Invoice # 90902911

Sold to [REDACTED]

Invoice Date 3/14/09

CLEAR LAKE, MI

Date In 3/ 6/09

Home Phone [REDACTED]

Promised 0/ 0/ 0

Closed Out 3/14/09

Yr Make	Model	Color	Class	Plate #	VIN	Key Board#	Hrs/Odom
06 YAMAHA	XVZ13TFVR	MAR	M		JYAVP04E26A [REDACTED]		7137

Unit Name	Beam/CC	Lngh/Cyl	H.P.	Engine Number	Key Number
VENTURE	1300 CC				

Job: PICK UP AND DROP

Yr: 06 Make: YAMAHA Model: XVZ13TFVR Color: MAR Class: M
PICK UP MOTORCYCLE 3-7-09 11:00 AM,
CUSTOMER'S ADDRESS GIVEN

Part #/Labor Code	Description	Src	Cat	Tech	Hrs/Qty	Total
Labor (PICKUP)	MOTORCYCLE PICKUP			JR	.66	45.00
(DELIVERY)	DELIVERY UPON COMPLETION			JR	.66	45.00
Resolution 3-7-09 MOTORCYCLE PICKUP COMPLETED						
Job Subtotal \$ 90.00						

Job: GAS IS LEAKING

Yr: 06 Make: YAMAHA Model: XVZ13TFVR Color: MAR Class: M
TURN TO KEY ON AND THE GAS RUNS OUT OF CARB OVERFLOW UNTIL FUEL PUMP STOPS
RUNNING.
RH

Part #/Labor Code	Description	Src	Cat	Tech	Hrs/Qty	Total
Parts 0217-737	SPARK PLUG-DPR8EA-9	AC	PAC		4	12.92
Labor	CARBS CLEANED			RH	2.25	153.00
Supplies 4.59						
Resolution 3-14-09 COMPLETED THE CARB CLEANING, VARNISH, AND 1 NEEDLE STUCK IN SEAT, OPEN. CLEANED THE CARBS AND REINSTALLED CHECKED ENGINE OIL ENGINE WOULD BACKFIRE WHEN RUNNING, REPLACED THE SPARK PLUGS COUPLE BAD PLUGS AND 1 LOOSE PLUG. RETORQUED ALL PLUGS TO SPEC. Job Subtotal \$ 170.51						

1 REPAIR ORDER INVOICE - DUPLICATE

0 Repair Order # 5900151

Invoice # 90902911

Page 2

Sold to [REDACTED]

Invoice Date 3/14/09

Job	Parts	Labor	Sublet	Other	Total of all Jobs	
Breakdown ->	12.92	243.00	.00	4.59	260.51	

PROPER STORAGE OF POWER SPORTS EQUIPMENT WILL ENSURE

LONG LIFE !!!!

Before Tax Total 260.51

Sales Tax 1.05

=====

Units remaining at St. Helen Power Sports 30 days after * * Total Amount Due 261.56

Check/CC# MC #9526 repairs are complete will begin accruing storage charges. Bank Cards Tendered 261.56

WE APPRECIATE YOUR BUSINESS !!!

CUSTOMER SIGNATURE _____

Saturday, March 14th, 2009 10:14 am

111 St. Helen Power Sports
00 1901 N St Helen Rd.
Saint Helen, MI 48656
(989) 389-4961

2

1 SERVICE REPAIR ORDER
0 Repair Order # 5900215

R O for [REDACTED] Date Printed 4/26/09
[REDACTED] Date In 4/16/09
CLEAR LAKE, MI Promised 0/ 0/ 0
Home Phone [REDACTED]

Yr Make	Model	Color	Class	Plate #	VIN	Key Board#	Hrs/Odom
06 YAMAHA	XVZ13TFVR	MAR	M		JYAVP04E26A [REDACTED]		7139

Unit Name	Beam/CC	Lngh/Cyl	H.P.	Engine Number	Key Number
VENTURE	1300 CC				

Job: COMEBACK

Yr: 06 Make: YAMAHA Model: XVZ13TFVR Color: MAR Class: M
CARB IS STILL LEAKING, NEED TO CALL CUSTOMER MAKE ARRANGMENTS TO PICKUP
RH

Part #/Labor Code	Description	Src Cat	Tech	Hrs/Qty	Total
4NM-14197-35-00	NEEDLE VALVE SET	YA	PYA	1	32.80
Labor	CARB NEEDLE AND SEAT R&R		JR	.00	.00

Resolution

4-23-09 BROUGHT IN FOR FOR SERVICE, STARTED BIKE AND CHECKED FOR LEAKING FUEL,

FUEL COMING FROM LEFT SIDE OF BIKE, LOOKED FOR LEAKING HOSE OR LOOSE CLAMP. FUEL IS THOUGHT TO BE COMING FROM CARB OVERFLOW AGAIN.

4-24-09 REMOVED THE CARBS AND CHECKED ALL PERVIOUS CARB WORK. 1 NEEDLE LOOKS LIKE DEBRIS ON THE NEEDLE ITSELF. REPLACED THE SET.

ALL OTHERS LOOK GOOD, MAY BE SMALL RING ON NEEDLE TIP, CAUSING CARB LEAKING.

CARBS NEED TO BE CHECKED AT EVERY 4000 MILES, AFTER INITIAL INSPECTION. SPARK PLUGS CHECKED AT 4000 MILE AND REPLACED AT 8000 MILES, UNLESS FAILED.

Job Subtotal \$ 32.80

Job	Parts	Labor	Sublet	Other	Total of all Jobs
Breakdown ->	32.80	.00	.00	.00	32.80

PROPER STORAGE OF POWER SPORTS EQUIPMENT WILL ENSURE LONG LIFE !!!!	Before Tax Total	32.80
	Sales Tax	1.97

Units remaining at St. Helen Power Sports 30 days after repairs are complete will begin accruing storage charges.	Repair Order Total	34.77
-------------------------------------------------------------------------------------------------------------------	--------------------	-------

WE APPRECIATE YOUR BUSINESS !!!

Not A Bill

3

1 SERVICE REPAIR ORDER

0 Repair Order # 5901028

R O for [REDACTED]
[REDACTED]
CLEAR LAKE, MI
Home Phone [REDACTED]

Date Printed 12/30/09
Date In 12/24/09
Promised 0/ 0/ 0

Yr	Make	Model	Color	Class	Plate #	VIN	Key Board#	Hrs/Odom
06	YAMAHA	XVZ13TFVR	MAR	M		JYAVP04E26A [REDACTED]		10591

Unit Name	Beam/CC	Lngh/Cyl	H.P.	Engine Number	Key Number
VENTURE	1300 CC				

Job: FUEL LEAKING

Yr: 06 Make: YAMAHA Model: XVZ13TFVR Color: MAR Class: M
 CUSTOMER CALLED AND IS UPSET THAT FUEL IS LEAKING ON GARAGE FLOOR. HE SAYS
 APROX A HALF GAL. LEAKED ON FLOOR.
 CUSTOMER SAID HE WAS PLANING ON HEADING SOUTH TO FLA. ON SAT. DEC. 26 WITH
 BIKE, BUT NOW PLANS HAVE CHANGED.
 CUSTOMER WOULD LIKE SERVICE TO CONTACT THEM SAT. AM TO MAKE ARRANGEMENTS TO
 PICK UP BIKE AND REPAIR. SEE HISTORY JK

Part #/Labor Code	Description	Src	Cat	Tech	Hrs/Qty	Total
Labor (PICKUP)	PICKED UP BIKE AT CUST'S HOME			JL	.66	WARRANTY
(DIAGNOSI)	DIAGNOSIS GAS LEAKAGE			JC	5.00	WARRANTY
(DROP)	DELIVERED BIKE BACK TO CUSTOMR			JL	.66	WARRANTY

Resolution

12-26-09 MOTORCYCLE PICKED UP AT CUSTOMER'S HOME
 CUSTOMER HAS PUT 3452 MILES ON BIKE SINCE LAST SERVICED
 12-27-09 UNIT SAT IN SHOP OVERNITE AND NO EVIDENCE OF LEAKAGE
 REMOVED THE SEAT, FUEL TANK, AIR BOX, AND CARBS. REMOVED AND
 CHECKED ALL NEEDLES AND SEATS. THEY LOOKED GOOD. REINSTALLED
 NEEDLE AND SEATS AND CHECKED FLOAT HEIGHT, SET TO SPEC AT 17MM.
 PRESSURE TESTED THE NEEDLE AND SEATS, ALL HELD PRESSURE.
 REINSTALLED THE CARBS, AIR BOX, GAS TANK AND SEAT. STARTED BIKE
 AND RAN FOR 15 MINUTES IN SHOP. NO LEAKS FOUND. LET SIT FOR 1
 HOUR AND THEN RAN FOR 15 MINUTES AGAIN. STILL NO LEAKS. WILL
 LET SIT OVERNIGHT AND CHECK FOR LEAKS AGAIN.
 CALLED AND LEFT MESSAGE AT 2:15 ABOUT STATUS OF BIKE
 12-28-09 CHECKED BIKE FOR LEAKAGE AND FOUND NONE.
 SPOKE TO JOSEPH AT YAMAHA TECH SERVICES. SAID THAT LEAKAGE MAY
 BE CAUSED FROM GAS BREAKING DOWN AND CREATING AIR POCKETS CAUSING
 THE GAS TO COME OUT OF THE OVERFLOW. THE ONLY OTHER REASON WOULD
 BE FROM DEBRIS IN THE FUEL CAUSING THE NEEDLE AND SEAT TO STAY
 OPEN. CALL & LM AT 11:38 THAT BIKE IS READY

SERVICE REPAIR ORDER

Repair Order # 5901028

Page 2

R O for

Date Printed 12/30/09

Recommendations

Part #/Labor Code	Description	Src	Cat	Tech	Hrs/Qty	Total
*12-27-09 RECOMMEND THAT PETCOCK BE TURNED OFF WHEN NOT IN USE.						
*AND IF BIKE SITS FOR MORE THAN 3 WEEKS, CUSTOMER SHOULD STABIL						
*THE GAS AND LET IT RUN FOR 10 MINUTES TO DISTRIBUTE THEN TURN GAS						
*PETCOCK OFF. YAMAHA ALSO RECOMMENDS THAT THE BIKE IS BLOCKED						
*DURING STORAGE SO THAT IT IS NOT LEANING TO ONE SIDE WHICH WILL						
*INCREASE THE LIKELYHOOD OF LEAKAGE IF THE GAS BEGINS TO FORM AIR						
*POCKETS.						
*ST. HELEN POWER SPORTS WILL GOOD WILL THIS SERVICE THIS TIME						
*IF CUSTOMER DECIDES TO HAVE GAS SYSTEM FLUSHED TO REMOVE						
*PARTICLES, THEY WILL BE CHARGED FOR THAT AND ANY FUTURE SERVICE						
*12-28-09 CUST CAME INTO STORE. WHEN ADVISED NOTHING FOUND TO						
*CAUSE LEAK, CUST LEFT STORE W/O COMPLETE EXPLANATION OR COPY OF						
*R/O. JRL						
*12-28-09 @ 2:16PM SPOKE TO ERICA AT YAMAHA CUSTOMER SERVICE AND						
*SHE ASKED IF WE EXPLAINED THE POSSIBLE CAUSE FOR THE LEAKAGE THAT						
*MR. MILLER IS SEEING BEFORE HE CALLED HER. EXPLAINED THAT HE DID						
*NOT WAIT FOR AN EXPLANATION						

Job	Parts	Labor	Sublet	Other	Total of all Jobs	
Breakdown ->	.00	.00	.00	.00		.00
PROPER STORAGE OF POWER SPORTS EQUIPMENT WILL ENSURE					Before Tax Total	.00
LONG LIFE !!!!					Sales Tax	.00
Units remaining at St. Helen Power Sports 30 days after					Repair Order Total	.00
repairs are complete will begin accruing storage charges.						

WE APPRECIATE YOUR BUSINESS !!!

CUSTOMER SIGNATURE _____