

CL-10341060-8451

TOM CORBETT  
ATTORNEY GENERAL



COMMONWEALTH OF PENNSYLVANIA  
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION  
1001 State Street, Suite 1009  
Erie, Pennsylvania 16501  
814-871-4371  
August 16, 2010

AUG 23 2010

[REDACTED]  
Erie, PA [REDACTED]

Re: Yamaha Motor Corp.  
BCP-10-05-012616

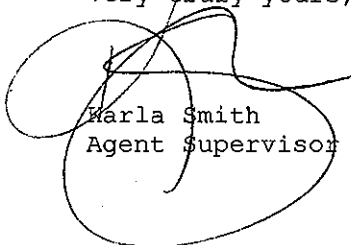
Dear [REDACTED]

Your complaint regarding the above referenced matter has been reviewed and appears to come within the primary jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint, we believe the issues you raise will be addressed by the agency primarily responsible for dealing with these types of problems.

Please direct any further inquiries about this matter to that office. If you would like more information on this referral, please feel free to contact our office.

A copy of your complaint will remain on file for our future reference. On behalf of the Office of Attorney General, thank you for bringing this matter to our attention.

Very truly yours,

  
Warla Smith  
Agent Supervisor

mj  
23

Cc: U.S. Dept. of Transportation  
NHTSA  
Attn: Defect Investigations, NVS-210  
1200 New Jersey Avenue SE  
Washington, DC 20590

MC  
082610  
TBW

**From:** consumers@attorneygeneral.gov  
**Sent:** Monday, August 02, 2010 4:06 PM  
**To:** BCP Admin  
**Subject:** BCP Online Complaint Form submission for [REDACTED]

=====  
Bureau of Consumer Protection - Online Complaint Form submission  
=====

Your age group:..... 30-44

Name:.....  
Address:.....  
City:.....  
County:.....  
State:.....  
Zip:.....  
Home telephone number:.....  
Daytime telephone number:.....  
Email:.....

[REDACTED]  
Erie  
Erie  
PA  
[REDACTED]

-----  
Business Complaint is Against:... Yamaha  
Indiv. whom you complained:..... Yamaha  
Address:..... 3133 Aberdeen Avenue  
City:..... Erie  
County:..... Erie  
State:..... PA  
Zip:..... 16506  
Company telephone number:.....  
Product or Service purchased:... 2006 Yamaha VStar  
Date of purchase:..... 6/1/2006  
Purchase price:..... \$15,000.00

-----  
Other Agencies you contacted:....  
What action was taken:.....  
Have you retained an Attorney?... No

Attorney's name, address and telephone number:  
Name:.....  
Address:.....  
City:.....  
County:.....  
State:.....  
Zip:.....  
Telephone number:.....

-----  
Have you filed a Court Action?... No  
WHEN:.....  
WHERE:.....  
WHAT decision was made:.....  
-----

Describe events in the order in which they happened, refer to all contracts, letters, receipts, canceled checks, advertisements or other papers that will support your claim:

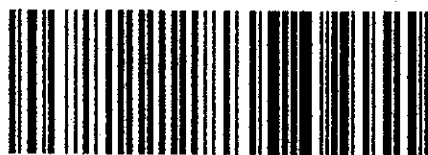
I don't know if this is where I should begin my complaint. In 2006 I purchased a brand new Yamaha VStar Motorcycle. I have maintained the vehicle with proper care and maintenance. In the beginning of May 2010 I was riding my motorcycle and there was a loud grinding and clinking noise in the motor. I took the motorcycle in to a repair shop and after they had to take the motorcycle apart they told me that the shaft on the bike had split in half. They informed me that they had never seen this happen before and I was very lucky that my back tire did not lock up and send me and/or my passenger into a motorcycle crash. The repair shop contacted Yamaha because they felt it was a defect in their design, to which Yamaha said they would not do anything about it. The repair shop then informed me that when the new shaft arrived that they ordered through Yamaha, it was much larger than the original shaft which made them think it was the wrong part for the motorcycle. When they contacted Yamaha again, they assured them this was the correct part for the motorcycle. The repair shop informed me of this and in their opinion Yamaha knew they made a mistake in their design, therefore, the new shaft that was delivered was much larger. I had done some research online and discovered that I am not the only person to experience this with 2006 Yamaha VStar motorcycles. There are at least 15 other people complaining of this same exact fault in these motorcycles to which Yamaha will not do anything about. While I didn't find any cases where anyone died in an accident due to this defect, Yamaha needs to issue a recall on this before someone ends up seriously injured for the rest of their lives or dead. And they need to take responsibility for the outrageous costs to rebuild these motorcycles and pay for the repairs.

-----  
What would you like the business to do to settle your complaint?

I would like for Yamaha to pay for the repair bill to fix my motorcycle of \$2,993.54.  
-----

OFFICE OF ATTORNEY GENERAL  
COMMONWEALTH OF PENNSYLVANIA  
BUREAU OF CONSUMER PROTECTION  
1001 STATE STREET, SUITE 1009  
ERIE, PA 16501

**CERTIFIED MAIL™**



7006 0100 0004 7391 6251

AUG 23 2010

MAILED  
ERIE PA

*W418-226*

US DEPT OF TRANSPORTATION  
NHTSA  
ATTN DEFECT INVESTIGATIONS NVS-210  
1200 NEW JERSEY AVENUE SE  
WASHINGTON DC 20590

Hasler

08/17/2010

**US POSTAGE**



FIRST-CLASS MAIL

**\$05.54<sup>0</sup>**

ZIP 16501  
011D11612251