

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

SEP 15 2010

[REDACTED]
Omaha, NE [REDACTED]

Mr. David Strickland, Administrator (NOA-010)
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Fred Zwonechek, Highway Safety Administrator
Nebraska Department of Motor Vehicles
301 Centennial Mall South
P.O. Box 94789
Lincoln, NE 68509-4726

Yamaha Motor Corporation, U.S.A.
6555 Katella Avenue
Cypress, California 90630-5101

Hats Off Motorsports (Yamaha Dealer)
1209 Fort Crook Road - South
Bellevue, NE 68005

RE: Yamaha Safety Recall Notification
"All 1999, All 2000, and Certain 2001 Model XV16"
(abnormal wear on transmission retaining circlip)
VIN: JYAVP02E4YA006881 [REDACTED]

Dear Administrators,

I would appreciate your assistance in obtaining service for my recalled 2000 Yamaha Road Star MM Limited Edition motorcycle. I received a recall notice in November of 2008. Inasmuch as that is wintertime in Nebraska, I did not respond to this notification until the summer of 2009. However, since that time, I have contacted the only Yamaha dealer in my area (Hats Off Motorsports) over a dozen times, including two personal visits to the store, requesting service on the defective transmission item.

The service department at Hats Off Motorsports has assured me for months on end that they have ordered the necessary parts to repair the defect, but each time I call it is like contacting them for the first time. At this point we are over two years past the recall date, and I have yet to receive any service on the recalled motorcycle.

Any assistance one of your departments could provide in assuring that my recalled motorcycle is properly repaired would be greatly appreciated. I would also appreciate the opportunity to have some dealer, OTHER THAN Hats Off Motorsports, complete the repairs, inasmuch as they have been unprofessional and unresponsive to date.

Thanks in advance for your assistance.

9/8/2010

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TGW



Omaha NE

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