

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 AUG 30 2011 22-JUL-2011 1102 0 8 904		Repository ☐ Reference No. 10414673	
OWNER INFORMATION (Type or Print)						Daytime Telephone Number Evening Telephone Number	
Name Address City HOLLIS		State ME		Zip Code		E-mail Address	
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 JH2RC5375BK				Make HONDA		Model VT75C2B VT750C2B	
Date Purchased 4-30-2011		Dealer's Name and Telephone Number Reynolds Motorsports (201) 929-6641				Engine: No: Cylinders 2	
Original Owner ☒		Dealer's City Gorham		State ME		Zip Code 04038	
Transmission Type Manual 5 Speed		☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 24-MAY-2004	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 021600 SUSPENSION: FRONT: WHEEL Steering Head Bearings / Front + Rear Rims - wheels						Failure Mileage 240	
Failure Speed 40							
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: DOTM19ABC036)		☐ 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 0		Number of Deaths 0	
						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 2011 HONDA SHADOW PHANTOM VT75C2B MOTORCYCLE. THE CONTACT WAS DRIVING 40 MPH WHEN THE VEHICLE BEGAN TO VIOLENTLY SHAKE. THE VEHICLE WAS TAKEN TO THE MANUFACTURER FOR DIAGNOSTIC TESTING BUT WAS NOT REPAIRED. THE FAILURE CONTINUED AND THE VEHICLE WAS DIAGNOSED THREE TIMES WHICH LOCATED THE FAILURE AS A FLAT TIRE, BENT RIMS AND LOOSE SCREWS IN THE BEARINGS. THE VEHICLE WAS NOT REPAIRED. THE DEALER ALLOWED THE CONTACT TO DRIVE ANOTHER VEHICLE OF THE SAME YEAR, MAKE AND MODEL AND THE CONTACT EXPERIENCED THE SAME FAILURE IN THE SECOND VEHICLE. THE FAILURE MILEAGE WAS 240 AND THE CURRENT MILEAGE WAS 1,500.							
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.							

REYNOLDS MOTORSPORTS

P.O. BOX 99
Gorham, ME 04038-
207 929-6641

Repair Order

R/O Number: 9975935

In Date: 6/21/2011

Today Date: 7/1/2011

Date Promised: 6/21/2011

Repair Order For:

Unit Name

Location

HOLLIS, ME

Units for this Repair Order

Service Writer:

Year	Make	Model	VIN / Serial No.	Color	Plate	Key Board	Miles
2011	HONDA	VT750C2BB	JH2RC5375BK	BLACK			

Job: 1/A BIKE HOPS BETWEEN 40-50MPH'S. (Warranty Job)

Job For: 2011 HONDA VT750C2BB PHANTOM JH2RC5375BK

Description

Parts

Part Number	Quantity	Description	Each Price	Extension
42711-MGR-671	1	TIRE, RR.	Warranty	Warranty
44711-MEG-A41	1	TIRE (120/90-17)	Warranty	Warranty
42650-MFE-A40	1	WHEEL SUB-ASSY., RR.	Warranty	Warranty
Parts Subtotal				Warranty

Labor

Description	Job Code	Technician	Quantity	Line Total
M/B FRONT AND REAR TIRES		SCOTT DAVIES	1.5 Hours	Warranty
Labor Subtotal				Warranty

Recommendations

Resolution

M/B NEW FRONT TIRE M/B NEW REAR TIRE ON NEW
WHEEL SET TIRE 33 FRONT AND 36 REAR

Job Subtotal **Warranty**

Repair Order Subtotal **\$0.00**

Sales Tax **\$0.00**

Repair Order Total **\$0.00**

Total Amount Due **\$0.00**

Best DUNLOP tire prices in New England!!!

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Reynolds Motorsports
as your service dealer!!

REYNOLDS MOTORSPORTS

P.O. BOX 99
Gorham, ME 04038-
207 929-6641

Repair Order Invoice

R/O Number: 9975935
Invoice Number: 99409128
Cashier: BEN FARNHAM
Date: 7/15/2011

Repair Order For:

HOLLIS, ME

Units For This Repair Order

Service Writer:

Year	Make	Model	VIN / Serial No.	Plate	Key Board	Miles
2011	HONDA	VT750C2BB	JH2RC5375BK			1300

Job: I/A BIKE HOPS BETWEEN 40-50MPH'S. (Warranty Claim Number: 175935)

Job For: 2011 HONDA VT750C2BB PHANTOM JH2RC5375BK

Parts

Part Number	Quantity	Description	Each Price	Extension
42711-MGR-671	1	TIRE, RR.	Warranty	Warranty
44711-MEG-A41	1	TIRE (120/90-17)	Warranty	Warranty
42650-MFE-A40	1	WHEEL SUB-ASSY., RR.	Warranty	Warranty
44650-MFE-A40	1	WHEEL SUB-ASSY., FR.	Warranty	Warranty
Parts Subtotal				Warranty

Labor

Description	Job Code	Technician	Quantity	Line Total
M/B FRONT AND REAR TIRES		SCOTT DAVIES	8.05 Hours	Warranty
Labor Subtotal				Warranty

Recommendations

Resolution

TRUED REAR RIM AND CHECK FRONT. REPLACED REAR TIRE. TRUED REAR RIM TO REAR TIRE. REPLACED REAR RIM, TIRE AND FRONT TIRE. REPLACED FRONT RIM. TRUED FRONT AND REAR RIM TO NEW TIRES=FIXED.

Job Subtotal **Warranty**

Job: TIP OVER SENSOR RECALL (Warranty Claim Number: 275935)

Job For: 2011 HONDA VT750C2BB PHANTOM JH2RC5375BK

Parts

Part Number	Quantity	Description	Each Price	Extension
06351-MFE-306	1	SET, BANK ANGLE SENSOR	Warranty	Warranty
Parts Subtotal				Warranty

REYNOLDS MOTORSPORTS

P.O. BOX 99
Gorham, ME 04038-
207 929-6641

Repair Order

R/O Number: 9976240

In Date: 7/19/2011

Today Date: 7/19/2011

Date Promised: 7/19/2011

Repair Order For:

Unit Name

Location

HOLLIS, ME

Units for this Repair Order

Service Writer:

Year	Make	Model	VIN / Serial No.	Color	Plate	Key Board	Miles
2011	HONDA	VT750C2BB	JH2RC5375BK	BLACK			1503

Job: CUST. STATES STILL SHAKES-SOMETHING FEELS LOOSE (Warranty Job)

Job For: 2011 HONDA VT750C2BB PHANTOM JH2RC5375BK

Description

Labor

Description

Job Code

Technician

Quantity

Line Total

TEST RIDE

ERIC NEWCOMB

0 Hours

Warranty

TIGHTEN STEERING HEAD

SCOTT DAVIES

0 Hours

Warranty

Labor Subtotal

Warranty

Recommendations

Resolution

TIGHTENED UP STEERING HEAD BEARINGS
BECAUSE THEY BOUNCED OFF OF THE STEERING
STOP WHEN GOING RIGHT. THEY BIND ON WIRE
HARNES AND CABLES WHEN GOING LEFT-
NORMAL. WE TIGHTENED UP THE STEERING HEADS
ON A PREVIOUS VISIT AS WELL. TEST RODE AND
BIKE FEELS OK. CAN STILL FEEL SOME WHEEL HOP
AROUND 40-50MPH.

Job Subtotal

Warranty

Repair Order Subtotal

\$0.00

Sales Tax

\$0.00

Repair Order Total

\$0.00

Total Amount Due

\$0.00

Best DUNLOP tire prices in New England!!!

Thank you for choosing
Reynolds Motorsports
as your service dealer!!

REYNOLDS MOTORSPORTS

P.O. BOX 99
Gorham, ME 04038-
207 929-6641

Repair Order

R/O Number: 9976240

In Date: 7/19/2011

Today Date: 7/23/2011

Date Promised: 7/19/2011

Repair Order For:

Unit Name

Location

HOLLIS, ME

Units for this Repair Order

Service Writer:

Year	Make	Model	VIN / Serial No.	Color	Plate	Key Board	Miles
2011	HONDA	VT750C2BB	JH2RC5375BK	BLACK			1503

Job: CUST. STATES STILL SHAKES-SOMETHING FEELS LOOSE (Warranty Job)

Job For: 2011 HONDA VT750C2BB PHANTOM JH2RC5375BK

Description

Parts

Part Number	Quantity	Description	Each Price	Extension
416245	1	STEERING BEARING KIT 22-1020	Warranty	Warranty
Parts Subtotal			Warranty	

Labor

Description	Job Code	Technician	Quantity	Line Total
TEST RIDE		ERIC NEWCOMB	0 Hours	Warranty
TIGHTEN STEERING HEAD		SCOTT DAVIES	0 Hours	Warranty
FIX HOP		AL WITHAM	0 Hours	Warranty
Labor Subtotal			Warranty	

Recommendations

PICKED BIKE UP AT CUSTOMER'S HOUSE THURSDAY 7-21-11. CUST. PICKED BIKE UP 7-23-11

Resolution

7-19-11 TIGHTENED UP STEERING HEAD BEARINGS BECAUSE THEY BOUNCED OFF OF THE STEERING STOP WHEN GOING RIGHT. THEY BIND ON WIRE HARNESS AND CABLES WHEN GOING LEFT-NORMAL. WE TIGHTENED UP THE STEERING HEADS ON A PREVIOUS VISIT AS WELL. TEST RODE AND BIKE FEELS OK. CAN STILL FEEL SOME WHEEL HOP AROUND 40-50MPH.. 7-23-11 TRUED FRONT WHEEL TO .018" SIDE TO SIDE AND .015" ROUND. STARTED OFF AT .025" FOR BOTH. REBALANCED FRONT AND TOOK NO WEIGHT. TRUED REAR WHEEL TO .020" SIDE TO SIDE AND .020" ROUND. REBALANCED WITH NEW TIRE. TEST RODE AND NOTHING FELT AT ANY SPEED. BIKE IS FIXED. SCOTT LYONS TEST RODE AND EVEN HE SAYS IS READY TO GO.

Job Subtotal Warranty

Repair Order Subtotal \$0.00