

C1-10458396-2657

NVS-200

MAY - 9 2012

DATE: April 23, 2012

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

TO: Administrator, National Highway Traffic Safety Administration

FROM: [REDACTED], Cohutta, Ga. [REDACTED]

SUBJECT: 2009 CFMOTO CF250T V3/V5 -- Federal Motor Vehicle Safety Standard No. 123

Per receiving the attached copy of a letter approximately two months ago, I would like to present this letter of complaint against Budget Sales, 4192 Hwy 41, Ringgold, Ga. 30736. This is where the motorcycle was purchased on June 15, 2009. I contacted this dealer the week prior to April 9<sup>th</sup> and told them of the letter received and inquired to getting them to comply with the letter. I was told that the owner, Paul, was out of town but would be back in the office on April 9<sup>th</sup>. I called April 9<sup>th</sup> and was told by Tonya that he was busy but would call me back, leaving my name and number. With no return call, approximately 3-4 days later I called and Paul answered the phone at Budget and I told him of the letter and inquired about getting the changes made to the bike. He advised me that the parts were not even available by the manufacturer at this time and that it would be months before they would be. I then called the manufacturer and spoke with Roxanne, who advised me that the parts were available and plentiful. She said that she would try to call Budget, and in a later conversation said that she did call them, however, I am not aware as to what was said in that conversation. I waited another 4-5 days called Paul again. I told him that I had talked with Roxanne at the manufacturer's office and that she had advised the parts were, in fact available. Paul then told me that he would call the manufacturer and call me back; that was on a Saturday morning. I waited another few days; he never called me back and I have tried to contact him twice this week and each time Tonya says he will call me back but he has yet to do so. I have dealt with Budget for the entire month of April, with no satisfaction from them and none in sight. According to the manufacturer, this is the only dealer in the entire area of which I live at this time, and he obviously is not going to comply with the instructions of the attached letter.

I spoke with Roxanne, at the CFMOTO customer service department (763)398-2690 on this date and she said that they might have a new dealer coming soon in Calhoun, Ga., which is about 45 miles from my residence, but that will be okay, if they will do the work. I ask Roxanne if she would let me know if the dealership in Calhoun does become available.

However, in the meantime, Budget sales is a poor representative for CFMOTO. I have a good friend who also purchased the same bike from them and they have refused to comply the changes of this letter on his bike also. If the dealer is not going to back and service the bikes, this really reflects badly, on the dealership and the bike manufacturer. I will never do business with this dealer again and I still don't know how to get my bike to conform to Federal Motor Vehicle Safety Standard 123.

Any assistance you could provide in relation to this matter would be greatly appreciated!

[REDACTED]

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051012  
TW



## CFMOTO CF250T V3/V5 VEHICLE RECALL

Dear CFMOTO CF250T V3/V5 Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

CFMOTO has decided that certain 2005 – 2009 CFMOTO CF250T V3/V5 model vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 123. NHTSA has designated the CF250T V3/V5 model vehicles as Motorcycles. As a result, under NHTSA Regulation FMVSS No. 123, all CFMOTO CF250T V3/V5 model vehicles are now required to have a right foot control rear wheel brake actuator as an alternative to the left handlebar rear wheel brake actuator currently installed on your vehicle.

We believe that you currently have or have previously owned one of these units. For this reason we ask that you arrange for your dealer to correct your vehicle without delay. The service and required parts will be provided free of charge.

To correct this condition, your dealer will install a right foot control rear wheel brake kit and will remove your left handlebar rear wheel brake actuator currently installed on your vehicle. The work will take about 1.0 hour of labor to complete. However, additional time may be required depending on how dealer appointments are scheduled and processed. To obtain this free service, contact your CFMOTO dealer to schedule an appointment or contact CFMOTO customer service at (763)398-2690, for more information. If you no longer own the vehicle, please inform us.

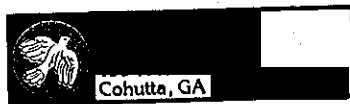
If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact the CFMOTO customer service at (763) 398-2690.

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Thank you for your patience and support in helping us to keep you safe.

Sincerely,

CFMOTO Powersports, Inc.



COHUTTA, GA 30629  
FBI 374 2 F  
23 APR 2012 PM



Administrater, Natl. Highway Traffic  
Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

