



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

September 11, 2013

[REDACTED]
Cohutta, GA [REDACTED]

NVS-216 nam
Ref. No. 10458396

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2009 CF250T V5 motorcycle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We apologize for any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you are having a difficult time making an appointment with a local dealer to complete NHTSA Safety Recall Campaign No. 11V-544 on your MY 2009 CF250T V5 motorcycle. The recall is for non-compliance of Federal Motor Vehicle Safety Standard No. 123. The recall requires a dealer to install a right foot control rear wheel brake actuator to the motorcycle as an alternative to the left handlebar brake. You contacted the CFMOTO customer service department and they informed you that parts were available and they would contact the dealer on your behalf. You are disappointed with the dealer's lack of customer service and request assistance in having the recall remedy completed.

We contacted CFMOTO on your behalf in an effort to assist you with the recall. They informed us that Budget Sales is no longer an authorized dealer for their products. They recommended that you contact the closest dealer in your region and make an appointment to complete the recall. A list of dealers is on their web site at <http://cfmoto-us.com/> or you can re-contact CFMOTO customer service at 1-763-398-2690 for further information.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement