

 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 23 2012 17-JUL-2012	Repository <input type="checkbox"/> Reference No. 10465965
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City MT. ZION	State IL	Zip Code [REDACTED]	
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 JYAVN01E69A [REDACTED]		Make YAMAHA	Model XVS950
		Model Year 2009	
Date Purchased 3-06-09	Dealer's Name and Telephone Number MATTEON KAWASAKI - YAMAHA - KTM, INC 317-258-2000		Engine: No: Cylinders 2
Original Owner <input checked="" type="checkbox"/>	Dealer's City MATTEON	State IL	Fuel Type: GAS
Zip Code 61938			
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 19-JUN-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: BRAKES (PWS), 010000 STEERING		Failure Mileage 19866	Failure Speed 60
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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2009 YAMAHA XVS950A MOTORCYCLE. THE CONTACT WAS DRIVING APPROXIMATELY 60 MPH WHEN THE REAR WHEEL SEIZED WITHOUT WARNING. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER WHERE THE REAR WHEEL BEARINGS WERE REPLACED. IN ADDITION, THE REAR ARM WAS REPLACED IN ORDER TO PERFORM THE REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 19,866.			
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 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.			

August 9, 2012

Star Motorcycles
10 Mauchly
Irvine, CA 92618
ATTENTION: Jill Hobbs, Manager
Customer Satisfaction Division

Dear Ms. Hobbs,

After filling out your survey, I felt persuaded to explain my frustration with this experience. This isn't the first time I've owned a V-Star, but it will be the last. My first V-Star was a 650 V-Star, the second bike was a 1100 V-star, both were excellent machines. I can't say the same for the 2009-950 V-Star; it has had problems since I bought it in March 2009. The first problem was the repair of the front forks. Then, I received a recall for the fuel line which was repaired on April 17, 2012. On June 19, 2012 the rear wheel seized while I was riding it at 60 MPH. Fortunately, I was able to guide the bike to the side of the road without any personal injuries. The bike was towed to the dealership to be assessed. After calling the dealer to check on the status of the bike; I was informed of major damage to the rear wheel assembly and the swing arm.

The dealer, Mr. Glaze, called Yamaha with a request for repair costs to be paid by Yamaha. Your company agreed to pay for the swing arm, leaving a cost to me of \$644.42. I also called Yamaha customer service on July 9, 2012 after the repairs were finished requesting payment for the damage I felt was a mechanical defect of the rear wheel bearing. The customer service representative informed me they had no knowledge of anyone else having a problem with rear wheel bearing replacements. However, I was informed by the repair service manager of two previous incidents on motorcycles with the same problem.

The survey isn't a negative indictment toward Mr. Glaze and his staff. My difficulty is with the company ignoring a bearing defect that could cause bodily injury or death to someone in the future. My final thoughts about the color of my 950 V-Star....as opposed to black cherry; I would have described it as "lemon yellow!"

Sincerely,



No longer enjoying a V Star ownership.

C.E.

Mattoon Kawasaki - Yamaha, Inc.

2101 Broadway Avenue
Mattoon, IL 61938
(217) 258-2000

1-714-761-7439

DATE 6-19		RECEIVED A.M. P.M.	PROMISED A.M. P.M.	TERMS	PHONE WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO
NAME [Redacted]		CUSTOMER ORDER NO.	ORDER WRITTEN BY	HOME PHONE NO.	BUS. PHONE NO.
ADDRESS Mt. Zion		YEAR 09	MAKE Yam	MODEL 950 V-Star	LICENSE NO.
CITY, STATE & ZIP		ENGINE NO.	FRAME NO.	SPEEDOMETER 19,866 miles	

MATERIAL USED				OPER.	INSTRUCTIONS	HOURS	AMOUNT
QTY	ITEM NO.	DESCRIPTION	AMOUNT				
1	557-2110-00	Rear Arm Comp	571 44		3YAVNOIE69A [Redacted] - Rear End Locked Up (Just Had Tires Installed) YAMAHA Customer Service 1-800-962-7926		
1	557-2168-00	Label, Tire	1 11				
1	90387-126T1-00	Collar	9 98				
1	557-2593B-00	Collar, Caliper	13 14				
1	90387-20012-00	Collar	11 48				
1	93106-28001-00	Oil Seal	5 80				
2	91009-52500-00	CALLIPERS INSTALLED	10 72				
2	93306-30437-00	BEARING UNLESS	59 60				
1	93320-30811-00	BEARING OTHERWISE	20 54				
1	1D7-25383-00	Collar, wheel	28 68				
1	3D8-25376-00	collar, wheel	20 76				
1	3D8-25366-00-98	Clutch, Hub	109 49				
1	93311-22618-00	Bearing	40 12				
1	93402-33163-00	Circles	0 98				
1	93106-30004-00	Oil Seal	6 26				
1	90387-20019-00	Collar	14 79				
1	557-25391-00	Plate	46 74				
1	90201-20001-00	Washer, Plate	3 62				
2	587-25388-00	Roller chain 1	40 52				
2	557-2539F-00	Plate 1	22 16				
2	92990-08600-00	Washer	2 40				
TOTAL PARTS			167 78				

I hereby authorize above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. Conditions: not responsible for loss or damage to vehicle or articles left on it in vehicles in case of fire, theft, accident or any other cause beyond our control. We will be responsible for scratches on wheels. Storage will be charged commencing 24 hours after repairs are completed. The customer accepts all responsibility for all exhaust modifications are for off-road or closed completion, use only.

ADDITIONAL REPAIR AUTHORIZATION
TELEPHONE AUTHORIZATION FOR ADDITIONAL REPAIRS OK YES NO

TIME OF CALL AM PM DATE
REVISED ESTIMATE BY
\$

TOTAL HOURS	HOURLY LABOR RATE
TOTAL LABOR	180 00
TOTAL PARTS	421 00
ACCESSORIES	
OUTSIDE LABOR	
GAS, OIL & GREASE	
Saw Blades	15 00
SALES TAX	28 42
TOTAL AMOUNT	644 42

WE RECOMMEND THE FOLLOWING REPAIRS

-Disc 421 00

THANK YOU FOR YOUR PATRONAGE

* PARTS PAID BY YAMAHA