

OCT 2 - 2014

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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 11-AUG-2014	Repository ☐ Reference No. 10621321
				OWNER INFORMATION (Type or Print)	
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address NOEMAIL@UNK.GOV	
City OLIVEBRIDGE		State NY	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 ZD4RRTT157S [REDACTED]				Make APRILIA	Model TUONO
Date Purchased 3-25-12				Model Year 2007	
Dealer's Name and Telephone Number European Motor Sports Inc 706-864-7777				Engine: No: Cylinders	
Original Owner ☒				Fuel Type: Gas	
Dealer's City Dahlonega,		State GA	Zip Code 30533		Incident Date(s) 08-JUL-2013 to present
Transmission Type Standard		☐ Antilock Brakes ☐ Cruise Control		Powertrain Multiple Failure:	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 3000	
FAILURE SPEED					
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 2007 APRILIA TUONO MOTORCYCLE. THE CONTACT STATED THAT THE VEHICLE WOULD ATTEMPT TO START WITHOUT THE START BUTTON BEING DEPRESSED. THE VEHICLE WOULD ALSO START WHEN THE KILL SWITCH WAS ACTIVATED. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 3,000.					
The vehicle was not repaired as stated above while under warranty. The manufacturer was notified and refused to repair the vehicle under warranty. Extreme safety hazard as motorcycle will start in gear.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

without starter button being depressed. Documentation enclosed. Video of safety hazard available.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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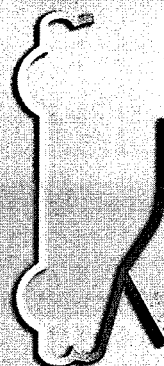
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

August 10, 2014

Mr. Mario Maria, President
Piaggio USA Inc
257 Park Avenue South - 4th Floor
New York, NY 10010

Dear Mr. Maria,

In March of 2012 I purchased a new 2007 Tuono with a full two year manufacturer's warranty from European Motor Sports in Dahlonaga, Georgia. In September 2013, while under the factory warranty, I brought the bike to Motofit in Danbury, Connecticut to, among other things, have the gas tank replaced as fuel was leaking from the tank.

Nine months later, the bike was ready for pickup. When I dropped the bike off in September I asked Motofit to check on the fact the bike would start while turning the key to the on position, having not pressed the starter. This happens after the bike has been ridden over 60 miles. Motofit was not able to source the problem. (Attached you will find copies of the repair order.) As this is an extreme safety issue, and as my bike's warranty expired while it sat at Motofit for nine months, I contacted Miguel Rodriguez at Aprilia to help me extend the warranty for 6 months, refund me \$49.50 for a repair that should have been covered under warranty, and source the problem for the bike starting while on the on position only. (Fax to Miguel Rodriguez attached.)

I have called Mr. Rodriguez many times to find out the status of my requests and have received no response to date. As I have been dismissed by Aprilia I am contacting you directly in the hopes of receiving satisfaction to my issues:

1. Refund of \$49.50 for warranty repair
2. 6 month extension of warranty as bike was at dealership for 9 months waiting for new gas tank
3. Repair of extreme safety hazard of the bike starting having turned the key to on position but not having pressed the starter (video available)
4. Compensation of \$99.00 for a remap as a matter of goodwill as the bike was at Motofit for nine months.

The bike is great but these issues as well as Aprilia's dismissal of my concerns is very frustrating. Your response to my concerns is anticipated.

Sincerely,

[Redacted]
[Redacted]
Olivebridge, NY
[Redacted]

Miguel Rodriguez
Aprilia ⁵⁶
212-380-44~~57~~ fax

June 26, 2014

Faxed you will find the repair order from Motofit which shows the bike was dropped off on 9-25-13 for a fuel leak, clutch fluid turning black frequently, remap of ECU, bike starting when Key is turned on (I have since replaced starter relay in an attempt to correct problem), and coolant leak for which I was charged \$49.50

I am requesting a refund of \$49.50 plus tax as this charge is a warranty repair that Motofit insisted I pay.

I am also requesting a 6 month extension on the factory warranty as the last 6 months of warranty expired while the bike was at Motofit waiting for a new gas tank and was therefore ~~was~~ unable to be ridden.

I feel this is a reasonable request as the bike was not in my possession for the last 6 months of warranty.

As a matter of goodwill
I would also like Aprilia
to compensate me for \$99.00
for the remap charge as
the bike was not in my
possession for 9 months.

Thank you for your help!

Quebrada N°

MotoFIT Motorsports

10 Mill Plain Rd
Danbury, CT 06811
203-792-3900

Repair Order

R/O Number: [REDACTED]

Date In: 9/25/2013

Date Promised: 10/9/2013

Today Date: 6/20/2014

Date Closed:

Repair Order For:

[REDACTED]
OLIVEBRIDGE, NY
[REDACTED]

Unit Name

Location

Units for this Repair Order

Service Writer:

Year	Make	Model	VN / Serial No.	Color	Plate	Key Board	Miles In/Out
2007	APRILIA	TUONO	ZD4RRTT157S [REDACTED]				5792 /

Job: DIAGNOSE FUEL LEAK (Warranty Claim Number: 3815316)

Job For: 2007 APRILIA TUONO ZD4RRTT157S [REDACTED]

Description

CUSTOMER STATES FUEL FILLER HAS LEAK

FUEL IS LEAKING FROM FILLER AREA, TANK DISPLAYS EXPANSION
DUE TO ETHANOL, CREATING AN IMPROPER SEAL ON FUEL FILLER.

Parts

Part Number	Quantity	Description	Each Price	Extension
AP8104720	1	Fuel filler cap	Warranty	Warranty
AP8184796	1	Fuel tank	Warranty	Warranty
AP8184281	1	FUEL TANK	Warranty	Warranty
Parts Subtotal				Warranty

Labor

Description	Job Code	Technician	Quantity	Line Total
		EDDIE MEDINA	0 Hours	Warranty
REPLACE FUEL TANK AND FILLER CAP		DONALD MONK	0 Hours	Warranty
REPLACE FUEL TANK AND FILLER CAP		DONALD MONK	0 Hours	Warranty
Labor Subtotal				Warranty

Recommendations

When swapping vent tube nipples, one of the wellnuts was spinning, so it can't be removed. Need new nipple for vent tube.

Resolution

REPLACE FUEL TANK AND GASKET UNDERNEATH FUEL FILLER

Removed seat, tank side panels and tank and filler cap. Swapped parts from old tank to new tank. Installed new filler cap and tank. Had to retap mounting holes for tank. Reinstalled side panels and seat. Ran bike up to operating temp and checked for leaks. None found. Job complete.

Job Subtotal

Warranty

MotoFIT Motorsports

10 Mill Plain Rd
Danbury, CT 06811
203-792-3900

Repair Order

R/O Number: [REDACTED]

Date In: 9/25/2013

Date Promised: 10/9/2013

Today Date: 6/20/2014

Date Closed: [REDACTED]

Repair Order For:

OLIVEBRIDGE, NY [REDACTED]
h [REDACTED]

Unit Name

Location

Job: INSPECT HYDRUALIC CLUTCH SYSTEM

Job For: 2007 APRILIA TUONO ZD4RRTT157S [REDACTED]

Description

normal operation

Labor

Description	Job Code	Technician	Quantity	Line Total
			0 Hours	\$0.00
			Labor Subtotal	\$0.00
			Job Subtotal	\$0.00

Job: REMAP ECU

Job For: 2007 APRILIA TUONO ZD4RRTT157S [REDACTED]

Description

bike was remapped to second factory variant

Labor

Description	Job Code	Technician	Quantity	Line Total
		EDDIE MEDINA	1 Hours	\$99.00
			Labor Subtotal	\$99.00
			Job Subtotal	\$99.00

Job: TRYs TO START BY ITSELF ONCE THE IGNITION IS ON

Job For: 2007 APRILIA TUONO ZD4RRTT157S [REDACTED]

Description

no problem found

Labor

Description	Job Code	Technician	Quantity	Line Total
		EDDIE MEDINA	0 Hours	\$0.00
			Labor Subtotal	\$0.00
			Job Subtotal	\$0.00

MotoFIT Motorsports

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203-792-3900

Repair Order

R/O Number: [REDACTED]

Date In: 9/25/2013

Today Date: 6/20/2014

Date Promised: 10/9/2013

Date Closed:

Repair Order For:

Unit Name

Location

OLIVEBRIDGE, NY

h

Job: COOLANT LEAK AT CLAMP

Job For: 2007 APRILIA TUONO ZD4RRTT157S [REDACTED]

Description

tightened clamp at coolant manifold between cylinder heads

Labor

Description	Job Code	Technician	Quantity	Line Total
		EDDIE MEDINA	0.5 Hours	\$49.50
			Labor Subtotal	\$49.50
			Job Subtotal	\$49.50

Job: SWAPPING FUEL TANK

Job For: 2007 APRILIA TUONO ZD4RRTT157S [REDACTED]

Description

Labor

Description	Job Code	Technician	Quantity	Line Total
			0 Hours	\$0.00
			Labor Subtotal	\$0.00
			Job Subtotal	\$0.00

Customer Job Totals

Labor	\$148.50
Total of Customer Jobs	\$148.50

MotoFIT Motorsports

10 Mill Plain Rd
Danbury, CT 06811
203-792-3900

Repair Order

R/O Number: [REDACTED]

Date In: 9/25/2013

Today Date: 6/20/2014

Date Promised: 10/9/2013

Date Closed:

Repair Order For:

Unit Name

Location

[REDACTED]
OLIVEBRIDGE, NY [REDACTED]
[REDACTED]

Other Charges	
ShopSupplies	\$7.43
Fuel-Oil-Chemical charge	\$2.97
Repair Order Subtotal	\$158.90
Sales Tax	\$10.09
Repair Order Total	\$168.99
Previous Deposits	\$168.99
Total Amount Due	\$0.00

I hereby authorize the above repair work to be done with the necessary material and hereby grant you and/or your employees permission to operate the unit as necessary for purposes of testing. An express mechanic's lien is hereby acknowledged on the above unit to secure the amount of the repairs thereto performed. All work must be done at the dealership. No outside invoice will be honored by the dealership.

I acknowledge that you and/or employees are not responsible for any loss or damage to unit and/or contents. In case of fire, theft, or any cause beyond your control, I voluntarily request that repairs be performed on my vehicle without an advance estimate of their cost. By signing this form, I authorize reasonable and necessary costs to remedy the problems complained

Customer's Signature: X _____

MotoFIT Motorsports

10 Mill Plain Rd
Danbury, CT 06811
203-792-3900

Repair Order Deposit

R/O Number: [REDACTED]

Ticket Number: [REDACTED]

Cashier: LINDSAY KAMINSKY

Date: 6/20/2014

Customer

[REDACTED]
OLIVEBRIDGE, NY [REDACTED]

h: [REDACTED]

Method Of Payment: MASTERCARD

Payment Amount: \$168.99

Description: LABOR

Notes:

Sale Approved

6/20/2014 10:59:30 AM