

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received 18-JUN-2015	Repository <input type="checkbox"/>
	Reference No. 10726103

OWNER INFORMATION (Type or Print)			
Name	Daytime Telephone Number	E-mail Address	
Address			
City	State	Zip Code	Evening Telephone Number
ALBUQUERQUE	NM		

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 X8JMH03645L	Make URAL	Model RETRO	Model Year 2005
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 16-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: BRAKES (PWS)	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: DOTMAL9ABC036)	<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).

2005 URAL RETRO MOTORCYCLES WERE RECALLED DUE TO A DESIGN DEFECT THAT CAUSED THE REAR HYDRAULIC BRAKES TO OVER HEAT AND LOCK UP THE WHEEL. THE ORIGINAL OWNER HAD RECALL WORK COMPLETED BY DEALER BUT IT DID NOT SOLVE THE RECALL ISSUE. I AM THE SECOND OWNER OF THE BIKE AND TRIED TO GET URAL USA TO COMPLETE THE RECALL WORK THEY REFUSED. BIKE HAS HAD NON FUNCTIONAL, UNSAFE BRAKES FROM THE ORIGINAL DATE OF PURCHASE AND EVEN AFTER RECALL WORK WAS COMPLETED.

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.

From: [Atkins, Tanya CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726103-----
Date: Thursday, July 09, 2015 8:38:16 AM
Attachments: [EVOQ_EMAIL_RESPONSE.doc](#)
[10726103.pdf](#)
[Gmail - \[Ural\] Contact Us Inquiry.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Wednesday, July 08, 2015 3:54 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726103-----

Here's a questionnaire.

From: [REDACTED]
Sent: Wednesday, July 08, 2015 2:50 PM
To: DataQuality, DataQuality (NHTSA); Ural Motorcycles
Subject: Fwd: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726103-----

----- Forwarded message -----

From: <EVOQ@dot.gov>
Date: Wed, Jul 8, 2015 at 12:18 PM
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726103-----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ





[Request received] Contact Us Inquiry

5 messages

Matt Trigaux (Ural Motorcycles) <support@uralmotorcycles.zendesk.com>

Mon, Jun 15, 2015 at 5:04 PM

Reply-To: Ural Motorcycles <support+id695@uralmotorcycles.zendesk.com>

To: first = [REDACTED] = [REDACTED]

##- Please type your reply above this line -##

Your request (695) has been received and is being reviewed by our support staff.

To add additional comments, reply to this email.



first = [REDACTED]
Jun 15, 16:04

здравствуйте! I am the proud owner of a 2005 Ural Retro. I am the second owner and purchased the bike with only 3100k on it. The rear brakes never worked very well and now they have started to heat up and freeze up the wheels even when I don't use them. I understand there was a recall on the brakes on this model. If I send you the serial number, can you tell me if bike has had the recall work done? Thanks!

This email is a service from Ural Motorcycles. Delivered by Zendesk

Message-Id:CZ7T2H06_557f59e979f87_2c343fed764cd328222966_sprut

Jason (Ural Motorcycles) <support@uralmotorcycles.zendesk.com>

Tue, Jun 16, 2015 at 1:16 PM

Reply-To: Ural Motorcycles <support+id695@uralmotorcycles.zendesk.com>

To: first = [REDACTED] = [REDACTED]

##- Please type your reply above this line -##

Your request (695) has been updated. To add additional comments, reply to this email.



Jason (Ural Motorcycles)

Jun 16, 12:16

Please provide you VIN and we will be happy to look into this for you.



first = [REDACTED]

Jun 15, 1

здравствуйте! I am the proud owner of a 2005 Ural Retro. I am the second owner and purchased the bike with only 3100k on it. The rear brakes never worked very well and now they have started to heat up and freeze up the wheels even when I don't use them. I understand there was a recall on the brakes on this model. If I send you the serial number, can you tell me if bike has had the recall work done? Thanks!

This email is a service from Ural Motorcycles. Delivered by Zendesk

Message-Id:CZ7T2H06_55807619462d_69ed3fbf55ecd32c1237591_sprut

[REDACTED] [REDACTED] >

Tue, Jun 16, 2015 at 1:35 PM

To: Ural Motorcycles <support+id695@uralmotorcycles.zendesk.com>

Jason,

Thanks for the quick response! The VIN number is X8JMH03645U [REDACTED]

I am down to being able to use just the front brake at this point so any help, ideas, suggestions would be appreciated!

[Redacted]

[Quoted text hidden]

Jason (Ural Motorcycles) <support@uralmotorcycles.zendesk.com>
Reply-To: Ural Motorcycles <support+id695@uralmotorcycles.zendesk.com>
To: first = [Redacted] = [Redacted]

Wed, Jun 17, 2015 at 11:39 AM

##- Please type your reply above this line -##

Your request (695) has been updated. To add additional comments, reply to this email.



Jason (Ural Motorcycles)

Jun 17, 10:39

Hello [Redacted]

My records do indicate that the recall was completed by the selling dealership in AZ. It is difficult to say what could be causing the braking problems you described and I can only encourage you to seek the assistance of a certified Ural Dealer.

The full listing of Ural Dealers and Service Centers can be found on our website.

[Redacted]



first = [Redacted]

Jun 16, 12:35

Jason,

Thanks for the quick response! The VIN number is X8JMH03645U [REDACTED]

I am down to being able to use just the front brake at this point so any help, ideas, suggestions would be appreciated!

[REDACTED]



Jason (Ural Motorcycles)

Jun 16, 12:16

Please provide you VIN and we will be happy to look into this for you.



first = [REDACTED]

Jun 15, 16:04

здравствуйте! I am the proud owner of a 2005 Ural Retro. I am the second owner and purchased the bike with only 3100k on it. The rear brakes never worked very well and now they have started to heat up and freeze up the wheels even when I don't use them. I understand there was a recall on the brakes on this model. If I send you the serial number, can you tell me if bike has had the recall work done? Thanks!

This email is a service from Ural Motorcycles. Delivered by Zendesk

Message-Id:CZ7T2H06_5581b0c74e3f0_78a93fed1e6cd338543192_sprut

[REDACTED]

To: Ural Motorcycles <support+id695@uralmotorcycles.zendesk.com>

Wed, Jun 17, 2015 at 1:18 PM

Jason,

Thanks for checking into it.

I reached the original owner and he confirmed that his dealer did do the recall work but that it never solved the original problem of the brake dragging and locking up the rear wheel.

For me it's not difficult to say what might be causing the issue. Short of poor workmanship on the part of the dealer, if the exact same issue that triggered a nationwide recall, the dragging and locking brakes, is still the exact same problem occurring after the recall repair, then it would seem that the solution was ineffectual.

It's been a hard / expensive lesson for me but I now have a better idea of what Ural as a company is all about. It seems I am left with hitting the Ural user groups and the NTSB website to find a solution to the problem myself.

Thank you anyway for your assistance.



You've been iPhoned

[Quoted text hidden]

From: [Atkins, Tanya CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: [Ural Motorcycles] Update: Fwd: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726103-----
Date: Thursday, July 09, 2015 8:41:10 AM

Sent: Wednesday, July 08, 2015 3:55 PM

Subject: FW: [Ural Motorcycles] Update: Fwd: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726103-----

The consumer is updating their ODI file.

From: first = [REDACTED] (Ural Motorcycles) [<mailto:support@uralmotorcycles.zendesk.com>]
Sent: Wednesday, July 08, 2015 2:50 PM
Cc: DataQuality, DataQuality (NHTSA)
Subject: [Ural Motorcycles] Update: Fwd: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726103---

- Please type your reply above this line -##

You are registered as a CC on this support request (1096). Reply to this email to add a comment to the request.



first = [REDACTED]

Jul 8, 11:50

This is a follow-up to your previous request [#695](#) "Contact Us Inquiry"

----- Forwarded message -----

From: <EVOO@dot.gov>
Date: Wed, Jul 8, 2015 at 12:18 PM
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726103-----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov (mailto:dataquality@dot.gov) or fax to (202) 366-1767 (<tel:%28202%29%20366-1767>). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

Attachment(s)
[image002.gif](#)

[EVOO EMAIL RESPONSE.doc](#)

[10726103.pdf](#)

[Gmail - \[Ural\] Contact Us Inquiry.pdf](#)

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