

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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		FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print)		Date Received SEP 02 2015		Repository ☐	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 10735685	
Address [REDACTED]		Evening Telephone Number SAME			
City BONHAM	State TX	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JKAVN2D17FA [REDACTED]		Make KAWASAKI		Model VN900D	Model Year 2015
Date Purchased 07/13/2015	Dealer's Name and Telephone Number PLAYO KAWASAKI SUZUKI 1-972-422-4111		Engine: No: Cylinders SOHC, V-TYPE 2-CYLINDER, 4-STROKE		Fuel Type: UNLEADED GAS
Original Owner ☒	Dealer's City PLANO	State TX	Zip Code 75023		
Transmission Type 5-SPEED, MANUAL	☐ Antilock Brakes ☐ Cruise Control	Powertrain BELT DRIVE?		Multiple Failure: CLUTCH, IDLE, STEERING CONTROL	
Incident Date(s) 21-JUL-2015					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS) ENGINE NO. VN900BE122840				Failure Mileage 2	Failure Speed 1ST GEAR
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 Y	
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 2015 KAWASAKI VN900D. WHEN THE MOTORCYCLE WAS SHIFTED INTO FIRST GEAR AND THE CLUTCH WAS ACTIVATED, THE ENGINE REVVED INDEPENDENTLY INTO HIGH GEAR AND THE THROTTLE SEIZED. WHILE THE BRAKE PEDAL WAS BEING DEPRESSED, THE POWER STEERING FAILED. AS A RESULT, THE CONTACT CRASHED INTO A CURB AND A PARKED VEHICLE. A POLICE REPORT WAS FILED AND THERE WERE NO INJURIES REPORTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 2.					
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.					

PREPARED BY	
DATE	

TO: NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC 20590

From:

BONHAM, TX,

REF: 10735685

PLEASE BE ADVISED, THAT ON THE MORNING OF 22-JULY-2015, I WAS PREPARING TO TEST DRIVE MY NEWLY BOUGHT KAWASAKI VN900 (VULCAN 900 CLASSIC), I READ THE OWNERS MANUAL AT LEAST FOUR (5) TIMES AND MADE SURE I WAS FAMILIAR WITH THE ABOVE STATED MOTORCYCLE AND HOW TO OPERATE IT, I INITIALLY STARTED THE ENGINE WITH THE ENGINE IN NEUTRAL GEAR, WHEN FIRST STARTED THE ENGINE IDLED AT A HIGH RATE AND THEN RETURNED TO NORMAL AFTER 2 MINUTES, I DECIDED TO LET THE MOTORCYCLE WARM UP A LITTLE MORE, WHEN THE ENGINE WENT INTO HIGH IDLE AGAIN, I WAITED ANOTHER MINUTE AND THE ENGINE WENT BACK TO NORMAL, I DECIDED TO GO AHEAD AND PULL IN THE CLUTCH LEVER AND DOWN SHIFT INTO 1ST GEAR (GEARS = 1ST, N, 2ND, 3RD, 4TH, AND 5TH. MY RIGHT FOOT

1 WAS RESTING (COVERING) THE REAR BREAK PEDAL.
2 MY RIGHT HAND WAS ON THE THROTTLE HANDLE, I
3 SLOWLY RELEASED THE CLUTCH AND INCREASED THE
4 THROTTLE A LITTLE BIT AS ORDERED FOR 1ST GEAR
5 TO CATCH AND MOVE ON, THAT WAS WHEN THE
6 ENGINE WENT INTO HIGH IDLE AGAIN AND THE T.O.
7 AS THE 1ST GEAR WAS CATCHING, THE MOTORCYCLE
8 JERKED FORWARD IMMEDIATELY CAUSING MY BODY
9 TO MOVE BACKWARDS, THE ONLY WAY TO DESCRIBE
10 IT WAS LIKE BEING STRAPPED TO A JET
11 FUELED MISSILE. THE ENTIRE INCIDENT TOOK
12 ABOUT THREE (3) SECONDS AND COVERED AT LEAST
13 TWENTY FEET BEFORE HITTING A CURB AND
14 BEING THROWN FROM THE MOTORCYCLE WHILE
15 CRASHING. TO THIS DAY I CAN NOT UNDER-
16 STAND WHY THE MOTORCYCLE ACTED THAT WAY.
17 HOWEVER, I DID FIND OUT THAT A NATURAL
18 GAS LINE HAD RUPTURED ACROSS THE STREET
19 ON HIGHWAY 121 (BURIED PIPE LINE) WHEN
20 I SAW ATMOS ENERGY CREW TAPING OFF
21 AT LEAST THREE LOCATIONS. I DO NOT
22 KNOW IF THIS PLAYED A PART IN THE
23 INCIDENT OR NOT. PLANO KAWASAKI SUZUKI
24 WOULD NOT ADMIT TO ANY DEFECTS, SO I
25 PAID OVER 4,000.00 DOLLARS TO HAVE MY
26 MOTORCYCLE FIXED (REPAIRED).

Plano Fun Center
3405 N. Central Exp.
Plano, TX 75023-
Phone: (972) 422-4111 / www.

Repair Order Invoice

Doc Number: [REDACTED]
Service Writer: BOB BISHOP
Date Printed: 08/17/2015
Date Promised: 07/22/2015
Cashier: BOB BISHOP
Cashier Date: 08/17/2015

[REDACTED]
BONHAM, TX [REDACTED]

Customer Information

Home Phone: [REDACTED]
Cell Phone: [REDACTED]
Work Phone: [REDACTED]

Fold Here

Summary

Unit	Job	Job Total
2015 KAWASAKI VN900DFFL	crash repair	\$3,801.04
2015 KAWASAKI VN900DFFL	adjust suspension to 7	\$42.50

Job Subtotal:	\$3,843.54
Misc:	\$12.77
Job Parts Subtotal:	\$3,223.04
Job Labor Subtotal:	\$620.50
Tax:	\$265.90
Total:	\$4,122.21
Less Deposits:	\$0.00
MC/Visa/Discover:	(\$4,122.21)
Total Due:	\$0.00

THANK YOU FOR YOUR BUSINESS!

*Labor is guaranteed for 30 days.

*Installed parts purchased from us are guaranteed for 90 days.

*Canceled parts orders are subject to a 25% restocking fee.

*There is no warranty, expressed or implied, nor is there liability assumed for the installation of performance parts or customer requested non-factory modifications.

Signature: _____

Detail

Unit 2015 KAWASAKI VN900DFFL

VIN/Serial No:JKA/VN2D17FA

Plate:

Keyboard:

Odom/Hrs In:0

Out:1

crash repair

Description:throttle is operating perfect bike has 1 mile on it

Parts

Part #	Qty	Description	Price	Discount	Total
56052-0810	1.00	MARK,FUEL TANK,LH	\$84.53	\$0.00	\$84.53
56052-0811	1.00	MARK,FUEL TANK,RH	\$84.53	\$0.00	\$84.53
14091-0289	1.00	COVER	\$90.84	\$0.00	\$90.84
34003-0050	0.00	HOLDER-STEP,FR,RH	\$178.54	\$0.00	\$0.00
34003-0039	1.00	HOLDER-STEP,FR,LH	\$140.88	\$0.00	\$140.88
130BB1030	4.00	BOLT-FLANGED,10X30,B	\$7.00	\$0.00	\$28.00
34028-0011	2.00	STEP	\$94.00	\$0.00	\$188.00
21176-0021	2.00	SENSOR,BANK	\$20.00	\$0.00	\$40.00
120CB0616	4.00	BOLT-SOCKET	\$2.00	\$0.00	\$8.00
92161-1325	2.00	DAMPER,FRONT STEP,LH	\$58.94	\$0.00	\$117.88
44033-0039	1.00	COVER-FORK	\$98.61	\$0.00	\$98.61
51089-5098-51Q	0.00	TANK-COMP-FUEL,GRAY/B	\$899.97	\$0.00	\$0.00
13156-0063	1.00	LEVER-CHANGE	\$116.50	\$0.00	\$116.50
13063-002	1.00	RUBBER KICK PEDAL	\$5.00	\$0.00	\$5.00
39156-1641	1.00	PAD	\$10.25	\$0.00	\$10.25
92049-1398	4.00	SEAL-OIL,VB13193	\$6.61	\$0.00	\$26.44
13236-0100	1.00	LEVER-COMP	\$41.76	\$0.00	\$41.76
57003-0088	1.00	BAG,ASSY LH GEN2.5 CN	\$443.93	\$0.00	\$443.93
23037-0107	1.00	LAMP-ASSY-SIGNAL,FR,	\$80.99	\$0.00	\$80.99
23037-0108	1.00	LAMP-ASSY-SIGNAL,FR,	\$80.99	\$0.00	\$80.99
39154-0018	1.00	WINDSHIELD	\$635.94	\$0.00	\$635.94
51089-5099-51Q	1.00	TANK-COMP-FUEL,GRAY/B	\$899.97	\$0.00	\$899.97

Parts Subtotal \$3,223.04

Labor

Description	Technician	Hour	Total
	JARED OSWALT	6.8	\$578.00

Labor Subtotal \$578.00

Job Subtotal \$3,801.04

adjust suspension to 7

Description:

Labor

Description	Technician	Hour	Total
	JARED OSWALT	0.5	\$42.50

Labor Subtotal \$42.50

Job Subtotal \$42.50

All Jobs Subtotal: \$3,843.54

Shop Supplies: \$12.77

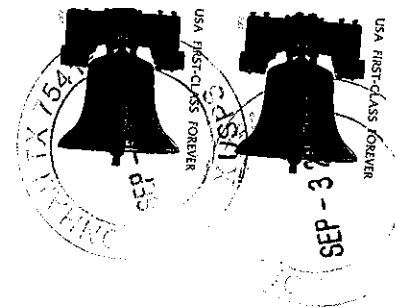
Tax: \$265.90

Total: \$4,122.21

Less Deposits: \$0.00

MC/Visa/Discover: (\$4,122.21)

Total Due: \$0.00



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