



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

**INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**  
**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 ONLY 100148  
Date Received  
10-FEB-2016  
APR 29 2016  
Repository   
Reference No.  
10825427

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: PRATTVILLE State: AL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]  
Evening Telephone Number: [REDACTED]  
E-mail Address: [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: JH2RC5048DK [REDACTED]  
Make: HONDA Model: VT750 Model Year: 2013  
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]  
Original Owner:  Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]  
Transmission Type: [REDACTED]  Antilock Brakes  Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 16-JUN-2014

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM  
Failure Mileage: 6800 (Handwritten: 0 to 6100) Failure Speed: 60 mph

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTMAL9ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: [REDACTED] Number of Deaths: [REDACTED] 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 2013 HONDA SHADOW AERO (NA). THE CONTACT STATED THAT THE VEHICLE STALLED WHILE DRIVING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT COULD NOT BE DIAGNOSED. THE VEHICLE WAS NOT REPAIRED AND THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THERE WAS A SHORT IN A WIRE. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE CONTACT RECEIVED A NOTICE FOR NHTSA CAMPAIGN NUMBER: 15V874000(ELECTRICAL SYSTEM). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 6,800.

(8 pages attached)

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.

STATEMENT DATED 4/22/2016 BY [REDACTED], SERIAL NUMBER  
JH2RC5048DK [REDACTED] DOT REFERENCE NUMBER 10825427

Please find attached the 10/12/2013, copy of the original purchase agreement; I took possession and ownership of this motorcycle on this date. I still own and possess this motorcycle.

I purchased this motorcycle new, I drove this motorcycle to Powersports of Montgomery, Alabama, on October 31, 2013, and paid \$166.13, to insure this motor cycle was safe and in perfect operating condition; I sat in the repair shop and watched the mechanic perform all the work as listed per the attached invoice # [REDACTED] (copy attached).

I drove this motorcycle to Powersports of Montgomery, AL, on five occasions in July of 2014 due to repeated engine failures; they could not correct the problem so I called Honda Customer Service and filed a complaint and Honda assigned a case number of [REDACTED] relating to this matter. I asked for a repair invoice concerning the engine failure and the dealership declined stating that they do not provide invoices on warranty work of the nature concerning my problems; I reported this matter to Honda in July of 2014 and again in 2016. It was in 2016 when I received invoice number [REDACTED] and I immediately called Honda and told them that this invoice was never provided to me in 2014. It appears that Honda had created this invoice in an attempt to place the 2014 matter as unrelated to the 2016 recall.

On February 29, 2016, I sent a certified letter to Honda (copy attached) demanding written verification that this motorcycle is safe to operate on public roads and highways, or a refund of the purchase price and return of the motorcycle to Honda. Honda has failed to comply with either of these requests as of this submission.

On March 1, 2016, Honda, transported my motor cycle to the Honda shop in Montgomery, AL, and completed the BANK ANGLE RECALL service. I drove the motor cycle home and the engine failed one time on that trip of 15 miles. When Honda transported my motor cycle they strapped it down over the fenders, seat and chrome exhaust which most certainly warped or damaged these parts to some degree. See attached Repair Order Number [REDACTED]

[REDACTED]

Date 10/12/2013

# Friendly POWER SPORTS

888 Old Spanish Trail  
Slidell, LA 70458  
(985) 643-4556  
FAX (985) 643-9576

Name [REDACTED]  
Address [REDACTED]  
Mailing Address \_\_\_\_\_  
City PRATTVILLE AL [REDACTED]  
Home Phone [REDACTED] Work Phone \_\_\_\_\_  
Birthday [REDACTED] Cell # [REDACTED]  
Parish AUTAUGA Email [REDACTED]

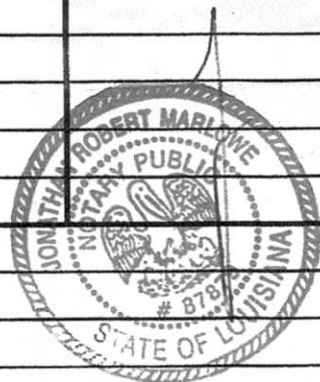
Scott Lamberton

5211597

MAKE	MODEL	CASH PRICE	\$7,500.00
FINANCING	FINANCED	REBATE	\$600.00
YEAR	2013 NEW <input type="checkbox"/> USED <input checked="" type="checkbox"/>	REBATE	\$0.00
COLOR	SIL/WHI	ACCESSORIES	\$0.00
SERIAL NUMBER	JH2RC5048DK8 [REDACTED]	THEFT DETERRENT	\$0.00
MILEAGE	01		

FINANCED BY:	SELLING PRICE	\$6,900.00
	TRADE-IN	\$0.00
	SUB TOTAL	\$6,900.00
	TAX	\$0.00
	FEE TOTAL	\$0.00
	DOC FEE	\$100.00
	WARRANTY	\$0.00

<b>ITEMIZATION OF FEES</b>		GAP	\$0.00
TITLE	LICENSED	LIFE/A&H	\$0.00
TEMP TAG	NOTARY		
U.C.C.	CONVENIENCE	PAY OFF	\$0.00
V.E.H.		DOWN PAYMENT	\$7,000.00
TIRE FEE		AMOUNT DUE	\$0.00



<b>TRADE INFORMATION</b>			
MAKE		LIENHOLDER	
MODEL			
YEAR			
COLOR		PAY OFF	\$0.00 GOOD THRU
SERIAL NUMBER		TRADE VALUE	\$0.00 TAX CREDIT
MILEAGE		TOTAL TRADE VALUE	\$0.00

# Powersports of Montgomery

535 N. E. Blvd.  
 Montgomery, AL 36117-  
 (334) 272-8800

## Repair Order Invoice

R/O Number:	[REDACTED]	Invoice Number:	[REDACTED]
Date In:	10/26/2013	Today Date:	2/24/2016
Date Promised:	10/26/2013	Date Closed:	10/31/2013
Cashier:	DAVID JORDAN	Date Cashiered:	10/31/2013

Repair Order For:

[REDACTED]  
 PRATVILLE, AL [REDACTED]  
 [REDACTED] h [REDACTED]

**Units For This Repair Order**

Service Writer: ANDREW D. PUGH

Year	Make	Model	VIN / Serial No.	Plate	Key Board	Miles / Oils
2013	HONDA	VT750CAD	JH2RC5048DK [REDACTED]			1045 /

**Job: 1ST SERVICE NO VALVES**

Job For: 2013 HONDA VT750CAD JH2RC5048DK [REDACTED]

**Parts**

Part Number	Quantity	Description	Each Price	Extension
08208-0080	1	SHAFT OIL 8OZ	\$3.95	\$3.95
90471-580-000	1	GASKET (8MM)	\$1.95	\$1.95
94109-14000	1	WASHER (14MM)	\$0.90	\$0.90
15410-MFJ-D01	1	FILTER, OIL	\$12.95	\$12.95
HO4D	3	10W40 OIL	\$6.00	\$18.00
98069-58916	4	S.PL.G DPR&EA-9	\$2.95	\$11.80
<b>Parts Subtotal</b>				<b>\$49.55</b>

**Labor**

Description	Job Code	Technician	Quantity	Line Total
1st service no valves		WESLEY FRIDAY	1.24 Hours	\$109.98
<b>Labor Subtotal</b>				<b>\$109.98</b>
<b>Job Subtotal</b>				<b>\$159.53</b>

<b>Customer Job Totals</b>	
Parts	\$49.55
Labor	\$109.98
<b>Total of Customer Jobs</b>	<b>\$159.53</b>
<b>Other Charges</b>	
Shop Supplies	\$6.60
<b>Repair Order Subtotal</b>	<b>\$166.13</b>

Sales Tax	\$3.82
<b>Repair Order Total</b>	<b>\$169.95</b>
<b>Total Amount Due</b>	<b>\$169.95</b>
VISA/MC/DC tendered	\$169.95
<b>Change Due</b>	<b>\$0.00</b>

By my signature below, I hereby acknowledge acceptance of the terms herein shown. All estimates are for parts only, labor is extra. All repairs must be paid in full upon delivery. A mechanics loan is acknowledged on the above vehicle or parts to secure the amount of charges. We are authorized to do the above noted work and install materials necessary to complete same. Our employees are hereby authorized to operate, test and inspect any vehicle repaired. Storage charges commence 10 days after completion of repairs at the rate of \$25.00 per day. All articles left unclaimed for 90 days after completion will be considered abandoned and sold for charges. 30 DAY WARRANTY ON REPAIRS FROM DATE OF COMPLETION. Montgomery Honda Yamaha is not responsible for items damaged or stolen. I accept the above terms and full responsibility for this bill. Authorized by \_\_\_\_\_ Date \_\_\_\_\_ THIS IS A CONTRACT. I have test ridden this unit and all repairs above are completed except otherwise noted. \_\_\_\_\_



# Powersports of Montgomery

535 N. E. Blvd.  
Montgomery, AL 36117-  
(334) 272-8600

## Repair Order Invoice

R/O Number: [REDACTED] Invoice Number: [REDACTED]  
 Date In: 7/2/2014 Today Date: 2/24/2016  
 Date Promised: 7/2/2014 Date Closed: 7/25/2014  
 Cashier: JAMES MORRIS Date Cashiered: 7/29/2014

Repair Order For: [REDACTED]

PRATVILLE, AL [REDACTED]  
 c: [REDACTED] h: [REDACTED]

### Units For This Repair Order

Service Writer: ANDREW D. PUGH

Year	Make	Model	VIN / Serial No.	Plate	Key Board	Miles In/Out
2013	HONDA	VT750CAD	JH2RC5048DK [REDACTED]			4466 /

Job: I/R (Warranty Claim Number: [REDACTED])  
 Job For: 2013 HONDA VT750CAD JH2RC5048DK [REDACTED]

UNIT KEEPS BLOWING FUSE FOR METER

#### Parts

Part Number	Quantity	Description	Each Price	Extension	Warranty
98200-41000	2	FUSE F (10A)			
			<b>Parts Subtotal</b>		<b>Warranty</b>

#### Labor

Description	Job Code	Technician	Quantity	Line Total	Warranty
repair fuse blowing issue		Butch Mann	2 Hours		
			<b>Labor Subtotal</b>		<b>Warranty</b>
			<b>Job Subtotal</b>		<b>Warranty</b>

<b>Repair Order Subtotal</b>	<b>\$0.00</b>
Sales Tax	\$0.00
<b>Repair Order Total</b>	<b>\$0.00</b>
<b>Total Amount Due</b>	<b>\$0.00</b>
Cash tendered	\$0.00
Change Due	\$0.00

By my signature below, I hereby acknowledge acceptance of the terms herein shown. All estimates are for parts only, labor is extra. All repairs must be paid in full upon delivery. A mechanics lien is acknowledged on the above vehicle or parts to secure the amount of charges. We are authorized to do the above noted work and install materials necessary to complete same. Our employees are hereby authorized to operate, test and inspect any vehicle repaired. Storage charges commence 10 days after completion of repairs at the rate of \$25.00 per day. All articles left unclaimed for 90 days after completion will be considered abandoned and sold for charges. 30 DAY WARRANTY ON REPAIRS FROM DATE OF COMPLETION. Montgomery Honda Yamaha is not responsible for items damaged or stolen. I accept the above terms and full responsibility for this bill. Authorized by \_\_\_\_\_ Date \_\_\_\_\_ THIS IS A CONTRACT. I have test ridden this unit and all repairs above are completed except otherwise noted. \_\_\_\_\_

[Redacted]

Prattville, AL [Redacted]

February 29, 2016

American Honda Motor Co., Inc.  
Motorcycle Customer Support  
Mail Stop 100-4C-7B  
1919 Torrance Boulevard  
Torrance, CA 90501-2746

U.S. Postal Service  
**CERTIFIED MAIL® RECEIPT**  
Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com)®

TORRANCE, CA 90501

7015 1520 0000 2869 312E

Certified Mail Fee	\$3.45	
Extra Services & Fees (check box, add fee as appropriate)	\$0.00	
<input type="checkbox"/> Return Receipt (hardcopy)	\$0.00	
<input type="checkbox"/> Return Receipt (electronic)	\$0.00	
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00	
<input type="checkbox"/> Adult Signature Required	\$0.00	Postmark Here
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00	
Postage	\$0.49	
Total Postage and Fees	\$6.74	02/29/2016

Sent To: AMERICAN HONDA MOTOR CO., INC  
Street and Apt. No., or PO Box No.: MAIL STOP 100-4C-7B  
City, State, ZIP+4®: 1919 TORRANCE BLVD, TORRANCE, CA 90501

PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions

RE: VIN: JH2RC5048DK [Redacted], NHTSA RECALL 15V874, CASE NO. [Redacted] FEB. 2016,  
CASE NO. [Redacted] JULY 2014, THIS IS A DEMAND FOR YOU TO CORRECT THESE PROBLEMS

Dear American Honda Motor Co.:

**I demand that you immediately transport the above referenced motor cycle from my home to your dealership and make any and all repairs necessary to insure my safety, in addition, upon completion of the repairs, I demand documentation verifying that my motor cycle is safe to ride. If you fail to perform per my demand, then I demand that you provide a full refund and take possession of this unsafe motor cycle.**

HISTORY OF THIS CASE: I purchased this bike new in 2014; immediately the bike stalled out for no reason over and over; I took this bike to Honda in Montgomery, AL, 5 different times in July 2014. The bike continued to stall. I called Honda Customer Service and they told me to drive the bike back to the dealership; I drove the back in and they kept it again over night; they called a few days later and said there was a short in a wire; I picked my bike up and they refused to provide any invoice or paperwork after I requested the same; after this the bike continued to stall out; in January 2016 I received a RECALL letter telling me the bike may cause an accident if I ride it; the dealership in Montgomery, AL, refused to pick up the bike and make repairs; I called Honda corporate and Kelly told me she would have the bike picked up at my house make repairs; Kelly has not called back as of this date; I talked with Sonny at Honda Customer Service this morning; Sonny connected me to Randy; in all of this, every representative from Honda has refused to provide a contact email address making it impossible for me to document my calls; that is not by accident; every time I talk with Honda the story is different; so now I am forced to send this document by certified mail; what an absolute con game. I sent a Twitter message 3 times and received no reply.

Sincerely,

[Redacted Signature]

# Powersports of Montgomery

535 N. E. Blvd.  
 Montgomery, AL 36117-  
 (334) 272-6600

## Repair Order

R/O Number: [REDACTED]

Date In: 3/1/2016

Today Date: 3/5/2016

Date Promised: 3/1/2016

Date Closed:

**Repair Order For:**

**Unit Name**

**Location**

[REDACTED]

PRATVILLE, AL [REDACTED]

c [REDACTED] h: [REDACTED]

**Units for this Repair Order**

**Service Writer:**

Year	Make	Model	VIN / Serial No.	Color	Plate	Key Board	Miles In/Out
2013	HONDA	VT750CAD	JH2RC5048DK [REDACTED]	WHITE			6153 /

**Job: BANK ANGLE RECALL (Warranty Claim Number: [REDACTED])**

Job For: 2013 HONDA VT750CAD JH2RC5048DK [REDACTED]

**Description**

CUST STATES BIKE IS STALLING...

**Parts**

Part Number	Quantity	Description	Each Price	Extension
06350-MJA-309	1	BANK ANGLE KIT 750C	Warranty	Warranty
<b>Parts Subtotal</b>				<b>Warranty</b>

**Labor**

Description	Job Code	Technician	Quantity	Line Total
BANK ANGLE RECALL		Butch Mann	0.9 Hours	Warranty
<b>Labor Subtotal</b>				<b>Warranty</b>

**Sublet Labor**

Description	Amount
TOWING	Warranty
<b>Sublet Labor Subtotal</b>	<b>Warranty</b>
<b>Job Subtotal</b>	<b>Warranty</b>

**Repair Order Subtotal \$0.00**

Sales Tax \$0.00

**Repair Order Total \$0.00**

**Total Amount Due \$0.00**

By my signature below, I hereby acknowledge acceptance of the terms herein shown. All estimates are for parts only, labor is extra. All repairs must be paid in full upon delivery. A mechanics lien is acknowledged on the above vehicle or parts to secure the amount of charges. We are authorized to do the above noted work and install materials necessary to complete same. Our employees are hereby authorized to operate, test and inspect any vehicle repaired. Storage charges commence 10 days after completion of repairs at the rate of \$25.00 per day. All articles left unclaimed for 90 days after completion will be considered abandoned and sold for charges. 30 DAY WARRANTY ON REPAIRS FROM DATE OF COMPLETION. Montgomery Honda Yamaha is not responsible for items damaged or stolen. I accept the above terms and full responsibility for this bill. Authorized by \_\_\_\_\_ Date \_\_\_\_\_ THIS IS A

CONTRACT. I have test ridden this unit and all repairs above are completed except otherwise noted. \_\_\_\_\_