

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [REDACTED]

To: nhtsa.webmaster <nhtsa.webmaster@dot.gov>

Subject: Yamaha Stratoliner 2012 motorcycle complaint

Date: Fri, May 24, 2019 8:45 am

NHTSA:

Yamaha is lying and covering up!

Please investigate and prosecute.

[REDACTED] NY NY

From: [REDACTED]

Date: Monday, May 6, 2019

Subject: Ana, re: [REDACTED]

To: [REDACTED] ana.amador <ana.amador@bbbcommunity.org>

Cc: complaints <complaints@bbbcommunity.org>

Per the attached invoice while I was STILL under extended warranty, not only was I certainly charged for repairing the defective and falling off rear turn signal stalk, I was also ridiculously over-charged for the other work which a) wasn't done right vis-a-vis BOTH the fixing of front passing/driving lamps and the rear 3rd party LED flasher which owner of the shop (Frank Russo Sr.) told me many times over prior months would be easy for them to install and he encouraged me to let them do it, and b) the UNAUTHORIZED replacement of rear brake pads and brake fluid. { I later recalled after my first complaint to BBB that they had replaced my clutch fluid without asking me in a prior periodic service, which I found odd at the time, but was otherwise o.k. with as bike was due for a service. DEALERS ARE SUPPOSED TO GET PRE-APPROVAL VIA PHONE OR EMAIL FOR WORK NOT SCHEDULED OR PART OF A TUNE-UP, SCHEDULED MAINTENANCE !!! }

It is simply a falsehood that I wasn't charged for repair of the MAIN thing I came in for, my rear turn stalk. I feel ypu should escalate this to BBB National Staff investigators --- BBB is being lied to and Yamaha/YES are in cover-up mode. It's not even my opinion... it's a fact, per my invoice and the many emails I've sent to BBB. I'd be happy to notarize/novate and swear to all my statements to BBB.

Cordially,
[REDACTED]

Sent from Mobile device. Confidential unless noted otherwise. Please excuse brevity, typos.

On Monday, May 6, 2019 [REDACTED] wrote:

Ana,

This is [REDACTED] says they contacted dealer and I "was not charged for repair to defective turn signal stalk." That is not true, nor did I agree to receive a \$47.50 (one half hour labor) credit because I was satisfied with the result. They offered me such credit as their cust. service rep. at YES erroneously told me that the passing lamps were not designed to automatically go OFF when Hi-beams on. "Are you kidding me," I said on social media and posted the installation instructions which have DIAGRAMS of how dealers should wire the lamps in states where the law requires. They admitted to me on phone that their answer below about using the rocker switch (the on/off switch on handlebar...!) was completely wrong (I expressed I felt like being 'gas-lighted' by this bizarre rocker

6/14/2019

TG
6.26.19
W

Mohave County: 60 Acoma Blvd S, Ste B102, Lake Havasu City, AZ 86403

Yavapai County: 213 Grove Ave, Prescott, AZ 86301

Yuma County: 350 W 16th St #205, Yuma, AZ 85364

California Campuses

Orange County: 120 Newport Center Dr, Newport Beach, CA 92660

San Diego County: 4747 Viewridge Ave. Ste 200, San Diego, CA 92123

On Mon, Apr 15, 2019 at 8:33 AM BBB Info <info@bbbcommunity.org> wrote:

BBB Info | Operations Department

Better Business Bureau serving the Pacific Southwest

Local 602-264-1721 Toll-Free 800-600-7050

A Community of Trustworthy Businesses | bbb.org

Arizona Campuses

Maricopa County: 1010 E Missouri Ave, Phoenix, AZ 85014

Mohave County: 60 Acoma Blvd S, Lake Havasu City, AZ 86403

Yavapai County: 213 Grove Ave, Prescott, AZ 86301

Yuma County: 350 W 16th St #205, Yuma, AZ 85364

California Campuses

Orange County: 120 Newport Center Dr, Newport Beach, CA 92660

San Diego County: 4747 Viewridge Ave. Ste 200, San Diego, CA 92123

This email and any files transmitted with it regarding a consumer complaint and your response may be publicly posted on BBB's website. Therefore, please do not include any information that personally identifies your customer. BBB may edit the complaint or your response to remove personally identifiable information or inappropriate language.

switch issue) and they were embarrassed and asked me to remove my Facebook post and evidence if I accepted \$47.50 credit --- which I did.

Even in their reply to Bbb they are AGAIN citing the erroneous rocker switch issue, which made my bike ILLEGAL to re-register in NY State. see attached pic This is BIZARRE and 180° from way Harley Davidson treats its customers. My passing lamps on Harley work fine; I've had minor repairs on my Harley under extended warranty with no follow-up complaints, etc. My Harley passing lamps go off when HiBeams on. Unlike Yamaha, my Harley turn signal stalk has an external nut which can easily be tightened by owner or dealer for minimal fee. That is NOT the case with internally engineered Yamaha Stratoliner-S.

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On Monday, May 6, 2019 [REDACTED] wrote:

Yamaha did NOT address the central complaint of the falling off rear turn signal stalk! The passing lamps were a secondary concern, and the third thing wrong, the rear flasher, was also a secondary annoyance. Their reply is completely inappropriate and negligent.

I did not realize I was to respond to bbb in 5 days. I responded directly to Co. but they ignored me --- AGAIN!

Sent from Mobile device. Confidential unless noted otherwise. Please excuse brevity, typos.

On Thursday, April 18, 2019 Ana Amador <ana.amador@bbbcommunity.org> wrote:

Hello,

The business is requesting your account number. Can you please provide that information?

Ana Amador Conciliation & Engagement Specialist

Better Business Bureau Serving the Pacific Southwest

Direct 602-212-2235 Office 602-264-1721

A Community of Trustworthy Businesses | bbb.org

Not BBB-Accredited? Click to Apply

[REDACTED] [REDACTED] [REDACTED] [REDACTED]

Arizona Campuses

Maricopa County: 1010 E Missouri Ave, Phoenix, AZ 85014

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

From: [REDACTED]

Date: Sat, Apr 13, 2019 at 8:49 PM

Subject: Fwd: You have a new message from the BBB complaint [REDACTED]

To: <complaints@bbbcommunity.org>

Please add to file:

Yamaha rep. called me and falsely told me Passing Lamps are not designed to be wired or installed to go "off" when High beams go on. He told me Yamaha users are just supposed to turn the lights off with handlebar switch. Far from that, the actual installation instructions for the OEM product show how it's Designed to be wired to go off when Hi Beams on if that is law in state you're in. See attached.

I feel defrauded, dismissed, jipped on warranty I paid \$690 for, and now they tried to "gaslight" me by suggesting I was wrong that my lamps originally were wired by Dealer to go off when Hi beams On.

Please work with Yamaha to refund me the full \$650 cost of warranty, and I'd even suggest treble damages for their negligent and willfully deceitful customer relations tactics.

Sent from Mobile device. Confidential unless noted otherwise. Please excuse brevity, typos.

From: Better Business Bureau <info@bbbcommunity.org>

Date: Monday, April 8, 2019

Subject: You have a new message from the BBB complaint # [REDACTED]

To: [REDACTED]

Sent from my mobile device. Please excuse typos, brevity. Confidential unless stated otherwise.

[REDACTED]
6/14/2019

NEW YORK NY 100

14 JUN 2019 PM 11 L



NHTSA H.Q.

National Highway Traffic + Safety Admin.

1200 New Jersey Ave. S.E.

West Building

Washington, D.C. 20590

Support Two