

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

From: [REDACTED]
To: [EVOQ \(NHTSA\); Vehicle Safety Hotline](#)
Subject: Re: Follow up to ODI Complaint ----- 11331051-----
Date: Tuesday, July 14, 2020 3:15:21 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon.

On this email you will find two attachments:

- 1) The Form you sent me with some additional information and corrections.
- 2) A copy of the report I sent to the dealership and to the manufacture of the vehicle in reference, including pictures of the injuries.

Two important corrections to the form. the model is a YZF-R1 without the "M." There is an "M" model, but not mine.

And the other one is that I never get fire on the vehicle. It get so HOT, that it gave me First Degree Burns on my thighs.

Thank you so much for your help and support with this incident and to take all the necessary actions in order to avoid this to happen again to any owner.

Kind Regards,

[REDACTED]

On Jul 14, 2020, at 11:51, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

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. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

<[REDACTED]>

Boca Raton, June 23rd, 2020.

Ref: Extremely High Engine Temperature (causing personal injury)!!!
Yamaha YZF-R1 2020, VIN #: JYARN66E3LA [REDACTED]
Date of Purchase: Saturday June 20th, 2020.

Mr. Randy Montalvo
Service Manager, Broward Motorsports

This past Saturday June the 20th, 2020, I bought a brand new blue Yamaha YZF-R1. After filling out all due paperwork regarding my purchase, I rode my motorcycle back home at night without any issues.

Next morning, on Sunday June the 21st, 2020.

Ambient conditions where as follows:

Sunny day, temperature 86 degrees Fahrenheit, light breeze.

I took my kids and my wife for a ride. The last ride was with my wife and on my way back home we got stuck in heavy traffic for approximately 15 to 20 minutes. During this period of time, we were basically stopped for a minutes or so, bumper to bumper in between cars, then I rode just for a few feet and stopped again for another few minutes. I consider this situation a normal traffic pattern during rush hour.

Just a few minutes later, we got stuck in that traffic, I started to feel a lot of heat coming out from the engine, situation which I also consider normal on any Bike or at least on any Super Bike, whilst driving during rush hours or when getting stuck on heavy traffic. Unfortunately, and maybe for at least 5 minutes after, the heat was irresistible, accompanied with a very painful burning sensation on my thighs and groin, situation which was far from it to be considered normal.

NOTE: I have more or less 43 years of experience riding motorcycles and over 33 years riding and racing on Super Bikes (Yamaha's, Honda's, Kawasaki's, Ducati's and so forth). Being stuck on traffic hundreds or thousands of times for long periods of time (over two hours) in worst ambient conditions (air temperatures reaching 100 degrees Fahrenheit) and never ever have I experienced a First Degree Burn on both my thighs!!!

As soon as I arrived home, I took off my pants after such pain and burning sensation to check for my thigh condition, I found them burned and with very red bruised up areas, with small blue or purple swelling spots. Immediately afterwards, I showed them to my wife, called a doctor and immediately applied aluminum acetate lotion (magic lotion for burned skin) and ice packs, as directed by this specialist.

Unfortunately and a little bit late, after a few hours of applying first aid with ice packs and aluminum acetate lotion, I decided to take some pictures as proof of what happened. Those aren't showing nothing in comparison on how my thighs were at the moment I arrived home.

The following are pictures of my right and left thighs:



Burns were so bad and painful, that I couldn't enjoy my motorcycle on Father's Day and even today, Tuesday the 23rd of June, I'm still having some light red spots on my thighs and a little bit of pain.

Besides from my personal injuries and a bitter sensation of frustration, there are some other concerns I need to address on this statement.

- During the delivery and acceptance of the motorcycle at the dealership, I let the sales representative know about a strange noise coming out from the engine, apparently generated by the engine valves or the timing belt. He told me that it could be normal on a new engine for just a few miles and he then stated that he didn't recall any abnormal noise, but if any, it should be gone in the next 40 to 60 miles. I haven't checked for this noise again, because after my injury, I parked the motorcycle and left town on a job assignment.
- How hot was the engine running, in order to have had caused First Degree Burns on my thighs?
- Why didn't I get a "Coolant Temperature Warning Light?"
- Or....why didn't I get an "Engine Trouble Warning Light?"
- Did the fan work? I didn't pay any attention to it, since I was distracted with my pain and talking with my wife about what was going on. Maybe it worked but maybe not!!!
- How bad was or is this situation?
- Can we consider this an Overheated Engine? And if so, how bad was it?
- Could it have caused some Engine Internal Damage?

Besides, based on my experience riding motorcycles, not as a mechanic, I'm utterly concerned about what happened and also because the Yamaha Owner's Manual, specifically says the following:

- Yamaha Owner's Manual, page 7-1, under "**Engine break-in:**"

- During this period, prolonged full-throttle operation or any condition that might result in engine overheating **must be avoided**.

Well, I have been having direct contact with the sales representative who sold me the motorcycle, Mr. Kyle Buckland, a very nice person and by the way, one of the best customer services I've ever had in the last few years, and told him exactly what happened, reason why I'm writing and filing this report to you.

Unfortunately due to the nature of my job, I left the country this morning and I can't really know when I will be back exactly, but as soon as I get an estimate of my arrival date, I will contact the dealership in order to make a service appointment to get my motorcycle inspected.

Now, following the recommendation of the Yamaha Owner's Manual on page 11-4, under the title "**Reporting safety defects**," that says "If you believe that your vehicle has a defect which could cause a crash or could cause **injury** or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Yamaha Motor Corporation, U.S.A."

Because this situation already caused an injury, I will mail a copy of this statement to both entities.

In advance, thank you so much for your help and research of what could be wrong with my motorcycle, to find out what happened and to see what we are going to do, or how we are going to proceed in order to fix this uncomfortable and frustrating situation.

Kind Regards,

[REDACTED]

[REDACTED]
Boca Raton, FL [REDACTED]

United States of America

C.C. Mr. Kyle Buckland (Broward Motorsports Sales Representative).
YAMAHA MOTOR CORPORATION, U.S.A. (Customer Relations Department).
YAMAHA MOTOR CORPORATION, U.S.A. (Warranty Department).
National Highway Traffic Safety Administration (NHTSA).



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

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

Date Received	Repository <input type="checkbox"/>
26-JUN-2020	Reference No. 11331051

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address		
City BOCA RATON	State FL	Zip Code
	Evening Telephone Number	

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 JYARN66E3LA	Make YAMAHA	Model YZF-R1M	Model Year 2020
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
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) 21-JUN-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)	Failure Mileage 60	Failure Speed
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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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 1	Number of Deaths	Reported to Police N
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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 2020 YAMAHA YZF-R1M. THE CONTACT STATED THAT THE MOTORCYCLE'S BODY HAD HEATED UP, WHILE IDLE AT A RED LIGHT, TO THE POINT WHERE IT CAUSED FIRST DEGREE BURNS TO THE CONTACT. THE CONTACT STATED THEY RECEIVED BURNS TO THEIR INNER LEG AND THIGH AREA, DESPITE, WEARING JEANS. MEDICAL ATTENTION WAS NEEDED. THE CONTACT CONTACTED THE DEALER BROWARD MOTORSPORTS OF FT LAUDERDALE (2100 W SUNRISE BLVD SUITE 161, FORT LAUDERDALE, FL 33311; PHONE: (954) 467-0990) HAD NOT TAKEN THE MOTORCYCLE TO THE DEALER AS OF YET. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND A CASE WAS OPENED REGARDING THE MATTER. THE APPROXIMATE FAILURE MILEAGE WAS 60.

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.