

September 11, 2021

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Re.: Reference No. 11423823; A 2007 Yamaha, XV1700, VIN: JYAVP17E87A [REDACTED]

Dear Mr. Reid,

If I understood your letter correctly, I have been asked to provide all the information that I have enclosed in this reply. We are talking about a motorcycle and there is a safety problem involved. My complaint is one that has persisted over several years despite repeated visit to the dealership/shop to have it repaired. The problem is random in nature. Efforts to duplicate it at will has always failed and only recently, do I think I understand why – and it would be a guess on my part as a result of the last occurrence.

Per your letter, I have enclosed multiple repair invoices, personal notes that I wrote, a compact disc (CD), an Excel spreadsheet tabulating what is contained on the enclosed CD. The CD contains a power point presentation that I created in July 2018 and additional pictures outside of the power point presentation. The pictures documents occurrences of the safety complaint wherein I was not able to re-create the occurrence for purposes of a video documentation, i.e., they show tale-tell signs that reveal a problem occurred. Then there are several videos of the problem whereby you will see evidence of gas spilling onto a hot engine, and then there are videos whereby I was not able to duplicate the safety occurrence shortly having had one to occur.

The spreadsheet has two columns; one containing the picture file number and the other contains an explanation to the picture. It should be noted that the picture file number is also a date and time stamp of which it was taken; the time format is "year, month, day_time" – utilizing a 24-hour time format. For example, 20180601_151744 is the same as June 01, 2018, at 15:17:44 (03:17:44 PM, hour, min, sec).

Regarding the last safety occurrence that I documented; I am given to the belief that the engine temperature is a factor that was never investigated. I had an incident that was no different than any of the others with one exception – I was caught in an extended traffic jam with lots of stop-and-go traffic movement. When I turned the bike off to rest my hands, the safety concern revealed itself and it was repeatable consistently for a good 30 minutes; I could not start the bike for all the gas spilling out onto the engine until it had cooled down sufficiently. I believe the primary difference here was that the engine had acquired enough heat and retained it – that it did not dissipate readily where in the other incidents, the engine may have cooled down sufficiently more readily. Furthermore, the engine trouble light never illuminated.

When the bike was in the shop, I paid for several repairs that failed to correct the problem. I am given to taking long road trips on the bike (interstate and highway open roads), whereby the engine can attain a varying number of temperatures without over heating – it's an air-cooled engine – and upon taking it

re

to the shop, it stands to reason, that the shop did no different than what I am documented as doing in the videos – start the engine to see what happens. They once told me that the mechanic doesn't have all day to play with it in efforts to duplicate the problem. They had theories about what to replace in effort to fix the problem and they all failed to correct it. We never investigate a heat factor associated with running/riding the bike. The traffic jam that I was caught up in, may have provided some insight into this problem?

One last comment, in all of the incidents – the bike was not being abused, no unnecessary racing of the engine or other forms of abuse. Merely, pleasure riding upon the open roads and on the interstate highways. Please feel free to contact me with questions you may have.

Sincerely,



Enclosures: 13 (28-pages)

U.S. Department
of TransportationNational 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 ☐

07-JUL-2021

Reference No.
11423823

OWNER INFORMATION (Type or Print)

Name

Address

City

Blue Springs

State

MO

ZIP Code

Number

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

jyavp17e8

MAKE
YAMAHAModel
XV1700Model Year
2007

Date Purchased

Dealer's Name and Telephone Number

Reno's Powersports Kc (816) 942-8900

Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City Kansas City,

STATE

MO

ZIP Code

64145

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-JUN-2019 and others

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 070000 FUEL SYSTEM, GASOLINE

Failure Mileage
47000.0

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
MILESTARTire Model (Name or Number)
GRANTLANDTire Size (Example P215/65R15)
235/75/R15DOT No. (Example: DOTM19ABC036)
TB20R028☒ Original Requirement
☐ Prior Repair

Failure Location: DRIVER SIDE FRONT

Tire Component Code

190000 TIRES, 191000 TIRES:TREAD/BELT, 192000 TIRES:SIDEWALL

Tire Failure Type: CRACK

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), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2007 Yamaha XV1700. The contact stated that after riding the motorcycle and then parking the motorcycle, fuel inadvertently sprayed out of the air breather onto the engine. The contact stated that the failure occurred several times. The local dealer inspected the motorcycle but was unable to duplicate the failure. The mechanic noticed that there was a fuel leak and performed a repair on the piston cylinder and fuel pump to fix the motorcycle however, the failure persisted. The motorcycle was not repaired. The manufacturer was made aware of the failure. The failure mileage was 47,000.

Various mileage reported, see attachment to CD for explicit details.
 There are 13 enclosures, this page included.

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 of responses, may be used in the proceedings.

File Time Stamp	Picture or video expalantion:
20180601_151744	was examining the engine where gas is known to puddle and boil until fully evaporated.
20180601_151846	providing a close up of engine area where gas is known to puddle and boil until fully evaporated.
20180602_205336	next day, I don't recall the details giving rise to this photo.
20180602_205344	Providing a close up.
20180606_123258	Examining the area where gas is known to puddle and boil until fully evaporated.
20180606_123334	Sought a close up photo.
20180709_162923	I had an occurrence, attempting to show area where gas spews out of the air breather onto the engine, notice the oily looking edges of the air intake - this is where the gas exit out onto the engine.
20180709_162932	If I recall correctly, I parked the bike after a long ride (75 mile or better) & went into the store. Upon my return, I notice gas on the ground which gave rise to taking pics on this date. That wet spot was not there before I went into the store.
20180709_162948	Don't recall my intent here -- merely looking striate down from where I was standing.
20180709_163053	Here I'm illustrating where the gas that has hit the ground has evaporated but left a stain.
20180709_164405	Showing where there is an oily appearance at the air intake (where the gas spews out from), trying to take in as much detail as the photo could capture relative to the incident.
20180715_193818	Six (6) days later there was another occurrence, showing gas spots that were left on the ground afterwards.
20180715_193831	Illustrating the residues left behind after a gas spewing incident. Once again, look at the air intake & residue left behind.
20180715_194148	Providing a close up of the air intake and engine area where gas is known to out spew from and onto the engine.
20180715_194159	Providing a close up of area where the gas puddles and boils until fully evaporated, also showing residue left behind.
20180715_194213	Here I zoomed out away from bike to revisit the wet residue left on the ground from the occurrence.
20180715_194401	Video: Gas spill captured! This is one of the few times wherein I was able to duplicate the occurrence and get it documented!
20180715_194851	Here I am attempting to document that I moved the bike from where you saw the oil (wet) spots on the ground; away from where I had originally parked it and away from other vehicles parked next to the bike -- out into a cleared area. I was attempting to duplicate a subsequent occurrence -- only out away from other vehicles.
20180715_194856	Attempting to show the ground, no oil stains where I had rolled the bike to.

20180715_194927	Video: It is just a short time span from the earlier video (5 minutes, 26 seconds), I am trying to duplicate the gas spill and was unsuccessful with the effort. This shows the random behavior & failures to repeat the occurrences.
20180715_195136	After the failure to repeat the gas spill occurrence, I thought to photograph the mileage. Notice the time on the clock and the time stamp for the picture (the pic id number is the time stamp of when I took the photo) - I set my clock to run a few minutes fast, an idiosyncrasy on my part.
20180715_201411	Video: Same day and just 30 minutes later, another attempt to repeat or duplicate the gas spewing onto the engine was executed. The attempt failed to repeat the gas spill but the engine started and ran until I killed it.
20180818_144735	On this day, I think I'm at the dealership; they put an "X" and other markings on the location where gas spills onto the engine. I think we tried to duplicate the gas spill but it did not occur while there.
20180825_093057	I don't recall the details giving rise to this photo.
20180825_093107	I don't recall the details giving rise to this photo.
20180825_093118	I don't recall the details giving rise to this photo.
20180825_093228	I don't recall the details giving rise to this photo.
20180825_093303	I don't recall the details giving rise to this photo.
20180923_155605	I'm showing where there is an "X" and other markings that the dealership put on the bike, showing the area where the mechanic needs to watch for gas spills.
20180923_155612	Illustrating a different view of where the mechanic needs to look for gas spills.
20180923_155647	Illustrating a different view of where the mechanic needs to look for gas spills.
20180923_155707	Illustrating a different view of where the mechanic needs to look for gas spills.
20190525_171234	Video: I believe there was another occurrence on this date but I was not able to duplicate it for purposes of capturing it. I did not wash the mechanics marking off the bike as they are still present.
20190527_175046	Video: Merely checking to see if a gas spill will occur, it did not.
20190608_144033	Video: I have been motivated to check to see if a gas spill will occur, it did not.
20190608_144956	Approximately 9 min, 23 seconds later, I took this photo.
20190608_145836	Video: About 18 minutes later, I am realizing that whatever motivated me to check for a gas spill - the incident was not going to repeat itself and it did not.
20190920_152034	Video: Whatever occurred moments before taking this video, it should be understood that this video was a duplication, i.e., a gas spill occurred only moments before I captured this gas spill spewing out from the air intake breather. Otherwise, I would not have had my phone camera ready to capture this video!

20190920_152432	Video: Roughly 4-1/2 minutes later, after capturing a gas spill, and after having climbed off the bike, a subsequent effort was made to duplicate a gas spill - it did not occur!
20190920_152510	Video: Another attempt was made to duplicate the gas spill spewing from the air intake. Again, it did not occur!
20190920_160432	Video: Roughly 43 minutes later, I'm still trying to duplicate what was captured earlier and I cannot. I cannot duplicate the incident which is what I am showing in the video.
20190920_160456	I don't recall my intent here.
20190920_160503	Video: A failed attempt to duplicate the Gas spill spewing from the air intake.
20190920_160522	Video: A failed attempt to duplicate the Gas spill spewing from the air intake.
20190920_175122	Video: A failed attempt to duplicate the Gas spill spewing from the air intake. After 2-hour & 31-minutes, all in the same day, after the 1st two occurrences, I was unable to get that 3rd duplication to occur.
20210607_140724	Video: Watch the last 10 seconds of the video. On this day I was able to duplicate the gas spill many times over during a 45 min time span, approximately. The conditions that seemingly enable this were what might have been a hot engine that did not cool down readily, i.e., I was on I-70 and after a 70+ mile ride, I came upon a traffic jam with lots of stop-and-go traffic. I had to stop so many times that my hands got tired, my gears were in 1st with lots of stop-and-go movement, I don't think I ever got to shift to 2nd gear and if I did, it didn't last for more than a few seconds (less than 5 sec). The ambient temp was easily 90°F and higher. I stopped to rest my hands (killed the engine) and the gas started flowing. Repeating the incident was consistent, I could not get the bike to start - it had to cool down (approximately 45 min later), then it started. This occurrence was different than all previous occurrences - I'm guessing the engine cooled much quicker on the past occurrences & thereby would not repeat the occurrence. On this day, the engine didn't cool down readily and I'm guessing this was/is a factor in duplicating the gas spill.
Yamaha Gasoline Leak Onto Engine	During the month of July 2018, I created this power point presentation in effort to better explain the problem I was having with the bike spewing gas onto a hot engine. The intent was to present this to the dealership as part of my complaint statement.

Ref: # 11423823

Reno's Powersports KC

13611 Holmes Road
Kansas City, MO 64145
816-942-8900

Repair Order Invoice

R/O Number: [REDACTED]

Invoice Number: [REDACTED]

Date In: 4/15/2017

Today Date: 4/20/2017

Date Promised: 4/15/2017

Date Closed: 4/20/2017

Cashier: TRACY DAWSON Date Cashiered: 4/20/2017

Repair Order For:

Description:

GRAIN VALLEY, MO [REDACTED]

Units For This Repair Order

Service Writer: KURT CALDWELL

Year	Make	Model	VIN/Serial No.	Plate	Key Board	Miles In/Out
2007	YAMAHA	1700 ROAD STAR	JYAVP17E87 [REDACTED]			30269 /

Job: DIAGNOSE FUEL LEAK WITH POSSIBLE CARB CLEAN

Job For: 2007 YAMAHA 1700 ROAD STAR JYAVP17E87 [REDACTED]

Description

ACCELERATOR PUMP ADJUSTMENT AND CARB WORK WITHOUT PARTS WAS DONE IN 2014

Parts

Part Number	Quantity	Description	Each Price	Extension
5UH-14107-20-00	1	NEEDLE VALVE SET	\$26.99	\$26.99
5DM-14561-00-00	1	O-RING	\$9.99	\$9.99
5VN-14451-10-00	1	CLIP SET, AIR CLEANER	\$23.99	\$23.99
Parts Subtotal				\$60.97

Labor

DEREK DAVIS

	Labor Total
	\$190.00
Labor Subtotal	\$190.00

cleaned carburetor and put all settings back to stock.

Job: MOUNT & BALANCE REAR TIRE (ON BIKE)

Description

REAR TIRE MOUNT & BALANCE

X ☐ 20 PSI SET CORRECT TIRE PSI FRONT AND REAR

X ☐ DO VERIFIED BRAKE

Reference # 11423823

Reno's Powersports KC13611 Holmes Road
Kansas City, MO 64145
816-942-8900**Repair Order Invoice**

R/O Number [REDACTED]

Invoice Number [REDACTED]

Date In: 4/15/2017

Today Date: 4/20/2017

Date Promised: 4/15/2017

Date Closed: 4/20/2017

Cashier: TRACY DAWSON Date Cashiered: 4/20/2017

Repair Order For:

Description:

GRAIN VALLEY, MO [REDACTED]
h [REDACTED]**Units For This Repair Order**

Service Writer: KURT CALDWELL

Year	Make	Model	VIN/Serial No.	Plate	Key Board	Miles In/Out
2007	YAMAHA	1700 ROAD STAR	JYAVP17E87A [REDACTED]			30269 /

Job: DIAGNOSE FUEL LEAK WITH POSSIBLE CARB CLEAN

Job For: 2007 YAMAHA 1700 ROAD STAR JYAVP17E87A [REDACTED]

DescriptionACCELERATOR PUMP ADJUSTMENT AND CARB WORK WITHOUT
PARTS WAS DONE IN 2014**Parts**

Part Number	Quantity	Description	Each Price	Extension
5UH-14107-20-00	1	NEEDLE VALVE SET	\$26.99	\$26.99
5DM-14561-00-00	1	O-RING	\$9.99	\$9.99
5VN-14451-10-00	1	ELEMENT, AIR CLEANER	\$23.99	\$23.99
Parts Subtotal				\$60.97

Labor

Description	Job Code	Technician	Line Total
		DEREK DAVIS	\$190.00
Labor Subtotal			\$190.00

Recommendations**Resolution**

cleaned carburetor and put all settings back to stock.

Job Subtotal **\$250.97****Job: MOUNT & BALANCE REAR TIRE (ON BIKE)**

Job For: 2007 YAMAHA 1700 ROAD STAR JYAVP17E87A028072

Description

MOUNT & BALANCE NEW REAR TIRE

X ___ 36psi ___ SET CORRECT TIRE PSI FRONT AND REAR

X ___ DD ___ VERIFIED BRAKE

Reno's Powersports KC

13611 Holmes Road
Kansas City, MO 64145
816-942-8900

Repair Order Invoice

R/O Number

Invoice Number:

Date In: 4/15/2017

Today Date: 4/20/2017

Date Promised: 4/15/2017

Date Closed: 4/20/2017

Cashier: TRACY DAWSON Date Cashiered: 4/20/2017

Repair Order For:

GRAIN VALLEY, MO

h

Description:

Job: MOUNT & BALANCE REAR TIRE (ON BIKE) (Continued)

Job For: 2007 YAMAHA 1700 ROAD STAR JYAVP17E87

Parts

Part Number	Quantity	Description	Each Price	Extension
TT	1	MISSOURI TIRE TAX	\$0.50	\$0.50
87-9755	1	TIRE, 1508016 COMMANDER II RR	\$162.95	\$162.95
57-1141	1	STAR TRON FUEL TREATMENT 8OZ	\$8.99	\$8.99
Parts Subtotal				\$172.44

Labor

Description	Job Code	Technician	Line Total
MOTORCYCLE REAR TIRE CHANGE	1	DEREK DAVIS	\$61.75
Labor Subtotal			\$61.75

Other Charges

Shop Supplies	\$3.09
TIRE DISPOSAL	\$1.50

Job Subtotal \$238.78

Customer Job Totals

Parts	\$233.41
Labor	\$251.75
Other	\$4.59

Total of Customer Jobs \$489.75

Repair Order Subtotal \$489.75

Discounts Given

Parts Discount:	\$70.00
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Reno's Powersports KC

13611 Holmes Road
Kansas City, MO 64145
816-942-8900

Repair Order Invoice

R/O Number

Invoice Number:

Date In: 4/15/2017

Today Date: 4/20/2017

Date Promised: 4/15/2017

Date Closed: 4/20/2017

Cashier: TRACY DAWSON Date Cashiered: 4/20/2017

Repair Order For:

Description:

GRAIN VALLEY, MO

h

Sales Tax	\$21.18
Repair Order Total	\$510.93
Total Amount Due	\$510.93
Tendered: .MERCHANT ID	\$510.93
Change Due	\$0.00

Thank you for your Business

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. A storage fee of \$20.00 a day will be charged on any vehicle not picked up 5 days after notification of service being completed.

AUTHORIZED BY

X

Reno's Powersports KC

13611 Holmes Road
Kansas City, MO 64145
816-942-8900

Invoice To Service

Ticket Number: [REDACTED]

Salesperson: TRACY DAWSON

Cashier: TRACY DAWSON

Date: 4/20/2017

Repair Order: [REDACTED]

Sold To:

R.O. [REDACTED]

Line Item Breakdown

<u>Sold</u>	<u>S/O</u>	<u>Lay</u>	<u>P/U</u>	<u>Part Number</u>	<u>Src</u>	<u>Cat</u>	<u>Description</u>	<u>Price</u>	<u>Sold Now</u>	<u>Bin</u>
1				57-1141	WP	LUB	STAR TRON FUEL TREATMENT 8OZ	\$8.99	\$8.99	OIL

Tax Detail Breakdown

	<u>Sold Now / Pickup</u>	<u>Special Order / Layaway</u>
Sales Tax 8.975 %	\$0.00	
Total Taxes:	\$0.00	\$0.00

Summary

Subtotal	\$8.99
Invoice Total	\$8.99

check us out on facebook RENO'S POWERSPORTS KC
online www.renospowersportskc.com

All returns must be completed within 15 days of initial transaction.

All returns must be in NEW condition with un-damaged packaging and tags intact.

Cash purchases will be refunded as in store credit or sent by mail as company check. Exclusions may apply.

Qualifying special orders may be returned to vendor and forfeited after 30 days if not picked up.

Some specialty vendors do not accept returned special orders.

Customer must pay actual freight and applicable restock fees on the special order return.

For our customers security we cannot accept returns on the following items once they have left the premises.

*ELECTRICAL ITEMS

*CHEMICALS

*HELMETS

Ref. # 11423823

Reno's Powersports KC

13611 Holmes Road
Kansas City, MO 64145
816-942-8900

Repair Order Deposit

R/O Number: [REDACTED]

Ticket Number: [REDACTED]

Cashier: TRACY DAWSON

Date: 5/20/2017

Customer: [REDACTED]

GRAIN VALLEY, MO [REDACTED]

Method Of Payment: MC/VISA/DISCOVER

Payment Amount: \$1,075.97

Description

Notes:

.MERCHANT [REDACTED]

5/20/2017 10:31:58 AM

Reno's Powersports KC

13611 Holmes Road
Kansas City, MO 64145
816-942-8900

Repair Order

R/O Number [REDACTED]

Date In: 5/11/2017

Date Promised: 5/13/2017

Today Date: 5/20/2017

Date Closed:

Repair Order For:

Unit Name

Location

GRAIN VALLEY, MO [REDACTED]

h: [REDACTED]

Units for this Repair Order

Service Writer: KURT CALDWELL

Year	Make	Model	VIN / Serial No.	Color	Plate	Key Board	Miles In/Out
2007	YAMAHA	1700 ROAD STAR	JYAVP17E8 [REDACTED]	BLACK			30664 /

Job: DIAGNOSE FUEL POOLS AFTER RIDE

Job For: 2007 YAMAHA 1700 ROAD STAR JYAVP17E8 [REDACTED]

Description

DEREK WANTS TO RIDE 10 MILES THEN PULL THE AIRBOX AND ADVISE

Parts

Part Number	Quantity	Description	Each Price	Extension
5VN-14101-00-00	1	CARBURETOR ASSY 1	\$585.75	\$585.75
414147	1	MSR STEERING BEARING KIT	\$33.90	\$33.90
Parts Subtotal				\$619.65

Labor

Description	Job Code	Technician	Quantity	Line Total
REPLACE CARB		DEREK DAVIS	1 Hours	\$95.00
REPLACE steering bearings	3HRS	DEREK DAVIS	3 Hours	\$285.00
Labor Subtotal				\$380.00

Recommendations

Resolution

FOUND FUEL IS COMING FROM THE ACCELERATOR PUMP NOZZLE IN THE THROAT OF THE CARB. WE MADE A CASE WITH YAMAHA TECH LINE AND THEY STATED THE ONLY SAFE FIX IS TO REPLACE THE CARBURETOR REPLACED AND TEST RODE. NOTICED THAT STEERING WAS WANTING TO SELF CENTER AND HAD TO PUSH HARD ON HANDLEBARS. REPLACED STEERING BEARINGS AND ALL OK NOW.

Job Subtotal **\$999.65**

Reno's Powersports KC
13611 Holmes Road
Kansas City, MO 64145
Phone: 816-942-8900

GRAIN VALLEY, MO

Repair Order Invoice

Doc Number [REDACTED]
Service Writer: KURT CALDWELL
Date Printed: 11/02/2017
Date Promised: 10/20/2017
Cashier: EBEMENT
Cashier Date: 11/02/2017

Customer Information

Home Phone [REDACTED]

Email: [REDACTED]

Summary

Unit	Job	Job Total
2007 YAMAHA 1700 ROAD STAR	DIAGNOSE CARB LEAKING AGAIN	\$47.50
2007 YAMAHA 1700 ROAD STAR	PARTS ONLY WARRANTY	WARRANTY
Job Subtotal:		\$47.50
Misc:		\$2.38
Job Labor Subtotal:		\$47.50
Tax:		\$0.22
Total:		\$50.10
Less Deposits:		\$0.00
MC/VISA/DISCOVER/AMEX:		(\$50.10)
Total Due:		\$0.00

Thank you for your Business

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. A storage fee of \$20.00 a day will be charged on any vehicle not picked up 5 days after notification of service being completed.

Signature: _____

Customer Service Survey



This survey should be completed by the person who recently contacted our Customer Relations Department. Please use a dark pen (*preferably black*) to indicate your responses as follows: ●

November 2, 2017

Grain Valley, MO

Our records indicate that you recently were in contact with our Customer Relations Department. We hope that your expectations were met and that you are satisfied with the outcome of your call or letter.

In an effort to better understand our customer's needs, we would appreciate knowing how you feel your situation was handled using the brief survey below. We thank you in advance for your time.

Please take a few minutes to complete this survey. **For your convenience and quicker response to us, we encourage you to complete this survey online:**

Please go to www.YamahaCustomerFeedback.com/ssSurvey.aspx
You can log in using your **USER ID: 3FD-V3W-PK8**
Please do not answer by mail if you have answered online

If you are answering by mail, please use the postage-paid envelope to return the paper survey to us.

Customer Service Survey

1. What prompted you to contact us? ☒ An issue with your Yamaha product ☐ A question
(Please mark one only) ☐ An issue with a Yamaha dealer ☒ Other carburetor
2. With regards to our Representative, Sheena Crouth, how satisfied are you with Sheena's performance in the following areas:
- | | Very Satisfied | Somewhat Satisfied | Neither Satisfied Nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied |
|---|-----------------------|-----------------------|------------------------------------|----------------------------------|-----------------------|
| * Courtesy and friendliness | ☐ | ☐ | ☒ | ☐ | ☐ |
| * Professionalism | ☐ | ☐ | ☐ | ☒ | ☐ |
| * Proper understanding of your needs | ☐ | ☐ | ☐ | ☒ | ☐ |
| * General knowledge | ☐ | ☐ | ☒ | ☐ | ☐ |
| * Clear explanation of planned resolution | ☐ | ☐ | ☒ | ☐ | ☐ |
| * Fulfillment of commitments | ☐ | ☐ | ☒ | ☐ | ☐ |
| * Overall satisfaction | ☐ | ☐ | ☐ | ☒ | ☐ |
3. Would you purchase another Yamaha product? ☐ Definitely ☐ Probably ☒ May or May Not ☐ Probably Not ☐ Definitely Not

Please feel free to note any comments below pertaining to your recent Yamaha Customer Service experience.

I feel the dealership was more than fair, they split the maintenance costs with me when they did not have to. It is my belief that if a Yamaha part is warranted & it fails, that Yamaha ought to have some responsibility on labor costs when the warranted-part fails. The customer shouldn't have to keep paying labor for the same part failure.

Thank you for your cooperation.

Ref # 11423823

Reno's Powersports KC
13611 Holmes Road
Kansas City, MO 64145
Phone: 816-942-8900

Repair Order

Due: \$150.28

Doc Number [REDACTED]

Service Writer: BRAD MARLIN PWC

Date Printed: 05/23/2018

Date Promised: 02/27/2018

[REDACTED]
GRAIN VALLEY, MO [REDACTED]

Customer Information

Home Phone [REDACTED]

Email [REDACTED]

Unit 2007 YAMAHA XV17ATMW 1700 ROAD STAR

Color: BLACK

Keyboard:

VIN/Serial JYAVP17E87 [REDACTED]

Plate:

Odom/Hrs 34,967

Out: 34,967

1-4201747669 - DIAGNOSE FUEL/CARB LEAK AGAIN - SEE RO [REDACTED]

Description: CUSTOMER STATES RODE UNIT FOR FIRST TIME ON 2/15/18, AFTER PICKED UP FROM PREVIOUS SERVICE. WHEN SHUT OFF AFTER RIDE, A FEW MOMENTS LATER HEARD HISSING NOISE AND FUEL WAS SPRAYING ONTO HOT ENGINE, POOLING GASOLINE IN CAVITY. CUSTOMER SUSPECTS CARB ITSELF IS ISSUE AGAIN. REQUESTS INSPECT AND ADVISE.

2/16 - cust called, stated yesterday was his first chance to ride his bike after picked up in oct and it sprayed gas onto engine after shut off. he wanted to know if would be warranty again. cautioned that could not be determined by us was up to yamaha and certainly could not tell without unit here and determining why it is leaking. cautioned if it was due to the unit sitting and not a defective part but just needed to be cleaned, then that would not be warrantied. he said he could not say when he could bring it in, advised him would leave open ended repair order and asked him to stay in touch and let us know when he can bring it in - LJ

Resolution: LEAKING AGAIN FROM SAME SPOT. LEAKS GAS ONTO ENGINE WHENEVER PARKED, UNSAFE. SUSPECT ISSUE WITH CARB CASTING ASSEMBLY, AS THIS FAILURE HAS REPEATED IDENTICALLY TO PREVIOUS CARB THAT WAS GOODWILLED BY YAMAHA JUST 6 MONTHS AGO [REDACTED]

CARBURETOR IS LEAKING FUEL FROM WHERE BRASS FITTING IS PRESSED IN. SUSPECTED HEATED, PRESSURIZED FUEL IS EXPANDING WITH NOWHERE ELSE TO GO DUE TO FUEL PUMP. FUEL PUMP AND AIR INTAKE BOTH REMOVED, BUT ISSUE STILL PERSISTS

Recommend: MODIFY FUEL SYSTEM BY INSTALLING CHARCOAL CANISTER FROM CA MODEL; MODIFICATION SHOULD ALLOW ALTERNATIVE FLOW FOR EXPANDING FUEL, RATHER THAN BREAKING THROUGH SEAL POINTS ON CARB.

TECH LINE CASE: [REDACTED] UPDATED CAS [REDACTED]

WARRANTY AUTHORIZATION REQUEST [REDACTED] CLAIM # [REDACTED]
 resubmitted with changes 5/

Part #	Qty	Description	Price	Discount	Total
5Y9-12491-00-00	0.00	CLAMP 1	WARRANTY	WARRANTY	WARRANTY
90464-11201-00	0.00	CLAMP	WARRANTY	WARRANTY	WARRANTY
5VN-24335-00-00	1.00	PIPE, SUCTION 1	WARRANTY	WARRANTY	WARRANTY
5VN-24318-00-00	0.00	PIPE, OVERFLOW	WARRANTY	WARRANTY	WARRANTY
90413-07007-00	0.00	WAY,3	WARRANTY	WARRANTY	WARRANTY
5VN-24323-00-00	0.00	PIPE 12	WARRANTY	WARRANTY	WARRANTY
90464-20191-00	0.00	CLAMP	WARRANTY	WARRANTY	WARRANTY
90464-10233-00	0.00	CLAMP(4GL)	WARRANTY	WARRANTY	WARRANTY
4WM-2419E-00-00	0.00	COVER, CANISTER	WARRANTY	WARRANTY	WARRANTY
4WM-24170-00-00	1.00	CANISTER ASSY	WARRANTY	WARRANTY	WARRANTY

Part #	Qty	Description	Price	Discount	Total
90464-09M31-00	0.00	CLAMP	WARRANTY	WARRANTY	WARRANTY
5VN-24662-00-00	0.00	STAY	WARRANTY	WARRANTY	WARRANTY
98507-05008-00	0.00	SCREW,PANHEAD(JN2	WARRANTY	WARRANTY	WARRANTY
4WM-2148X-00-00	0.00	BRACKET	WARRANTY	WARRANTY	WARRANTY
90467-090A2-00	0.00	CLIP	WARRANTY	WARRANTY	WARRANTY
95817-Q6025-00	0.00	BOLT,FLANGE	WARRANTY	WARRANTY	WARRANTY
5VN-14101-10-00	0.00	CARBURETOR ASSY 1	WARRANTY	WARRANTY	WARRANTY
UPSG	1.00	FEDEX GROUND SHIPPING	WARRANTY	WARRANTY	WARRANTY
5VN-14451-10-00	1.00	ELEMENT, AIR CLEANER	WARRANTY	WARRANTY	WARRANTY

Parts Subtotal **WARRANTY**

Description	Technician	Hour	Total
DIAGNOSE FUEL LEAK	DEREK DAVIS	WARRANTY	WARRANTY
R/R CARBURETOR	DEREK DAVIS	WARRANTY	WARRANTY
R/R FUEL TANK	DEREK DAVIS	WARRANTY	WARRANTY

Labor Subtotal **WARRANTY**

Job Subtotal **WARRANTY**

- R/R CARB

Description:GOODWILL PART ONLY

Resolution:PENDING CLAIM AUTHORIZATION # [REDACTED]

Part #	Qty	Description	Price	Discount	Total
5VN-14101-00-00	1.00	CARBURETOR ASSY 1	WARRANTY	WARRANTY	WARRANTY

Parts Subtotal **WARRANTY**

Job Subtotal **WARRANTY**

LABOR R/R CARB - WE SHOP GOODWILL

Description:YAMAHA WILL NOT COVER CARB R/R LABOR. PER SCOTT, SHOP WILL GOODWILL FOR CUSTOMER - ONE-TIME.

Description	Technician	Hour	Total
R/R CARB	DEREK DAVIS	1.5	\$142.50

Labor Subtotal **\$142.50**

Job Subtotal **\$142.50**

All Jobs Subtotal: **\$142.50**

Shop Supplies: **\$7.13**

Tax: **\$0.65**

Total: **\$150.28**

Less Deposits: **\$0.00**

Total Due: **\$150.28**

Thank you for your Business

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. A storage fee of \$20.00 a day will be charged on any vehicle not picked up 5 days after notification of service being completed.

RENO'S POWERSPORTS KC IS NOT RESPONSIBLE FOR ANY ITEMS LEFT IN OR ATTACHED TO ANY UNIT TO BE SERVICED

Signature: _____

Reno's Powersports KC
13611 Holmes Road
Kansas City, MO 64145
Phone: 816-942-8900

Repair Order

Due: \$150.28

Doc Number [REDACTED]
Service Writer: BRAD MARLIN PWC
Date Printed: 05/23/2018
Date Promised: 02/27/2018

[REDACTED]
GRAIN VALLEY, MO [REDACTED]

Customer Information

Home Phone [REDACTED]
Email [REDACTED]

Unit

1-4201

Det

R

Re

July 7, 2018 - 36,400 mi.
2:45 PM
Today I called the shop,
spoke w/ Lori to advise
that I have not had any
additional problems with
the bike - it appears to be
fixed. Basically, letting
them know that if the techs
has not been formally closed,
perhaps we can do that now.

Out: 34,967

3E. WHEN SHUT OFF
3INE, POOLING
ADVISE.

o engine after shut off.
id certainly could not tell
i but just needed to be
leave open ended repair

2T ISSUE WITH CARB
GOODWILLED BY

PRESSURIZED FUEL IS
MOVED, BUT ISSUE

.D ALLOW
.RB.

TECH LINE CASE

WARRANTY AUT

resubmitted with changes

Part #	Qty	Description	Price	Discount	Total
5Y9-12491-00-00	0.00	CLAMP 1	WARRANTY	WARRANTY	WARRANTY
90464-11201-00	0.00	CLAMP	WARRANTY	WARRANTY	WARRANTY
5VN-24335-00-00	1.00	PIPE, SUCTION 1	WARRANTY	WARRANTY	WARRANTY
5VN-24318-00-00	0.00	PIPE, OVERFLOW	WARRANTY	WARRANTY	WARRANTY
90413-07007-00	0.00	WAY, 3	WARRANTY	WARRANTY	WARRANTY
5VN-24323-00-00	0.00	PIPE 12	WARRANTY	WARRANTY	WARRANTY
90464-20191-00	0.00	CLAMP	WARRANTY	WARRANTY	WARRANTY
90464-10233-00	0.00	CLAMP(4GL)	WARRANTY	WARRANTY	WARRANTY
4WM-2419E-00-00	0.00	COVER, CANISTER	WARRANTY	WARRANTY	WARRANTY
4WM-24170-00-00	1.00	CANISTER ASSY	WARRANTY	WARRANTY	WARRANTY

R.A #11423823

Reno's Powersports KC
13611 Holmes Road
Kansas City, MO 64145
Phone: 816-942-8900

Repair Order Invoice

Doc Number: 846954
Service Writer: LAURIE STOCK
Date Printed: 09/29/2018
Date Promised: 05/31/2018
Cashier: LAURIE STOCK
Cashier Date: 06/14/2018

GRAIN VALLEY, MO

Customer Information

Home Phone

Email

Unit

2007 YAMAHA XV17ATMW 1700 ROAD STAR

Color:BLACK

Keyboard:

VIN/SerialJYAVP17E87A

Plate:

Odom/Hrs0

Out:34,967

1-4451934639 - CARRYOVER FROM RO 845386 - **LABOR** R/R CARB - WE SHOP GOODWILL

Description:YAMAHA WILL NOT COVER CARB R/R LABOR. PER SCOTT, SHOP WILL GOODWILL FOR CUSTOMER - ONE-TIME.

MOVED FROM RO 845386, ALREADY FLAGGED BY DEREK ON THAT RO

Resolution:YAMAHA MAY COVER, IF CARB R/R HAS RESOLVED. PENDING CUSTOMER LONG TERM REPORT ON RESULTS.

TECH SUPPORT # YDS Warranty Authorization # is

Description	Technician	Hour	Total
R/R CARB	DEREK DAVIS	WARRANTY	WARRANTY
Labor Subtotal			WARRANTY
Job Subtotal			WARRANTY
All Jobs Subtotal:			\$0.00
Tax:			\$0.00
Total:			\$0.00
Less Deposits:			\$0.00
Total Due:			\$0.00

Thank you for your Business

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. A storage fee of \$20.00 a day will be charged on any vehicle not picked up 5 days after notification of service being completed.

RENO'S POWERSPORTS KC IS NOT RESPONSIBLE FOR ANY ITEMS LEFT IN OR ATTACHED TO ANY UNIT TO BE SERVICED

Signature: _____

Ref. # 11423823

Reno's Powersports KC
13611 Holmes Road
Kansas City, MO 64145
Phone: 816-942-8900

Repair Order Invoice

Doc Number: [REDACTED]
Service Writer: KURT CALDWELL
Date Printed: 09/29/2018
Date Promised: 07/24/2018
Cashier: BRAD MARLIN PWC
Cashier Date: 09/29/2018

[REDACTED]
GRAIN VALLEY, MO [REDACTED]

Customer Information

Home Phone [REDACTED]
Email [REDACTED]

Find Here

Summary

Unit	Job	Job Total
2007 YAMAHA XV17ATMW	DIAGNOSE FUEL LEAK AGAIN	\$0.00

Job Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

Thank you for your Business

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. A storage fee of \$20.00 a day will be charged on any vehicle not picked up 5 days after notification of service being completed.

RENO'S POWERSPORTS KC IS NOT RESPONSIBLE FOR ANY ITEMS LEFT IN OR ATTACHED TO ANY UNIT TO BE SERVICED

personal note: After the fuel pump was bypassed and over 2,000 miles of riding, not once did I see any signs of a fuel leak. No fuel leaking onto the ground beneath the bike nor onto the engine. Given this occurrence, I elected to pay for a new fuel pump. Also, with the fuel pump having been bypassed a new problem had been created whereby the bike would stop in traffic due to the float bowl being starved for gas, this was another motivating factor for opting to put a new fuel pump on the bike.

Signature: _____

Detail

Unit 2007 YAMAHA XV17ATMW 1700 ROAD STAR

Color:BLACK

Keyboard:

VIN/SerialJYAVP17E87A [REDACTED]

Plate:

Odom/Hrs38,297

Out:38,297

DIAGNOSE FUEL LEAK AGAIN

Description: KURT SAW AND HEARD VIDEO OF HEARING FUEL PUMP KICK ON AND IMMEDIATELY SEEING FUEL SQUIRT ONTO THE WARM MOTOR. KURT MARKED WHERE THE FUEL WAS COMING FROM AND WHERE IT WOULD HIT THE MOTOR AND POOL UP.

Resolution: could not get to leak while in shop. after inspecting all vents and hoses from both carburetor & tank, decided to remove the fuel pump and run fuel flow directly to carburetor from fuel tank.
CUSTOMER DECIDED TO HAVE NEW FUEL PUMP INSTALLED.
GAVE HIM THE ORIGINAL PUMP. 9-29-2018

Description	Technician	Hour	Total
INSTALL NEW OEM FUEL PUMP	DEREK DAVIS	0	\$0.00
Labor Subtotal			\$0.00
Job Subtotal			\$0.00

All Jobs Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

exp. rec'd by The Library 9/27/18

Gas Leak Log/Note Entry:

Monday, August 20, 2018 11:58 AM

August 20, 2018:

During the early part of August (around the 1st week of Aug, before we had to vote, about the 3rd or the 4th), I had to put the back in the shop because of another gas leak - the same problem!

Copied from my hand written notes:

On August 14, 2018, I called the shop. They reported that they were unable to duplicate the problem - the know it still exist because I showed them a video of what I was seeing. There is some suspicion about the fuel pump and a matter of a valve not shutting - that's what I got out of the report. Anyway, they want to try something involving gravity flow with the fuel pump. At this point it's speculation - we don't know.

On August 18th I got a call that I could come in and pick up my bike. Upon my arrival, they explained that the fuel pump had been bypassed. It took me some time to figure out what they said - I had already taken possession of the bike before I put it all together. They never made a clear concise statement about having actually bypassing the fuel pump, it was a series of statements that explained this understanding. Like the conversation about my using the reserve gas tank setting; and the fuel pump is still there, it's been by passed; and the bike is being gravity fed, it can draw what it needs; and the comment about maybe the pressure within the tank could have built up and contributed to the problem we observe and they asked about the temperature of the day when it leaked (which was the low 90's F).

Summary: the fuel pump has been bypassed and the fuel line is now being gravity fed. When I got home the mileage on the bike was 36, 827 mile, I rode the bike home and that trip is about 35 miles; the mile was approximately 36,792 mile when I picked it up at the shop. I rode the bike to Sedalia, MO after picking it up, put about 150 miles on it without incident. Average speed was about 80 mph. No leaking detected, gas mileage did not appear to be adversely affected. We all are in agreement that I need to watch it and that I will keep the shop abreast of what is going on with the bike.

August 25, 2018:

August 24, 2018, about 7:00 PM, odometer approximately 36,995 mile when new problem occur. I rode the bike about 10 mile from home, stopped at a Quick Trip to buy a soda (10 min stop), restarted the bike w/o incident, got about 70 ~ 100 yards out of the parking lot and the bike stopped in traffic - starved for gas. The tank was more than 50% full but the engine would not restart for not receiving gas. Tried switching gas cock from "ON" to "RES" and putting the carburetor in choke; it took multiple tries and at least 10 min to get it restarted.

Note: putting the gas cock on "RES" was not doing anything significant, the fuel circuit is basically the same - even if there was a blockage but I didn't know this at the time for trying to get the bike restarted & out of traffic. I was not in a safe place to be stuck in traffic, i.e. I was in the inside lane on the shoulder and traffic was heavy.

Upon getting the engine to restart, rode towards home and stopped at another Quick Trip in efforts to repeat the same malfunction. In the parking lot, stopped the engine, waited 10 min before restarting. The bike restarted but did die while idling - I looked upon this as repeating. However, the fault did not repeat thereafter. I topped the tank off (1.89 gallons) and rode home.

At home the fault did not repeat. While at home I looked at an online shop manual; how did the shop bypass the fuel pump? It is my understanding that it is gravity flowing right now. Did they re-route the fuel line to bypass the fuel pump or merely unplug the fuel pump from the electrical circuit and allow gravity to push fuel through the pump? I don't know. I will ride it again today and see what happens.

Note: if the bike doesn't spew gas onto the engine with the fuel pump bypassed, this would suggest that the primary fault is in the fuel pump circuit. By the same token, I can't have the shop creating new problems for failure of fixing the primary problem. I can't the engine dying on me in traffic or in the middle of a turn either.

3ike: 8-14-18, they haven't been able to duplicate the problem. There is some suspicion about the fuel pump & a matter of a valve not shutting - that's what I got out of it. Anyway, they want to try something involving gravity flow with the fuel pump. At this point it's speculation - we don't know.

Bike log :

Aug 24, 2018, about 7:00 PM 36,995 mi

While at home, the bike started w/o incident, it ran w/o incident. I had ridden about 10 mi, stop at a Quick Trip long enough to buy a soda, 5-10 min. Came out, started the bike w/o incident, got about 80-100 yards out of the parking lot & the bike died on me - it was starved for gas. The tank was more than $\frac{1}{2}$ full.

It took multiple tries to restart it, even switched the gas cock from "ON" to "Res." it still took multiple tries to get it started. Had to use the choke to eventually restart it.

Rode back towards home, stopped at the Quick Trip near home in an attempt to duplicate that behavior. In parking lot, turned engine off at least 10 min before restarting. Tried restarting and engine died ~~die~~ while idling but did not have the same level of difficulty.

Bike log notes:

Sept 20, 2018

Mileage: 38,088

I've ordered a new fuel pump. I took the initiative to request this.

A while back, conversation w/ a shop manager suggested I ~~to~~ go along w/ bypassing the fuel pump and see what happens. I consented.

Since then I have experienced false starts, the bike engine has died on me even though there was 50% or better amount of gas in the tank, when the engine gets hot enough - as in a traffic jam - the engine dies on me. Then when it's cooled down enough, it restarts.

I've put over a 1,000 miles on the bike after the fuel pump was bypassed and

- I have not seen one drop of gas on the pavement, no matter how hard I've ridden it, no matter how hot the ambient temp outdoors.
- I have not seen anymore flooding problem or dribble of gas on the engine.
- no matter how often the start/stop traffic conditions, I have not seen any gas leaks.

Summary:

I've paid for carburetor - needle repair/replacement,
that was it needed.

I've paid for a whole brand new carburetor
that wasn't needed.

I'm now paying for a fuel pump & the
shop doesn't know if this'll fix it.

I'm of the opinion that I should not
have to pay for guess work. The shop
mechanics are supposed to have the expertise
to diagnose & fix the problem.

Yamaha/dealership makes money &
I suffer substantial loss - not fair!

Yamaha argues the bike is out of
warranty. The parts bought come
w/ part warranty, if the mechanic
says I need the part - Yamaha
has an obligation to warranty the
part or stop charging me for
incorrect maint. charges - correct?

Refund me some money or fix
the problem!

Blue Springs, MO

Please Do Not Bend
CD enclosed

702P

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300



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