

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 119

Date Received

20-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

860636

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ (located at front of windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
NOT AVAILABLE	KAWASAKI	VOYAGER	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07100000	Part Name(s) POWER TRAIN:CLUTCH ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN DRIVING BETWEEN 10-15 MPH AND UPON COMING TO A COMPLETE STOP CLUTCH WENT OUT, CAUSING LOSS OF ALL ACCELERATION. MOTORCYCLE CAME TO A COMPLETE STOP. CONSUMER HAS CONTACTED THE DEALER, DEALER HAS REPLACED THE CLUTCH. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

CONTINUED ON BACK (11/99)

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.



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Date Received

RECEIVED

0020 APR 2000

OFFICE
EFFECTS INVESTIGATION
 Od or
rt or
od rt
yr tr

Reference No.

00636

OWNER INFORMATION (Type or Print)

804187

Work Num

Home Num

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorized person, please provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 10/11/99

VEHICLE INFORMATION

 Vehicle Ident. No. (VIN.) (Located at bottom of
windshield on driver's side)
JKAZG9811Y8510939
NOT AVAILABLE

Vehicle Make

KAWASAKI

Vehicle Model

VOYAGER

Vehicle Year

1999

Current Odometer Reading

290

Purchase Date

Dealer's Name Banzai

MOTORSPORTS

Engine Size

(CID/CC/L) 12 CC

No Cylinders 4

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection☒ New ☐ Used

City Libertyville

State Ill

Zip Code 60048

Transmission Type

☒ Manual☐ Automatic

Antilock Brakes

☐ Yes☒ No

Restraint System

☐ 3-Point Belt☐ Motorbelt☐ Driveside Airbag☐ 2-Point Belt☐ Passengerside Airbag

Cruise Control

Yes

☐ Yes☒ No

Drive Train

☐ Front☐ Rear☒ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Util☐ Truck☒ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
07100000

Part Name(s)

POWER TRAIN:CLUTCH ASSEMBLY

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 10-26-99

Mileage at Failure(s) 121

Vehicle Speed at Failure(s) 15-miles Per hour

Failed Part(s)

Available?

☒ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

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Over

CONTINUE ON BACK IF NEEDED

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BANZAI MOTORSPORTS

611 N. Milwaukee
Libertyville, IL 60048

SERVICE REPAIR ORDER

Repair Order # 99043735

P.O. #

Date Printed 10/26/99

Date In 10/26/99

Promised 07/07/00

Yr Make Model Color Class Plate # VIN Key Board# Hrs/Order
00 KAWASAKI ZG1200B14 GRAY M JKAZ69011YB510929 51

Unit Name	Boys/CC	Length/Cyl	H.P.	Engine Number	Key Number
				0 ZGTE9A3014054	

Job: 1) DIAGNOSE 1.00

Yr: 00 Make: KAWASAKI Model: ZG1200B14 Color: GRAY Class: M
DIAGNOSE

17.40

CLUTCH SLIPPING, CLUTCH ALMOST ALL THE WAY OUT BEFORE MOVES AT ALL.
IN ONLY GEAR. ALSO LEAKING OIL LEFT SMALL Puddle ON GROUND AROUND CENTER
OF MOTOR.
PLEASE ADVISE

Part #/Labor Code	Description	Src Cat	Techn	Hrs/Qty	Total
Job Subtotal					.00

Job	Parts	Labor	Sublet	Other	Total of all Jobs	Total
Breakdown -)	.00	.00	.00	.00		.00

Leave date 11.0.99 per shop.

Please sign

Service Tax Total .00
Sales Tax .00

Repair Order Total .00

ALL UNITS MUST BE PICKED UP 2 HOURS BEFORE CLOSING

H

Dear Sir or Madam,

I am writing this letter in regards to a 2000, Kawasaki Motorcycle, Voyager XII, model #ZG1200, VIN#JKAZG9B11YB510929, Engine #ZGT20AE014054 purchased on October 11, 1999.

While riding, I wondered if the clutch was slipping. Therefore, on October 26, 1999, I took the bike to Banzai Motorsports at 611 N. Milwaukee Avenue, Libertyville, IL. I was informed by the head mechanic that he would have to check it out. The next day I called, the mechanic told me the clutch had come apart and parts would be ordered. Approximately two weeks later I called again, the shop told me the bike was not ready. I went to the shop and to talk to the manager, who was not available. Instead, I spoke with the head mechanic. He stated that the bike is not like a car and it takes much longer for parts to arrive. I relayed to him that I did not feel it should take this long. The following day he called saying the motor cycle was ready. At that time, it ran good.

I parked the bike for the winter in my garage for the next four to five months. In April 2000, I rode the bike, again I experienced slippage. I returned it to the shop and again I was told it would be checked. This time asking if the bike had been updated, the reply was yes. This was when I realized that I no longer wanted the bike. I was afraid that the problem with the clutch could happen again and cause harm, injury, or even death to myself and/or others. I entered the showroom, talking to the assistant manager I explained my dilemma. He was in agreement with me to trade the bike. Two or three weeks later I returned to the showroom requesting the assistant manager, who would not, he had another salesman to talk to me. This salesman stated I needed to pay \$3,000 to make a deal. I told him he was out of his mind! I felt this way because the bike had a manufacturer's defect, not my or the shop's fault. I did not think I would have to bear the sole responsibility to pay for someone else's mistake.

Today, June 13, 2000 I still have not heard anything from Banzai Motorsports's Shop since picking up my bike on April 24, 2000. I am forwarding the two different service repair orders: one from Banzai Motorsports and the other from Nielsen Enterprises, Inc. Banzai Motorsports's shop said they did the repair work required. Yet, Nielsen Enterprises, Inc. states the repair of the clutch was not performed. Enclosed is also a copy of the Clutch Back Torque Limiter Warning and Recall Notice from Kawasaki Motors Corp., U.S.A.

I am submitting this complaint in accordance to Kawasaki Motors Corp. in hopes of resolving this situation by recouping the \$3,684.86 I lost in the purchase of this motorcycle.

Sincerely,

CC:

Jim Ryan, Illinois Attorney General
U.S. Dept. of Transportation
Banzai Motorsports

Nielsen Enterprises, Inc.

132 S. Milwaukee Ave. (Rt. 83)
Lake Villa, IL 60046
847-356-3000

REPAIR ORDER INVOICE - DUPLICATE
Repair Order # 68957

Cashiers: Parts Counter

Invoice # 30251028

Sold to



Invoice Date 5/23/00
Date In 4/24/00
Promised 4/24/00
Closed Out 5/23/00

Yr Make	Model	Color	Class	Plate #	VIN	Key Board#	Hrs/Odom
00 KAWASAKI	Z61200	SILVER	M		JKAZG3B11YB510925		290
Internal Unit Stock # UM0614							

Unit Name	Beam/CC	Length/Cyl	H.P.	Engine Number	Key Number
00000000	000000	00000000	000	000000000000	00000000
	1200	4	0		

Job: CLUTCH UPDATE

Yr: 00 Make: KAWASAKI Model: Z61200 Color: SILVER Class: M (Setup)
1. GO TREW FOR SALES.
2. PULL CLUTCH COVER, CHECK TO SEE IF RECALL HAS BEEN DONE.

Part #/Labor Code	Description	Src Cat	Tech	Hrs/Qty	Total
99996-1307	KIT, SPRING LEAF CLUTCH	KA	PKA	1	WARRANTY
23025-11A0-11	LAMP-TAIL, RED/RED	KA	PKA	0	WARRANTY
	22099. CLUTCH SPRING UPDATE.		CW	1.00	WARRANTY

Job: GO THREW TO SELL.

Yr: 00 Make: KAWASAKI Model: Z61200 Color: SILVER Class: M (Setup)

Part #/Labor Code	Description	Src Cat	Tech	Hrs/Qty	Total
23025-11B0-L1	LAMP-TAIL, RED/RED	KA	PKA	-1	307.75
23025-11B0-V6	LAMP-TAIL, P. BOULOGNE	KA	PKA	1	319.75
	CHECK OUT TO SELL.		CW	1.50	90.00
Supplies					5.00

Job Subtotal \$ 107.00

Job	Parts	Labor	Sublet	Other	Total of all Jobs
Breakdown -)	12.00	90.00	.00	5.00	
					Less: Discount

THANK YOU FOR YOUR PATRONAGE ALL SERVICE QUESTIONS PLEASE
CALL

Before Tax Total
Tax Exempt # 1

** Total Amount Due
Charged to Major Unit

Wednesday, May 24th, 2000 2:19 pm