

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 241

Date Received

07-JUL-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

864998

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
PLEASE FILL IN	DUCATI	ST2	1998	

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

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	☐ 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 ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 15-MAR-2000 Mileage at Failure(s) 3000 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)

MOTORCYCLE EXPERIENCING PROBLEM WITH THE CLUTCH. ON ONE OCCASION DEALER REPLACED THE CLUTCH, WAS UNABLE TO ENGAGE. AT ANOTHER INCIDENT A BOLT BROKE INSIDE THE CUTCH AREA. CURRENTLY, VEHICLE EXPERIENCING A SLIPPAGE, AND DEALER INFORMED CONSUMER THAT CUTCH NEEDED TO BE REPLACED AGAIN. PLEASE PROVIDE FURTHER DETAILS. *AK

CONTINUED ON BACK (RELEAS)

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

00 AUG -2 AM 11:00
07 JUL-2000

OFFICE
DEFECTS INVESTIGATION

Od_or _____
st_dt _____
sa_n _____
up_tr _____

Reference No.

864998

OWNER INFORMATION (Type or Print)

Work Number

Home Number

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

YES

NO

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

Signature of Owner

Date 10/26/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) ZDM1T89P PLEASE FILL IN 3WB002365		Vehicle Make DUCATI	Vehicle Model ST2	Vehicle Year 1998	Current Odometer Reading 2400 APR 00
Purchase Date Feb. 2000	Dealer's Name Miller's Yamaha Ducati		Engine Size (CID/CC/L) 944cc	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
☒ New ☐ Used	City Lemont Furnace State PA Zip Code 15456		No Cylinders 4		
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport U/L ☐ Van ☐ Truck ☐ Minivan ☒ Motorcycle ☐ Other
			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 ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 3	Date(s) of Failure(s) 15-MAR-2000 Mileage at Failure(s) 3000 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)

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1st Clutch repair was on April 1st, 2000 784mi.
2nd Clutch repair was on May 4th, 2000 1151mi.
3rd Clutch repair was on June 27th, 2000 2365mi.
OVER...

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

As of this date of 6/27/00 my bike is still in the shop and has been there on 3 separate occasions for over 30 days.

U.S. G.P.O.: 1992 - 823-897 / 80286

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

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

RCVD USPS 152 07/26/00 19:45
RCVD USPS 152 07/26/00 19:45
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

(412) 782-2453

SERVICE REPAIR ORDER

Repair Order # 950007325

R.O. for

Date Printed 7/28/00

Date In 4/1/00

Promise 0/0/0

Home Phone

Work

Yr	Make	Model	Color	Class	Plate #	VIN	Key Board#	Hrs/Odom
98	DUCATI	ST2	BLACK	C	6TESF	ZDM1TB9P3WB002365	AL	784

Job: DIAGNOSIS WONT GO OVER 10 MPH

Yr: 98 Make: DUCATI Model: ST2 Color: BLACK Class: C

4-1-00 CALLED DUCATI LEFT MESSAGE ON VOICE MAIL TO CALL BACK ABOUT CLUTCH AL

4-5-00 TALKED TO DUCATI THEY SAID GO AHEAD UNLESS TOLD OTHERWISE BY THEM AL

AWP

Part #/Labor Code	Description	Src Cat	Tech	Hrs/Qty	Total
751661238	BEARING, 6201/2RS2	CA	CAP	1	WARRANTY
81820091A	PIN	DU	CAP	1	WARRANTY
93823012B	" O " RING	CA	CAP	1	WARRANTY
19020013A	CLUTCH KIT	CA	CHP	1	WARRANTY
19810011A	CLUTCH HOUSING	CA	CAP	1	WARRANTY
93823201B	" O " RING	CA	CAP	2	WARRANTY
937850822	SEAL, 8X22X7	CA	CAP	1	WARRANTY
93783081E	SEAL, STOP RING ET 8	CA	CAP	1	WARRANTY
24310251AB	CLUTCH COVER	CA	DUP	1	WARRANTY
Labor (41-011)	R+R CLUTCH BASK/PLATES/BEARING		BD	.70	WARRANTY

Job: CHECK CHAIN ADJUSTMENT

Yr: 98 Make: DUCATI Model: ST2 Color: BLACK Class: C

Part #/Labor Code	Description	Src Cat	Tech	Hrs/Qty	Total
Labor	CHECK CHAIN ADJUSTMENT		BD	.00	.00

Job Subtotal \$.00

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

Before Tax Total .00

Sales Tax .00

Repair Order Total .00

(412) 782-2453

SERVICE REPAIR ORDER
Repair Order # 950007517

R O for

Date Printed 7/20/00

Date In 5/4/00

Promised 0/0/0

Yr Make	Model	Color	Class	Plate #	VIN	Key Board#	Hrs/Dges
98 DUCATI	ST2	BLACK	C		ZDM1TB9P3WB002365	AL	1151

Job: DIAGNOSIS CLUTCH / RUNNING PROBLEM

Yrs: 98 Make: DUCATI Model: ST2 Color: BLACK Class: C
FRONT RIGHT FORK IS LEAKING OIL BADLEY IS IS RECOMMENDED THAT YOU DO NOT
RIDE THIS BIKE TILL FIXED THERE IS A HAZARD OF OIL GETING ON TO FRONT
BRAKE. THE LOSS OF OIL CAN AFFECT THE HANDLING OF THIS BIKE
5-17-00 CALLED CUS. LEFT MESSAGE THAT BIKE IS FINISHED..AL
X
FINISHED

Part #/Labor Code	Description	Src Cat	Tech	Hrs/Dty	Total
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Job: R+R FORK SLIDER AND SEALS

Yrs: 98 Make: DUCATI Model: ST2 Color: BLACK Class: C

Part #/Labor Code	Description	Src Cat	Tech	Hrs/Dty	Total
Parts 34911091A	FORK SLIDER, R.H.	DU	CHP	1	WARRANTY
93010051A	SEAL	CA	CAP	2	WARRANTY

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

Before Tax Total .00

Sales Tax .00

Repair Order Total .00

(412) 782-2453

SERVICE REPAIR ORDER

Repair Order # 950007911

R O for

Date Printed 7/20/00

Date In 6/27/00

Promised 6/27/00

Yr Make	Model	Color	Class	Plate #	VIN	Key Board#	Hrs/Odor
98 DUCATI	ST2	BLACK	C		2DM1TB9P3WB002365	AL	2365

Job: CHECK CLUTCH SLIPPING ASIAN

Yr: 98 Make: DUCATI Model: ST2 Color: BLACK Class: C

731-7334

LAURA 731-7674

7-13-00 CALLED CUS., - HE WANTS US TO HOLD OFF ON ORDERED ALL DAMAGED

COSMETIC PARTS. AL

EST. RACK

Parts	Part #/Labor Code	Description	Src Cat	Tech	Hrs/Dty	Total
	19020013A	CLUTCH KIT	CA	DUP	1	WARRANT
	77150432B	SCREW	CA	DUP	6	WARRANT
	065916555	CLUTCH SPRING	CA	DUP	1	WARRANT
	84110022A	RETAINER, SPRING	DU	DUP	6	WARRANT
	24310251AB	24310251A	DU	DUP	1	WARRANT
	751132566	BEARING, 6205/JEM	CA	DUP	1	WARRANT
	19420011A	PRESSURE PLATE	CA	DUP	1	WARRANT
	19610011B	DRUM, CLUTCH	CA	DUP	1	WARRANT
	11710011A	PUSH ROD	CA	CAP	1	WARRANT
	46370226A	BEARING 16005	CA	CAP	1	WARRANT
	88120011A	C-RING/SPACER	CA	CAP	1	WARRANT
	066016145	SPACER RING	CA	CAP	1	WARRANT
	19520021B	PISTON, CLUTCH CONTR	CA	CAP	1	WARRANT
	23610103A	HOUSING, CLUTCH CYL.	DU	CHP	1	WARRANT
	79910121A	SPRING, CLUTCH PISTO	CA	CAP	1	WARRANT
	67210061A	CONTROL GUARD,	CA	CAP	1	WARRANT
	93823201B	" O " RING	CA	CAP	2	WARRANT
	Misc - 10	A		ACC	1	WARRANT
	78810521A	CLUTCH COVER GASKET	CA	DUP	1	WARRANT