



# YAMAHA

CUSTOMER SUPPORT GROUP

6555 Katella Avenue, Cypress, California 90630-5101 (714) 761-7300

## SAFETY RECALL NOTICE

June 7, 2005

Dear Yamaha Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Yamaha Motor Corporation, USA has decided that a defect which relates to motor vehicle safety exists in all XVS11 (V Star 1100 Custom) and XVS65 (V Star Custom) motorcycles.

**IMPORTANT:** You may already have received a letter from Yamaha dated March 3, 2005 about a defect with your motorcycle. This letter you are receiving now is not a duplication. This letter concerns the same defect described in the previous letter, but offers an improved remedy. Yamaha determined that the first remedy is insufficient because the seat mounting hardware originally designed to correct the defect could break if over tightened. Therefore, you should have your motorcycle modified as described below with new, stronger components whether or not you have already responded to our March 3 letter.

**The reason for this recall:**

On affected motorcycles, the original replacement mounting hardware holding the passenger seat to the fender could break if the mounting hardware is over tightened. If the mounting hardware breaks, the passenger seat can fall off the rear fender. A passenger on the motorcycle could lose balance and fall, causing serious injury or death.

**You should not ride your motorcycle until this modification is performed.**

**What Yamaha and your dealer will do:**

To correct this defect, the hardware holding the passenger seat to the fender must be replaced with components of a different type that will not allow the seat to fall off. **There will be no charge to you for this procedure.** The modification takes about one hour to perform, although your dealer may need to keep your motorcycle longer depending upon his schedule.

**What you should do now:**

Please call your Yamaha dealer to make a service appointment to have this procedure performed. At that same time you can find out how long he expects he will need to keep your motorcycle for this service. Remember to take this letter with you when you take in your motorcycle.

If you are unable to return to the Yamaha dealer who sold you the motorcycle, this service will be performed by any authorized Yamaha Motorcycle dealer. For the name of a dealer near you, call 1-800-88-YAMAHA or visit the Yamaha web site at: [www.yamaha-motor.com](http://www.yamaha-motor.com).

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Yamaha at 1-800-227-5963.

Your Owner's Manual describes removal and reinstallation of your passenger seat. Because the mounting method will be different after modification, a sticker is included with this letter for you to update your manual. After your dealer modifies your motorcycle, simply find the page covering the Passenger Seat (check the index in the back if you have trouble locating the right page) and put the enclosed sticker on the page to provide information necessary if you should ever remove and reinstall the seat.

**If you need help:**

If, after contacting your dealership, you have questions or concerns which the dealership is unable to answer, please write to:

Yamaha Motor Corporation, USA  
Customer Relations Department  
P.O. Box 6555  
Cypress CA 90630

If, after contacting Yamaha Customer Relations, you are still not satisfied that we have done our best to remedy the situation without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh St. SW, Washington, DC 20590 or call the Auto Safety Hotline at 888-327-4236.

**If you no longer own this Yamaha:**

If you have sold your motorcycle to another party, please call us toll-free at 1-800-227-5963 with the name and address of the new owner, along with the serial number shown above your name on the address label above.

We're sorry to cause you any inconvenience, but we are sincerely concerned about your safety and continued satisfaction with our products. Thank you for giving your attention to this important matter.

Sincerely,  
Customer Support Group  
Yamaha Motor Corporation, USA