



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

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

AUG 20 2003

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Mr. Russell D. Jura  
Senior VP and General Counsel  
Yamaha Motor Corp., U.S.A.  
6555 Katella Ave.  
Cypress, CA 90630-5101

NVS-214jry  
PE03-038

Dear Mr. Jura:

This letter is to inform you that NHTSA's Office of Defects Investigation (ODI) has opened a Preliminary Evaluation (PE03-038) to investigate allegations of unintended rear-wheel lockup due to transmission failure in certain Road Star model motorcycles manufactured by Yamaha Motor Corp., U.S.A., and to request certain information.

This office has received six reports (found on the enclosed CD-Rom) of sudden, unforeseen, and unintended rear wheel lockup due to transmission failure while the motorcycles were being ridden. Since opening this investigation last week with five reports, we have learned of another alleged transmission lockup (shown as San Antonio, TX but involving a bike and owner in New Berlin, NY). In two instances (including the most recent report), a crash with injury is alleged. In most cases, the transmission failure (and subsequent wheel lockup) occurred during (or shortly after) a 5-4 downshift. A copy of each of the reports is found in the enclosed CD-Rom for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all Myr 1999 through 2003 Yamaha Road Star-series motorcycles (including "Warrior," "Silverado," etc.) manufactured for sale or lease in the United States.
- **Subject assembly:** the transmission, including all internal parts, installed in a subject vehicle.
- **Alleged defect:** a subject assembly lock-up (i.e., the output shaft will not rotate) of any duration and/or frequency.



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4238

- **Yamaha:** Yamaha Motor Corp., U.S.A (including any foreign parents and/or affiliates) where design, engineering and/or manufacturing are undertaken) all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Yamaha (including all business units and persons previously referred to), who are or were involved in any way with any of the following related to the alleged defect in the subject vehicles:
  - a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
  
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Yamaha, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-

identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the manufacturer or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Yamaha has previously provided a document to ODI, the Company may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Yamaha's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model/model year, the number of subject vehicles Yamaha has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date, state the following:
  - a. Vehicle identification number (VIN);
  - b. Date of manufacture (mm/dd/yyyy);
  - c. Date warranty coverage commenced; and
  - d. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." Please refer to the enclosed CD-Rom for a pre-formatted table providing further details regarding this submission.

2. State the number of each of the following, received by Yamaha, or of which it is otherwise aware, which relate to, or may relate to, the alleged defect:
  - a. Consumer complaints, including those from fleet operators;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Property damage claims;
  - e. Third-party arbitration proceedings where Yamaha is or was a party to the arbitration; and
  - f. Lawsuits, both pending and closed, in which Yamaha is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Yamaha's assessment of the problem, with a summary of the significant underlying facts and evidence. For items e and f, identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. Yamaha's file number or other identifier used;
  - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle's VIN;
  - e. Vehicle's mileage at time of incident;
  - f. Incident date;
  - g. Report or claim date;
  - h. Whether a crash is alleged;
  - i. Whether property damage is alleged;
  - j. Number of alleged injuries, if any;
  - k. Number of alleged fatalities, if any;
  - l. Whether Yamaha has inspected the transmission components; and
  - m. Whether Yamaha offered to "buy-back" the vehicle.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." Please refer to the enclosed CD-Rom for a pre-formatted table providing further details regarding this submission.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Yamaha used for organizing the documents.
5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Yamaha to date, that relate to, or may relate to, the alleged defect: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Yamaha's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair;
- l. Whether Yamaha inspected the transmission; and
- m. Whether Yamaha offered to "buy-back" the vehicle.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." Please refer to the enclosed CD-Rom for a pre-formatted table providing further details regarding this submission.

6. Describe in detail the search criteria used by Yamaha to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect. State, by make and model year, the terms of the new vehicle warranty coverage offered by Yamaha on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Yamaha offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect, that Yamaha has issued to any dealers, regional or zone offices, field offices, fleet purchasers, retail customers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that it is planning to issue within the next 120 days.
8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect that have been conducted, are being conducted, are planned, or are being planned by, or for, Yamaha. For each such action, provide the following information:
  - a. Action title or identifier;
  - b. The actual or planned start date;
  - c. The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
  - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, Yamaha in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect. For each such modification or change, provide the following information:
  - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The entity (corporate name, address, and contact person (name and phone)) charged with producing the change;
  - e. The part numbers (service and engineering) of the original component;
  - f. The part number (service and engineering) of the modified component;
  - g. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - h. When the modified component was made available as a service component;
  - i. Whether the modified component can be interchanged with earlier production components; and
  - j. The number of subject vehicles built with the change.

Also, provide the above information for any modification or change that Yamaha is aware of which may be incorporated into vehicle production within the next 120 days.

10. Provide one complete, assembled, subject vehicle transmission that, as confirmed by Yamaha, sustained a lock-up during a 5-4 downshift. In addition, please provide any kits that have been released, or developed, by Yamaha for use in service repairs to the subject component/assembly that relate, or may relate, to the alleged defect in the subject vehicles.
11. State the number of each of the following that Yamaha has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale:
  - a. 4WM-17411-00-00 (Main Shaft);
  - b. 4WM-17421-00-00 (Drive Axle);
  - c. 5JA-17141-00-00 (4<sup>th</sup> pinion gear);
  - d. 4NK-17121-01-00 (2<sup>nd</sup> pinion gear);
  - e. 4NK-17151-00-00 (5<sup>th</sup> pinion gear);
  - f. 4NK-17221-01-00 (2<sup>nd</sup> wheel gear);
  - g. 4NK-17251-00-00 (5<sup>th</sup> wheel gear);
  - h. 4NK-17231-01-00 (3<sup>rd</sup> wheel gear);
  - i. 4NK-17241-01-00 (4<sup>th</sup> wheel gear);
  - j. 4NK-17211-01-00 (1<sup>st</sup> wheel gear); and
  - k. Any kits that have been released, or developed, by Yamaha for use in service repairs to the subject component/assembly

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number) Also identify by make, model and model year, any other vehicles of which Yamaha is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

12. Furnish Yamaha's assessment of the alleged defect in the subject vehicle, including:
  - a. The causal or contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses;
  - e. What warnings, if any, the operator would have that a transmission lock-up was about to occur; and
  - f. The reports included with this inquiry.

The following information will be used to conduct a "peer" comparison between the subject motorcycles and others manufactured by Yamaha.

13. State, by model/model year, the number of Myr 1999 through 2003 "V Star" series motorcycles Yamaha has manufactured for sale or lease in the United States.

14. State, by model and model year, a total count for all of the following categories of claims, collectively, having been paid by Yamaha to date, which relate to, or may relate to, transmission lock-up (of any duration) in Myr 1999 through 2003 Yamaha "V Star" series motorcycles. The claim categories are: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Yamaha's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer;
- k. Comment, if any, by dealer/technician relating to claim and/or repair;
- l. Whether Yamaha inspected the transmission; and
- m. Whether Yamaha offered to "buy-back" the vehicle.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "PEER WARRANTY DATA." Please refer to the enclosed CD-Rom for a pre-formatted table providing further details regarding this submission.

15. Provide a VIN decode listing for both the Myr 1999-2003 Road Star and V Star series motorcycles.

This letter is being sent to Yamaha pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Yamaha's failure to respond promptly and fully to this letter could subject it to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Yamaha cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, it does not submit one or more requested documents or items of information in response to this information request, Yamaha must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Yamaha's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by September 26, 2003. Please refer to PE03-038jry in your response to this letter. If Yamaha finds it is unable to provide all of the information requested within the time allotted, it must request an extension from me at (202) 366-4933 no later than five business days before the response due date. If Yamaha is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information is then available, even if an extension has been granted.

If Yamaha claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Yamaha must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Yamaha is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

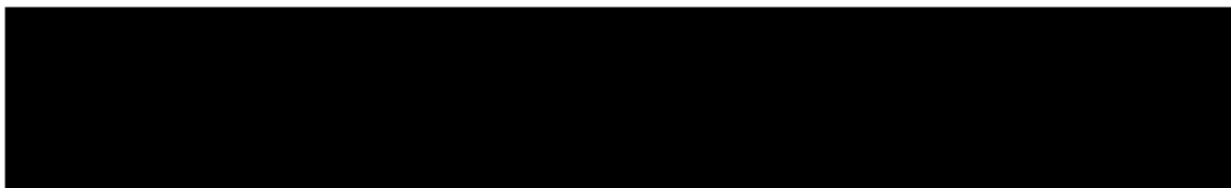
If you have any technical questions concerning this matter, please call Bob Young of my staff at (202) 366-4806.

Sincerely,

**Original Signed By**

Richard P. Boyd, Chief  
MHDV Division  
Office of Defects Investigation

Enclosure 1 - CD ROM titled Data Collection Disc containing four sample MS Access files and images of six owner complaints.



**VOO LIST FOR PE03-038 IR TO YAMAHA**

- **769948**
- **10019867**
- **10025162**
- **8013837**
- **10025690**
- **10025771**



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 250

Date Received <b>20-NOV-2002</b>	Repeatery <input type="checkbox"/>
Reference No. <b>700048</b>	

**OWNER INFORMATION (Type or Print)**

Name	Daytime Telephone Number	E-mail Address
Address		
City	State	Zip

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side <b>JYAWP07E7A007619</b>	Make <b>YAMAHA</b>	Model <b>YAMAHA</b>	Model Year <b>2002</b>
Date Purchased <b>01-19-02</b>	Dealer's Name and Telephone Number		Engine: No. Cylinders
Original Owner	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Automatic <input type="checkbox"/> Cruise Control	Powertrain <b>REAR WHEEL DRIVE</b>	Vehicle Component Code <b>80200 POWER TRAIN-MANUAL TRANSMISSION</b>	
Multiple Failure: <b>1</b>			

**FIELD COMPONENT(S) / PART(S) INFORMATION**

Incident Date(s) <b>14-NOV-2002</b>	Failure Mileage	Failure Speed <b>40</b>
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example: P195/60R15)
DOT No. (Example: DOT4AL14BC036)	<input type="checkbox"/> Original Equipment <input checked="" type="checkbox"/> After 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
Installation System		
Child Seat Component Code	Failed Part	

**APPLICABLE INCIDENT INFORMATION**

(Please always include the location, date, time, conditions, and intended use.)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fine <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <b>0</b>	Number of Deaths <b>0</b>	Reported to Police <b>N</b>
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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 (e.g., parts repaired or replaced (and if not, part is available)).

WHEN THE TRANSMISSION FAILS IT LOCKS THE REAR WHEEL AT SPEED. DT

Include, if available, Police Department Report, Photos, and Repair Invoices. **ATTACH ADDITIONAL SUPPORT IF NECESSARY.**

This Privacy Act of 1974 (5 U.S.C. 552) does not apply to this information if requested pursuant to a security system in the National Highway Traffic Safety Administration. 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.

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4284)          INTERNET <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a></p>		<b>FOR AGENCY USE ONLY</b> 1574 Date Received: 5-1-03 Reference No.: 0001887	
<b>OWNER INFORMATION (Type or Print)</b> Name: [Redacted] Address: [Redacted] City: [Redacted]		Telephone Number: [Redacted] E-mail Address: [Redacted]	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner: [Redacted] Date: 5/1/03			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number located at bottom of windshield on driver's side: [Redacted]		Make: YAMAHA	Model: ROAD STAR
Date Purchased: [Redacted]	Dealer's Name and Telephone Number: [Redacted]		Model Year: 2001
Original Owner: [Redacted]	Dealer's City: [Redacted]	State: [Redacted] Zip Code: [Redacted]	Fuel Type: [Redacted]
Transmission Type: <input checked="" type="checkbox"/> MANUAL <input type="checkbox"/> Automatic	<input type="checkbox"/> Anti-lock Brakes <input type="checkbox"/> Cruise Control	Vehicle Component Code: 102000 POWER TRANSMISSION TRANSMISSION Failure Code: 1	
<b>FAILED COMPONENTS/PARTS IDENTIFICATION</b>			
Incident Date(s): [Redacted]	Failure Mileage: [Redacted]	Failure Speed: [Redacted]	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make: [Redacted]	Tire Model (Name or Number): [Redacted]	Tire Size (Example: P195/60R15): [Redacted]	
DOT No. (Example: DOT384M200001)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> After Market	Failure Location: [Redacted]	
Tire Component Code: [Redacted]		Tire Failure Type: [Redacted]	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make: [Redacted]	Date Manufactured: [Redacted]	Model No./Name: [Redacted]	
Seat Type: [Redacted]		Installation System: [Redacted]	
Child Seat Component Code: [Redacted]		Failed Part: [Redacted]	
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident, including, but not limited to:)			
Crash: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured: 0	Number of Deaths: 0
Reported to Police: N		Reported to DOT: N	
Narrative Description of Defect(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 a) part is available).			
WHILE DRIVING, THE TRANSMISSION LOCKED UP, AND CAUSED AN ACCIDENT. *08			
Include, if available, Police/State Department Record, Photos, and Repair Invoices. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>			
<small>The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to a voluntary request of the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response or any info used to assist the NHTSA in determining whether a manufacturer should take a preventive action to correct a safety defect. If the NHTSA proceeds with administrative action to stop or restrain manufacture, your response, or a corrected voluntary request, may be used in support of the agency's action.</small>			



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)  
WWW.NHTSA.GOV/SAFETYHOTLINE

FOR AGENCY USE ONLY (Do Not Write)

Date Received

30-JUN-2008

Repository

Reference No.  
10025102

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: [REDACTED]

Business Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: 6/30/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JYAWP070524007935

Make: YAMAHA Model: ROAD STAR V650RD Model Year: 2002

Date Purchased: 05-JUL-02 Dealer's Name and Telephone Number: GULF SHORES POWER SPORTS 251-940-6740 Engine: Hcc Cylinders: 2 Fuel Type: Gas

Original Dealer: [REDACTED] Dealer's City: GULF SHORES State: AL Zip Code: 36542

Transmission Type: MANUAL  Antilock Brakes  Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 102000 POWER TRAIN/MANUAL TRANSMISSION  
 Cruise Control Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 22-JUN-2008 Failure Mileage: 23634 Failure Speed: 45

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P235/65R15): \_\_\_\_\_

DOT No. (Example: 60THALSAB0316)  Original Equipment  Prior Repair Failure Location: \_\_\_\_\_

Tire Component Code: \_\_\_\_\_ Tire Failure Type: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A WHEEL ASSEMBLY FAILURE**

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_

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:  Yes  No Fire:  Yes  No

Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N


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, by parts replaced or repaired (and if old part is available).


YAMAHA 2002 ROAD STAR TRANSMISSION LOCKED UP, CAUSING THE REAR WHEEL TO ALSO LOCK UP AT BETWEEN 40-50 MPH WITH LITTLE WARNING. \*AK


Include, if available, Police/Fire Department Report, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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 an investigative re-examination or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Form Approved GSA FPMR (41 CFR) 101-11.6

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>                  To Report Vehicle Safety Defects                  1-800-DASH-2-DOT                  (1-800-327-4200)                  INTERNET <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a></p>		<b>FOR AGENCY USE ONLY 341</b>	
		Date Received 10-24-2002	Repository <input type="checkbox"/> Reference No. 001207
<b>OWNER INFORMATION (Type or Print)</b>			
Name: [REDACTED]		Dealer Telephone Number: [REDACTED]	
Address: [REDACTED]		Dealer Address: [REDACTED]	
City: [REDACTED]		Dealer City: [REDACTED]	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.			
Signature of Owner: [REDACTED]			
<b>VEHICLE INFORMATION</b>			
VIN (24 digit alphanumeric master control or optional vehicle-in dealer's file) J2UFG02S1A013700		Make YAMAHA	Model ROAD STAR
Date Purchased	Dealer's Name and Telephone Number		Model Year 2001
Original Owner	Dealer's City	State	Fuel Type
Zip Code	Dealer's Name and Telephone Number		Engine No. Cylinders
Transmission Type MANUAL	<input type="checkbox"/> Automatic <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 10000 POWER TRANSMISSION TRANSMISSION
Multiple Failures			
<b>VEHICLE COMPONENT(S)/PART(S) INFORMATION</b>			
Incident Date(s) 20-JUN-2002	Failure Mileage	Failure Speed	Failure Location
<b>ADDITIONAL ITEMS TO BE CHECKED BY THE REPORTING AGENCY OFFICE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Reference F21E/62R15)	
DOT No. (Example DOTW123456789)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> After Market	Failure Location	
Tire Component Code		Tire Failure Type	
<b>ADDITIONAL ITEMS TO BE CHECKED BY THE REPORTING AGENCY OFFICE</b>			
Make	Date Manufactured	Model No./Name	
Body Type	Insulating System		
CHS1 Steel Component Code	Failed Part		
<b>APPLICABLE INCIDENT INFORMATION</b> (Check applicable boxes in columns 1, 2, 3, 4, and 5.)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths Reported to Police N
Narrative Description of Incident(s), Crash(es), and Injury(es). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts repaired or replaced (and if old part is available)).			
MOTORCYCLE HAD A TRANSMISSION FAILURE WHILE DRIVING 20 MPH. DEALER NOTIFIED. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION. *AK			
Include, if available: Police/Traffic Department Report, Photos, and Repair Invoices.		ATTACH ADDITIONAL SHEETS IF NECESSARY.	
The Privacy Act of 1974 (5 U.S.C. 552) and 49 CFR 18.106-200 provide information regarding your privacy rights in this questionnaire. This information may be used to assist the agency in determining whether a manufacturer should be taken 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 derived from the use of the agency's rules.			

 <p><b>U.S. Department of Transportation</b> National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-800-645-3-DOT (1-800-327-4265) DOT/SAFETY@nhtsa.dhs.gov /nhtsa</p>		<p><b>FOR AGENCY USE ONLY (DO NOT WRITE)</b></p>	
<p><b>VEHICLE INFORMATION (Type of FTR)</b></p>		<p>Date Received 08-JUL-2000</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No. 1002000</p>	
<p>Name</p>	<p>[Redacted]</p>				<p>Postal Address</p>
<p>Address</p>	<p>[Redacted]</p>				<p>City</p>
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p> <p>Signature of Owner _____ Date _____</p> <p style="text-align: right;"><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>					
<b>VEHICLE INFORMATION</b>					
<p>17 digit VIN Number located on below of dashboard on driver's side <b>JYAYP02YX1A001524</b></p>		<p>Make YAMAHA</p>	<p>Model ROAD STAR</p>	<p>Model Year 2001</p>	
<p>Date Purchased 08-JUL-01</p>	<p>Dealer's Name and Telephone Number ZIPS ZIPS</p>		<p>Engine (No. Cylinders) 3</p>	<p>Fuel Type Gas</p>	
<p>Original Dealer <input type="checkbox"/></p>	<p>Dealer's City SEEN</p>	<p>State CA</p>	<p>Zip Code</p>		
<p>Transmission Type MANUAL</p>	<p><input type="checkbox"/> Anti-Lock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain SEMI-WHEEL DRIVE</p>	<p>Vehicle Component Code M0000 POWER TRAIN/MAGNOLIA TRANSMISSION</p>		
<p>Model's Failure M0000 Failure 1</p>					
<b>FAILED COMPONENTS/PARTS AND DEFECTS</b>					
<p>Endless Burn(s) 27-APR-2000</p>	<p>Failure Message M0000</p>	<p>Failure Speed 45</p>			
<b>ADDITIONAL STEPS TO BE COMPLETED WHEN REPORTING A TIME-RELATED FAILURE</b>					
<p>The Make</p>	<p>The Model (Brand or Number)</p>		<p>The Date (Month/Year/Day)</p>		
<p>DOT No. (Failure Description)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Aftermarket</p>	<p>Failure Location</p>			
<p>The Complete Code</p>			<p>The Failure Type</p>		
<b>ADDITIONAL STEPS TO BE COMPLETED WHEN REPORTING A COMPONENT FAILURE</b>					
<p>Name</p>	<p>Date Manufactured</p>	<p>Model No./Year</p>			
<p>Seat Type</p>	<p>Installation System</p>				
<p>Child Seat Component Code</p>		<p>Failed Part</p>			
<b>APPLICABLE INCIDENT INFORMATION</b>					
<p>Some details are used for statistical, research, and educational purposes.</p>					
<p>Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Fine <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police Y</p>	
<p>Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) exactly what is in the failure, (2) where and its consequences, and (3) what was done to correct the failure. In words required or required (and if not part is available).</p>					
<p>TRANSMISSION FAILURE ON MY 2001 YAMAHA ROADSTAR, TRANSMISSION HELD UP, CAUSING ME TO CRASH, APPROXIMATELY 45MPH. *AK</p>					
<p>Provide, if available, Police/Crime Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>		
<p><small>The Privacy Act of 1974 (Public Law 93-502) requires that information be reported pursuant to a written request to the National Highway Traffic Safety Administration and subsequent dissemination. 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.</small></p>					

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>                  1-888-284-2-STOP                  (1-888-284-4296)                  INTERNET: <a href="http://www.nhtsa.dot.gov/Hotline">www.nhtsa.dot.gov/Hotline</a></p>		FOR AGENCY USE ONLY 180145 Date Received: 08-11-2003 Repository: <input type="checkbox"/> Reference No.: 20030771	
Owner Information (Type or Print) Name: [REDACTED] Address: [REDACTED] City: [REDACTED]			
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner: [REDACTED] Date: 8/11/03			
<b>VEHICLE INFORMATION</b>			
If the vehicle identification number located at bottom of windshield on driver's side JN1KJ2271401300		Make: YAMAHA	Model: ROAD STAR Model Year: 2001
Date Purchased: 21-10-92	Dealer's Name and Telephone Number:		Engine Size/Cylinders: 2 Fuel Type: Gas
Owner's Name:	Dealer's City:	State:	Zip Code:
Transmission Type: MANUAL <input type="checkbox"/> Automatic Brakes <input type="checkbox"/> Cruise Control	Power/steer: NO Rear Wheel Drive	Vehicle Component Code: 30000 POWER TRANSMISSION TRANSMISSION Multiple Failure: 14	
<b>FAILURE CHARACTERIZATION INFORMATION</b>			
Incident Date(s): 08-11-2003	Failure Mileage: 20000	Failure Speed: 13	
<b>ADDITIONAL ITEMS TO BE COMPLETE WHEN REPORTING A TRANSMISSION FAILURE</b>			
The Make:	The Model (Name or Number):	The VIN (Bottom of Windshield):	
DOT No. (Bottom of Windshield):	<input type="checkbox"/> Critical Component <input type="checkbox"/> Not Critical	Failure Location:	
The Component Code:		The Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETE WHEN REPORTING A TRANSMISSION FAILURE</b>			
Make:	Date Manufactured:	Model No./Range:	
Part Type:	Transmission System:		
Child Seat Component Codes:		Failed Part:	
<b>APPLICABLE DAMAGE RESPONSIBILITY</b>			
(From driver's side of instrument panel, control, and instrument)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured: 0	Number of Deaths Reported to Police: 0
(Normal description of conditions, circumstances, and injuries) Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., repair, replacement, and if not part is available).			
ON THE WAY BACK FROM STURGES. SO MY TRANSMISSION ON MY 2001 YAMAHA ROAD STAR SEEM LOCKED UP WITH MY WIFE AND I ON THE BIKE. IT LOCKED UP THE REAR TIRE. THE BIKE WOULD NOT MOVE. MY WIFE AND I WERE 13 HOURS FROM HOME AND HAD TO GO TO A HOTEL TO GET THE BIKE HOME. MY EXTENDED WARRANTY PAID FOR ALL OF THE REPAIRS BUT THE CLUTCH. I THOUGHT THIS WAS JUST A FRISK THING AND DIDN'T THINK MUCH ABOUT IT UNTIL 13 OTHERS THAT I KNOW OF LOCKED UP CAUSE ONE PERSON TO GET HURT REAL BAD. I KNOW MY WIFE WAS HEARD RIGHT BUT I AM CONCERNED ABOUT EVERYONE ELSE RIDING A ROAD STAR IN THE WORLD. THANK YOU THAT MY WIFE AND I WERE NOT HURT IN THE TRANSMISSION LOCK UP. YAMAHA NEEDS TO DO SOMETHING BEFORE SOMEONE IS KILLED. CAN YOU HELP WITH A RECALL OR SOMETHING? THANKS  BUBBING, AND JAMES WHITE *AK			
Include, if available, Police/Department Report, Photos, and Repair Invoices.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974 (Public Law 93-502) This information is reported pursuant to a statutory warrant in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses 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 responses, or a certified summary thereof, may be used in support of the agency's action.			