



Mike

<

@gmail.com>

Fwd: RIVA MOTORSPORTS - Repair Order 134645

Mike <f @gmail.com>
To: mcs@yamaha-motor.com

Thu, Dec 4, 2025 at 9:36 PM

I believe Yamaha should be aware of some communications I'm having between 2 dealerships regarding my Yamaha Waverunners, most specifically YAMA1113J223. I've re-attached pictures and service orders that were part of the original email.

Broward Motorsports actions have devalued my Waverunner and their email issues are extremely suspect. I don't trust them and frankly can no longer feel confident taking this product on the water at all after the report I received from Riva.

As they were the selling dealer, I've asked them to speak directly with the finance company to address any payoff issues. I'm awaiting their buyout proposal before I decide what my next steps will be.

Sincerely,

Mike
954

----- Forwarded message -----

From: **Danny Ayala** <danny@browardmotorsports.com>

Date: Thu, Dec 4, 2025 at 6:21 PM

Subject: RE: RIVA MOTORSPORTS - Repair Order 134645

To: Mike <f @gmail.com>

Cc: Marj <r @gmail.com>, Randy Montalvo <randym@browardmotorsports.com>

Hi Mike,

It's possible the issue is on our end, as we've recently had some internal emails not reach their destination, so I apologize for not following up with you after I sent the email. I just thought you may have sold the units so there was no need for you to respond to my email.

I was out of the office for most of the day, but I will work on a purchase estimate for buying your two skis between today and tomorrow.

And yes, I will replace the damaged parts at no cost to you.

Danny Ayala

General Manager / Managing Partner

Broward Motorsports of Ft Lauderdale

2100 W. Sunrise Blvd. Suite 161

12/28/25, 5:55 PM

Gmail - Fwd: RIVA MOTORSPORTS - Repair Order 134645

Ft Lauderdale, FL 33311

(954) 467-0990 Ext. 4221

<https://www.browardmotorsportsftlauderdale.com/>

Every Mile you ride is my first Priority!

From: Mike <p @gmail.com>
Sent: Thursday, December 4, 2025 9:40 AM
To: Danny Ayala <danny@browardmotorsports.com>
Cc: Marj <IT @gmail.com>; Randy Montalvo <randym@browardmotorsports.com>
Subject: Re: RIVA MOTORSPORTS - Repair Order 134645

Danny,

Although I have received emails from both you and other people at Broward Motorsports in the past, neither myself nor Marj who has been cc on all of our communications has received the message you referenced.

I'd hope there is some respect between Yamaha dealers who have documented the condition and engine hours on the skis in addition to the timestamps of their dropoff.

Nonetheless, in your email was the following paragraph:

"That being said, you are our customer, and I'm more than willing to help resolve whatever actual damage exists. If you would like us to repair anything that needs attention, we will gladly take care of it."

Transporting them is an inconvenience so I'd rather not move them without knowing exactly what the full plan is. Are you are offering to perform the repairs that Riva suggested at no charge?

Lastly, I'd appreciate seeing your buyout proposal in writing before arranging transport. Randy Montalvo and I have spoken a few times. Prior to performing the repairs necessary to fix the broken spark plug, Randy commented on the excellent condition the skis were in and the care they had been shown. I would expect as your Service Manager he could address any concerns that would affect their value and the only changes being made since they were supposedly water tested by your service department would be a new battery installed by Riva. If you'd like, you can also speak directly with Riva as they are still in their possession where they have been since being picked up from your service department.

Sincerely,

Mike
954

On Wed, Dec 3, 2025 at 4:42 PM Danny Ayala <danny@browardmotorsports.com> wrote:

Mike,

I sent you an email the very next day. I've been waiting on you to respond back to us to see if you were bringing your units back in. (see below)

Danny Ayala

General Manager / Managing Partner

Broward Motorsports of Ft Lauderdale

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Every Mile you ride is my first Priority!

From: Danny Ayala

Sent: Wednesday, November 26, 2025 11:14 AM

To: 'Mike' <p @gmail.com>

Subject: 2 Yamaha ski's recently in for service

Hi Mike,

I just spoke with Randy and went over the invoices and notes that Riva sent over. Based on what is being claimed, from your phone call with Randy, it appears they are suggesting there was a fire on one or both of your skis and that it occurred here at our facility.

I want to be fully transparent: if there had been any type of fire incident in our building or on your units while in our care, I would have been the first person notified, and no one on my team has reported anything even remotely close to that. Nothing of that nature occurred here.

That being said, you are our customer, and I'm more than willing to help resolve whatever actual damage exists. If you would like us to repair anything that needs attention, we will gladly take care of it.

If what you prefer is a full buy-out instead, I can work those numbers for you as well. To do that accurately, I would need the units brought back in so we can inspect them firsthand and generate a straight buy-out figure for you.

Are you able to bring the skis and trailer in so we can move forward?

Danny Ayala

General Manager / Managing Partner

Broward Motorsports of Ft Lauderdale

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Ft Lauderdale, FL 33311

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Every Mile you ride is my first Priority!

From: Mike <p @gmail.com>
Sent: Wednesday, December 3, 2025 1:54 PM
To: Danny Ayala <danny@browardmotorsports.com>
Cc: Marj <m @gmail.com>; Randy Montalvo <randym@browardmotorsports.com>
Subject: Re: RIVA MOTORSPORTS - Repair Order 134645

Danny,

Over a week has passed and I have not received a call from you. I just left you a voicemail as well. I had hoped we could reach a swift, peaceful resolution but I will pursue other remedies if necessary.

On Tue, Nov 25, 2025, 7:12 AM Danny Ayala <danny@browardmotorsports.com> wrote:

Hi Mike,

I just read your email. I've been out of the office and will be returning this afternoon. I'll be meeting with Randy, our Service Manager, to review the damages you referenced. I will get back to you before the close of business today.

Danny Ayala

General Manager / Managing Partner

Broward Motorsports of Ft Lauderdale

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Every Mile you ride is my first Priority!

From: Mike <p @gmail.com>
Sent: Friday, November 21, 2025 2:05 PM
To: Danny Ayala <dannya@browardmotorsports.com>
Cc: Marj <r @gmail.com>
Subject: Fwd: RIVA MOTORSPORTS - Repair Order 134645

Danny,

After having my two 2023 Yamaha Waverunners in for service, I decided to sell them. As there were concerns during the last service, the prospective buyer picked up the units from your service department and took them to Riva Motorsports for a pre-purchase inspection. The buyer is no longer interested in purchasing them due to the damage that was discovered (and never previously disclosed). I spoke with the service writer at Riva and had him send me the details directly. I have attached it for your review along with the recent service report for that unit.. This damage was done while in Broward Motorsports care.

The two waverunners and a trailer were purchased together from Broward Motorsports and financing was arranged through the dealership at time of purchase for 2 loans. I'd like to propose that Broward Motorsports purchase the 2 WaveRunners with the trailer for the outstanding balance on both loans in order to remedy the situation.

Please contact me directly at 954-

Sincerely,

Mike

----- Forwarded message -----

From: <orders@rivaracing.com>
Date: Thu, Nov 20, 2025 at 2:43 PM
Subject: RIVA MOTORSPORTS - Repair Order 134645
To: <p @gmail.com>

Good afternoon Mike,

The attached photos show the repaired wiring harness and melted connector. The estimate for repair is attached. I discussed this with the technician and he is concerned about the compression of the motor. While within spec, it is at the very lower limit of the compression spec and may have an issue in the future requiring rebuild or replacement. My fear is you put the money int repairing the electrical system and then have a motor issue requiring a very costly repair.

5 attachments



IMG_3044.jpg
187K



IMG_3043.jpg
201K



IMG_3042.jpg
184K

 **RO119099_**
254K

1).pdf

 **RO134645_**
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