



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

2004

FOR AGENCY USE ONLY 100184

Date Received  
APR 29 PM 12:31  
01-APR-2004

Repository

Reference No.  
10065408

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: MELBOURNE State: FL Zip Code: [Redacted]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
(In the absence of your signature, we will use your name or address to the vehicle manufacturer.)  
Signature of Owner: [Redacted] Date: 4/29/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: J51NP41A x22102133  
Make: SUZUKI Model: SUZUKI MOTORCYCLE Model Year: 2002  
Date Purchased: 3-29-04 Dealer's Name and Telephone Number: Sun State Fun Sports (352) 735-2900 Engine: No. Cylinders: Fuel Type:  
Original Owner:  Dealer's City: Mount Dora, FL State: FL Zip Code: 32757  
Transmission Type:  Antilock Brakes Powertrain: Vehicle Component Code: 084520 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS  
 Cruise Control Multiple Failure: X 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 17-SEP-2003 Failure Mileage: 2800 Failure Speed: 0-1 LEAK FROM ENGINE HEAD (4 TIMES)  
FRONT BRAKE DISASSEMBLED at 2800 miles  
REAR SHOCKS - EXHAUST

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15)  
DOT No. (Example: DOTMALBABC036)  Original Equipment  Prior 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:  
Seat Type: 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, i.e. parts repaired or replaced (and if old part is available).

FRONT BRAKE PADS WORE OUT AT 2800 MILES. ALSO, HEAD GASKETS LEAKED OIL. \*AK  
PURCHASED NEW MARCH 29, 2003. AT THE LAST 7 MONTHS OF OWNERSHIP, B.I.K.E HAS  
SPENT 3 1/2 MONTHS AND STILL COULDN'T IN THE SHOP. (FINE AS SHIP IS COMBINED ETC.)  
FOUR TIMES FOR AN OIL LEAK ORIGINATING FROM THE ENGINE HEAD, FRONT BRAKES gone  
AFTER ONLY 2800 MILES, REAR SHOCKS REPLACED. CURRENTLY, IN THE SHOP FOR  
HIGH PITCHED CHIRP ORIGINATING FROM EXHAUST IN CONTACT WITH SWAY BAR. HAS  
BEEN FLEETING AND NOW RESPONSIVE AT BEST. (OVER)

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

The Privacy Act of 1974-Public Law 93-579 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 administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

All service on this motorcycle has been performed by The House of Power, 2100 Palm Bay, FL 32909 (321) 724-6325 with the exception of the rear shocks that were done by Sun State Euro Sports.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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 NHTL HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4238

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
http://www.nhtsa.dot.gov/odis

[REDACTED]  
Melbourne, FL  
[REDACTED]

April 14, 2004

To Whom It May Concern,

Still seeking a solution to a very unpleasant experience. In an effort to circumvent the ever-escalating cost of gasoline, I purchase a new 2002 Suzuki 650 Savage on March 29, 2003. This motorcycle was designated to be my primary means of transportation to and from work with the occasional joy rides. Unfortunately, the means has not justified the results. Starting in September of 2003 this bike has become one of the biggest disappointments of my life as well as one of the most costly. In September, the bike was taken into the shop because the front brake pads had disintegrated after only 2800 miles and it had also developed an oil leak from the engine head. In November, the bike had to go back to the shop because the rear shocks began to stick and it began leaking oil again. For the third time it began leaking oil again in January 2004. Just two days out of the shop oil was leaking from the head for the fourth time. Of my 12 months of ownership, this motorcycle has spent a combined total of 3 1/2 months and counting in the shop while I continue to make monthly payments. The bike is currently in the shop in the shop now for an apparent exhaust problem with no scheduled ETA at this time. Currently, no financial restitution is being offered. My best guess for an ETA would be when the warrant runs out. Too late, the warranty period has already expired. At one point, the average monthly cost of service and maintenance was surpassing the bike's monthly payments. If I were to figure the cost of the wear and tear on my other vehicle as well as the added gasoline usage, I suspect my cost would increase ten fold. This is not even to mention the fact that I am fortunate enough to have another means of reliable transportation. Although difficult, I have contacted Suzuki to no avail. I have also found out that because motorcycles are classified as recreational they do not fall under the Florida Lemon Law Act. Product liability laws are no comfort because most Attorneys will not take a case unless there is an injury as a direct result of product defect. Unfortunately, I consider this to be a little extreme for my taste so I am left in limbo with a defective product that I consider to be unsafe. Personally, I hold Suzuki accountable because it is their product and they authorized the dealership which has been servicing this bike. However, it makes me curious as to how many motorcycle accidents may have occurred as a direct result of a defect overlooked in lieu of an easier explanation. A simple look at the repair history of motorcycle involved in an accident could probably answer a lot of questions. After mentioning my experience to others, you would be amazed at the outrageous accounts from others that I have talked to.

The statement made above is an actual account of my own experience but it does not adequately convey the emotional roller coaster I have endured since purchasing the Suzuki 650 Savage. Proof of this statement is obtainable upon request. Any assistance that might be provided, would be appreciated.

Sincerely,  
[REDACTED]

P.S. Services being performed by The House of Power in Palm Bay, FL with the exception of the rear shocks which were replaced by Sun State Fun Sports in Mount Dora, FL.

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**