



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

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

June 6, 2007

[REDACTED]
[REDACTED]
Poplar Bluff, MO [REDACTED]

NVS-216 nlm
Ref. # 10186410

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Suzuki motorcycle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on May 15, 2007. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In order for us to record specific information concerning the problems you have experienced with your motorcycle certain information must be provided. Please fill out and return the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire (VOQ). The information you provide will be entered into our database and considered with other reports to identify any safety-related defect trends that may require our attention. Please mark the appropriate authorization box and sign the form. Your information may assist NHTSA in determining if a safety-related defect exists.

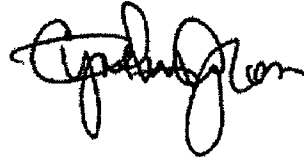
We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. We suggest you continue to work with Dales's Motorcycle Center to resolve your concerns. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Missouri Office of the Attorney General regarding your problems.



VEHICLE SAFETY HOTLINE
888-327-4236

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', written in a cursive style.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ form