

CL-101 86410-8672 Re Complaint # ¹⁰¹⁸⁶¹⁵⁵ ~~10186155~~
Dale Motorcycle Center

2007 MAY 15 AM 7:41

Dear Sir

I'm sending this copy of the response by Dale motorcycle service to the Better Business Bureau, about the incident concerning my 2007 motorcycle. Here she (the owner) states that it was Suzuki corp that was responsible for the loose parts. But Suzuki corp. says the dealer is supposed to make final checks and tighten all bolts nuts and fasteners. They also say that what the Predelivery sheet # 857846 is for.

All these checks are to be made and all bolts nuts and fasteners are to be tightened and torqued and the sheet signed and gave to the customer.

The rest of the letter is distorted or just plain untrue. This lady seems to be a very suspicious person. But I don't have anything against her personally.



RS. I'm also sending another copy of the predelivery sheet and here's Suzuki Corp's address and phone number

American Suzuki Motor Corp.
Motorcycle Customer Service
P.O. Box 1100 Brea Ca.

~~Micrograph number 1100~~
P.O. Box 1100 Brea Ca.

92822-1100

Phone 1-800-444-5077

or 714-572-1490

also 714-996 7040

and (1-800-950-9097) Tracy Simmons

Nm
5/15/07
CL

Siri

I apologize for my
writing but I am
a disabled senior citizen
and don't have anyone
to do it for me

That's the biggest reason
I wanted a brand new
motorcycle so I would
not have to worry about
things like this

Riding is one of the
few pleasures I still
can take for myself



Better Business Bureau Serving Eastern Missouri and Southern Illinois

COMPLAINT ACTIVITY REPORT Case # 1318797

Consumer Info:

Poplar Bluff, MO

Business Info: Dale's Motorcycle Center

1969 S Westwood Blvd

Poplar Bluff, MO 63901-6121

678 796-9518

Consumer's Original Complaint:

I purchased a 2007 Suzuki motorcycle from this company on 03/13/07. I paid \$6838.99. The next day, parts began to fall off the motorcycle. I took it back to them and they replaced a part, but on 03/24/07 a brake caliper fell off the front as I was riding it. This could have caused a serious accident. Pat Sparks, one of the owners, will not let me out of the contract. I feel this motorcycle is unsafe and would like to return it for a refund.

Consumer's Desired Resolution:

I would like this company to allow me to return the bike, and would like a refund.

BBB Processing

04/05/2007	EEK	BBB	Complaint Received by BBB
04/05/2007	SJB	BBB	Complaint Reviewed by BBB Operator
04/05/2007	Otto	MAIL	C1 - Send Acknowledgement to Consumer - Non-Mbr
04/05/2007	Otto	MAIL	B1 - Inform Business of Complaint - Non-Mbr
04/10/2007	WEB	BBB	RECEIVE BUSINESS RESPONSE : This customer did buy a bike here on 03/13/07. And a reflector (1 part) did come off that was put on by Suzuki Corp., not my company. My parts person ordered another reflector and gave to customer. [redacted] story to me, that he took this bike to another dealer at 200 miles and they took pictures (which no one has seen) BEFORE the bolt came out- he claims. But why did he go to another dealer and before any problem? Then he says the bolt came out at 310 miles. When he called me about the bolt coming out, he said he would NOT bring the bike here for us to inspect. He also claimed he contacted an attorney, Mike Pritchett. I contacted my attorney, Doug Kennedy. My attorney called his attorney, Mr. Pritchett and Mr. Pritchett said he was NOT contacted or hired by [redacted]. This was a lie. When [redacted] finally brought the bike by for us to take pictures of and could NOT touch, now has 383 miles he told my mechanic and parts person that he was looking at other bikes. Maybe he just decided he liked another bike better and wants me to buy it back so he can purchase another bike. Also, on March 28th, 2007 my husband and I saw [redacted] riding this bike at 7:30pm on Highway 53. Also, my parts person saw him on Highway 53 about the same time. So if this bike is so unsafe, why is he still riding it? My company does a "Pre-Delivery Check list" and parts were checked before it left here and with customer's signature. Owner's manual on any bike, always reads "Do a pre-ride check". We tried to get [redacted] to speak with my attorney and work something out, but [redacted] refused. I, [redacted] do not appreciate being lied too. We take pride in our products, promote fun and safety and my employees know what I expect from them, quality work. IF I had been told the TRUTH from the beginning, I would have tried to solve the problem. You can check with all of our franchisees: Kawasaki, Suzuki and Yamaha and we have a 86% or higher rate for customer satisfaction, which is higher than the national average. Each rep has told me this.
04/11/2007	KAM	MAIL	CQ - Bus. Requests Addl. Info From Cons.-Bus Copy
04/11/2007	Otto	BBB	CQ - Bus. Requests Addl. Info From Cons.-Cust Copy