



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 100148

Date Received

Repository ☐

207 APR 23 AM 7:17
28-MAR-2007

Reference No.
10186410

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City [REDACTED] State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] 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 an authorized signature, please print your name and address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 4/3/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JS1V556A372 [REDACTED] Make SUZUKI Model VZ800 K7 Model Year 2007
Date Purchased 3-13-07 Dealer's Name and Telephone Number DALES MOTORCYCLE CENTER 573-758-9618 Engine: No: Cylinders 2 Fuel Type: Gas
Original Owner ☒ Dealer's City POPLARBLUFF State 00 Zip Code 63901
Transmission Type ☐ Antilock Brakes Powertrain Vehicle Component Code 034510 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
MANUAL ☐ Cruise Control REAR WHEEL DRIVE Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-MAR-2007 Failure Mileage 310 Failure Speed 48

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: DOTM1A9BC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
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).

TL* - THE CONTACTS OWNS A 2007 SUZUKI BOULEVARD M50. WHILE OPERATING THE MOTORCYCLE WITH A PASSENGER ON THE BACK THE CONTACT ATTEMPTED TO MAKE A 90 DEGREE TURN AND A BOLT THAT HELD THE BRAKE CALIPER FELL OFF. THE TRAVEL SPEED WAS 48 MPH. THERE WERE NO INJURIES. THE ROAD CONDITIONS WERE DRY. THE FAILURE MILEAGE WAS 310. THE CONTACT WAS ABLE TO REPLACE THE BOLT. THE CONTACT TOOK THE VEHICLE TO DEALER. HOWEVER, NOTHING WAS DONE. THE CURRENT MILEAGE WAS 383 MILES.*AK

THE CALIPER MOUNTING BOLT FELL OUT AT SOME POINT BEFORE 310 MILES. WHEN THE BRAKE APPLICATION WAS ATTEMPTED AT 310 MILES THERE WERE NO BRAKES. NOTHING HAS BEEN DONE TO CORRECT IT YET.

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 Act 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)

WE WERE TRAVELING ON A HIGHWAY WITH A SPEED LIMIT OF 85
MPH. WE WERE GOING FAST UNDER 50MPH AS I HAD A PASSENGER
AND WERE NOT IN ANY HURRY. WE WERE COMING TO
A PLACE WHERE THERE IS A 90° CURVE AND HWY
INTERSECTION TOGETHER. WHEN I APPLIED THE BRAKES
TO CHECK MY SPEED I HAD NONE AT ALL ON MY HAND
BRAKE WHICH SHOULD BE 80% OF MY BRAKES. I WAS ONLY
ABLE TO SLOW ENOUGH TO BARELY ROUND THAT CURVE
WITHOUT FLIPPING THE MOTORCYCLE AND KILLING BOTH OF US

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

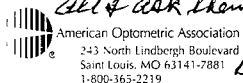


Letter to the ~~manufacturer~~ ^{manufacturer}



I purchased a motorcycle at Delee motor Sport and parts begin to fell off it as soon as the next Day, I took it back the first time and they gave a part to go back on it, but the second time on 3-24-07 a brake caliper fell off the front and a lady and my self could very easily have been killed when I applied the brakes and did not have any at a 90% cruise

all I ask them is to take it back. Because it was defective



See us first! www.AOA.org

Nothing has been done yet. I am including the Predelivery ~~sheet~~ sheet it shows that they torqued all bolts and fasteners at the dealer the day I purchased it. This failure happened on its first trip out. I called the dealer at 9:AM on Monday 3-26-07 and took it by there and they took possession of it

Model **VZ800K7**

Year **2007**

VIN No. **JS1VS56A372**

Engine No. _____

Key(s) No. **A6297**

Mileage _____

Check off each step of Assembly & Pre-Delivery - Cross off non-applicable items

ASSEMBLY

- ☒ UNCRATE - Inspect for damage or missing parts
- ☒ FRONT LOCK - Install
- ☒ FRONT FENDER - Install
- ☒ FRONT BRAKE CABLE or HOSE BRACKET - Install
- ☒ FRONT BRAKE SHOE ASSEMBLY - Install in wheel
- ☒ BRAKE DISCS - Clean front & rear
- ☒ CAB FRAME - Install
- ☒ WHEELS - Install, torque, cotter pin
- ☒ HANDLEBAR - Install & align
- ☒ MASTER CYLINDER - Install & align
- ☒ THROTTLE GRIP & CABLE - Install/connect wiring
- ☒ LIGHT SWITCH ASSEMBLY - Install/connect wiring

- ☒ CARGO BED - Install
- ☒ TYREBING WHEEL - Install/torque
- ☒ FRONT GUARD - Install
- ☒ LUTCH CABLE - Install
- ☒ INSTRUMENTS - Install & connect
- ☒ TURN SIGNALS - Install & connect
- ☒ HEADLIGHT(S) - Install
- ☒ WIRING HARNESS - Connect
- ☒ SKID PLATE - Install
- ☒ REAR BRAKE PEDAL - Install & connect
- ☒ RIDER/PASSENGER FOOTREST(S) - Install
- ☒ KICK START LEVER - Install

- ☒ REAR SHIFTLIGHT - Install
- ☒ REAR FENDER - Install
- ☒ SEAT, BACKREST, HAND-RAILS - Install
- ☒ MIRRORS - Install & adjust
- ☒ TOOL KIT - Inspect & install
- ☒ NUMBER PLATE - Install
- ☒ FRAME COVER(S) - Install
- ☒ RECHECK ALL CABLE & WIRING ROUTING
- ☒ CONTROLS - Check for proper operation
- ☒ COMPLETE APPLICABLE RECALL
- ☒ FACTORY DIRECTED MODIFICATION

ASSEMBLED BY: (signature) *Christopher D. Mullin*

GENERAL

- ☒ INSPECT ALL COTTER PINS & FASTENERS
- ☒ TIGHTEN ALL NUTS & BOLTS

- ☒ TORQUE ALL FASTENERS LISTED IN
- ☒ ASSEMBLY GUIDE

- ☒ RECHECK ROUTING OF ALL CABLES & WIRING

SERVICED BY: (signature) *Chris Mullin*

VISUAL INSPECTION

- ☒ PAINT
- ☒ CHROME
- ☒ UPHOLSTERY
- ☒ POLISHED PARTS

SERVICE

- ☒ FUEL TANK VENT HOSE - Routing
- ☒ BATTERY - Fill/Charge/Install/Route vent hose
- ☒ ENGINE/TRANSMISSION OIL - Check / Adjust level
- ☒ SECONDARY DRIVE OIL - Check/Adjust level
- ☒ FINAL DRIVE OIL - Check/Adjust level
- ☒ FRONT & REAR BRAKE FLUID - Inspect & Bleed
- ☒ COOLING SYSTEM - Inspect/Use 50/50 solution
- ☒ WIRING HARNESS - Check routing & connectors
- ☒ LUTCH CABLE - Route/Adjust
- ☒ CLUTCH FLUID Inspect & Bleed
- ☒ CLUTCH RELEASE MECHANISM - Adjust

- ☒ CLUTCH RELEASE MECHANISM - Adjust
- ☒ FRONT & REAR BRAKE CABLE(S) - Route & adjust
- ☒ THROTTLE CABLES - Route & adjust
- ☒ REAR BRAKE PEDAL - Adjust
- ☒ COMPRESSION RELEASE CABLE - Route/Adjust
- ☒ SHOCK CABLE - Route/Adjust
- ☒ RECOIL START - Check operation & adjust
- ☒ PARKING BRAKE CABLE - Route/adjust
- ☒ DRIVE CHAIN/BELT - Inspect/Adjust Cotter pin
- ☒ FRONT SUSPENSION - Adjust
- ☒ Damping - Select & Adjust
- ☒ Spring Pre-load - Select & Adjust

- ☒ REAR SUSPENSION - Adjust
- ☒ Damping - Select & Adjust
- ☒ Spring Pre-load - Select & Adjust
- ☒ TIRE PRESSURE, FRONT/REAR - Check & Adjust
- ☒ Front 29 psi Rear 36 psi
- ☒ RIM LOCKS - Check tightness
- ☒ SPOKES FRONT/REAR - Check/adjust
- ☒ IGNITION OPERATION - verify
- ☒ CARBURETOR (Non-Emission Only)
- ☒ Check & adjust settings
- ☒ ENGINE IDLE SPEED - Adjust

TWO STROKE ONLY

- ☒ INSPECTION OIL - Check/Adjust level
- ☒ OIL PUMP - Bleed & adjust
- ☒ PRE-MIX FUEL - Type/ratio
- ☒ OIL TANK VENT HOSE - Routing

ELECTRICAL SYSTEM OPERATION

- ☒ HEADLIGHT(S) - Check/Adjust Hi/Low indicator
- ☒ TAIL LIGHT(S) - Check
- ☒ BRAKE LIGHT(S) - Adjust SWITCHES
- ☒ TURN SIGNAL INDICATORS - Check
- ☒ OIL PRESSURE LIGHT - Check

- ☒ INSTRUMENT LIGHT - Check
- ☒ NEUTRAL LIGHT - Check
- ☒ SIDE STAND POSITION SWITCH - Check
- ☒ STARTER INTERLOCK SWITCH - Check
- ☒ REVERSE POSITION INDICATOR - ATV model

- ☒ GAUGES - LED/LCD - Check operation
- ☒ CLOCK - Set time - Check operation
- ☒ HORN(S) - Check
- ☒ ENGINE STOP SWITCH - Check

TEST DRIVE / RIDE

- ☒ ENGINE - Starting/Acceleration/Smoothness/idle
- ☒ CLUTCH & TRANSMISSION - Shifting smoothness
- ☒ DRIVE LINE - Smoothness

- ☒ BRAKES - Proper operation
- ☒ SUSPENSION/STEERING - Adjustments/Stability/Smoothness

- ☒ INSTRUMENTATION - Check
- ☒ LEAKS - Oil/Fuel/Air/Exhaust

TEST RIDDEN BY: (signature) *[Signature]*

DELIVERY TO CUSTOMER

- ☒ OWNER'S MANUAL - Explain periodic maintenance responsibilities / Emphasize importance of reading safety information
- ☒ WARRANTY - PROVIDE POLICY - Explain coverage & limits
- ☒ SAFETY TIPS BOOKLETS - Review supplied booklets and stress importance of safe riding habits
- ☒ DEALERSHIP SERVICE CONTRACT - Introduce
- ☒ PERIODIC MAINTENANCE - Discuss service needs

- ☒ RIDER TRAINING - Suggest rider training course
- ☒ PROVIDE "Ride Safe" Videotape and "ATV Rally" CD-ROM GAME (ATVs only)
- ☒ FUELING/STORAGE/TRANSPORTATION
- ☒ FUEL PETCOCK OPERATION - Explain function
- ☒ KEYS - Record numbers in Owner's Manual
- ☒ VISUAL INSPECTION - Resolve any concern

I certify that the pre-delivery inspection and service has been performed on this vehicle in accordance with the **SALES MOTORCYCLE CENTER** vehicle assembly, preparation and related Service Bulletin.

Popular Bluff, MO 63901
573-855-3618

Selling dealer's Signature _____ Date _____

CUSTOMER ACCEPTANCE

I understand the importance of following the Owner's Manual instructions and riding tips booklet suggestions.
I have reviewed and understand the Suzuki Warranty policy (ies).
I have inspected the vehicle and agree with my selection.
I understand the importance of the recommended maintenance following the periodic maintenance recommendations.
I have reviewed and signed the ATV Rider Training booklet.

The Suzuki Extended Protection Plan (SEP) has been offered to me and I have purchased/declined the program.
☒ Purchased ☐ Declined

Customer (Please Print) _____

Customer Signature _____

Telephone (home) _____

Salesperson _____

5-13-07
Date

Telephone (work) _____

OWNER'S MANUAL

Toplor 13 bluff mo

Dear Sir:
Mr. Nixon

I called the service Departments of as many Suzuki dealers as I could get numbers for, to ask the service managers what was the normal thing to do about tightening or checking any bolts or fasteners on a newly purchased motorcycle. They all agreed that if you do the 600 mi service and check bolts (some said be sure and do the first two checks) you should never have a loose bolt.

Here's what each service department said

5-29-07 JT Honda and Suzuki Jonesborough ark.

Service manager; I've got customers that have rode their bikes for 50,000 miles and never retightened the bolts and nothing fell off there is very few bolts we put in a bike they are put in at the factory but the brake calipers bolts is among the bolts that we do put in.

J-29-07

Harrison Suzuki Service manager

The first service interval at 600 mi.
is the critical one. After that there is not
much to be concerned about, it is not
necessary to tighten all the bolts everytime
you ride it. We put some stuff on when
we get them the brake calipers and stuff.

3-19-07 Midwest Sports Farmington mo.

Service manager: no you dont tighten the bolts every time you ride because you would have to carry 25 wrenches to do that no body does that. just make sure you do the routine maintance on it, after the first couple of times you dont have to worry about it.

3-29-07 Bootheel Buggy Dexter mo.

Service manager: you dont tighten the bolts every time you ride, but keep a visual inspection when you stop then occasionally on a preaty day get it up in your driveway and go over it and check the tightness, once we have gone over it on assembly your good untill the initial service at 600 mi.

3-29-07 Pauls Cycle ~~Pixiro~~ mo.

Some of the manuels say to tighten the bolts every time you ride but nobody does. That would mean if you rode to Dexter and went into Walmart when you came out that would be another ride so you would have to get your tools out. Just keep an eye out on the bolts and put a wrench on them once in a while. They say that to try to cover ther self, but that brake caliper should not have come loose by 300 miles if it was torqued on at the factory.

Minor Harley Davidson + Suzuki
Service Writer:

to tighten all the bolts every time you is
not really an issue, But check them at the
600 mile inspection and when you riding
otherwise keep an eye out for anything that
looks loose or check them with your fingers
to see if they are loose.

Bluff Honda
Service manager Bob

Lord no you dont get your tools out
and torque all the bolts all the time, they
just put that in there for Product liability
but they ~~probably~~^{most likely} did not give the book that
was in untill after you bought the bike.
but just keep an eye on everything now if
you going to take a trip to California. Sure
check and tighten everything,

none of these service managers
thought that brake caliper bolt should
have last out before 310 miles if it was
put in properly on predelivery

Thank-you Sir



P.S Two People almost got killed because
of this brake failed occurrence

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).