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[REDACTED]
Hilliard, FL, [REDACTED]
Phone: [REDACTED]

February 17, 2010

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street, SW
Washington, DC 20590

Subject: Product liability- warranty issue

Dear Sir or Madam:

On October 12, 2009, I sent a letter to the California Attorney General regarding an unresolved consumer complaint with the Suzuki Motorcycle Corporation in Brea, CA. I have also written the state of Florida Division of Consumer Services and they attempted to assist me. However, the Suzuki Corporation stalled and delayed until Florida finally advised that they were closing the file as they could not force them to make a decision. I received a response from the CA Attorney General yesterday, advising that I should contact you. I am enclosing a copy of my letter to them which was identical to the Florida inquiry.

As you can see in my correspondence, I believe that I purchased a defective 2008 Suzuki GSXR1000 motorcycle. Basically, nobody seems to be willing to investigate this because there was not a death or serious injury. I did suffer massive road abrasions, but due to my protective clothing and helmet, and the fact I had just rounded a curve and was only going 45 MPH, I survived the accident. The officer at the scene said most people do not walk away from such. This product was in warranty with only 400 miles. I had an expert examine the wreckage and his conclusion is that the cycle was defective as the handle bars were not correctly installed and they slipped down the frame. I am enclosing a detailed statement from him outlining the deficiencies in the bike.

A Suzuki Corporation representative, Bryan Malyszek, had called me sporadically leaving messages, but he never answered when I returned the call even if I returned it immediately. Now all communication has ceased. My personal opinion is he did not want to talk to me, just to say he had attempted to reach me. In the last call I received on December 2, 2009, they advised me to take the bike to the dealership where I purchased the bike in St. Augustine. I did this and according to the dealer someone examined the wreckage, but I have not heard anything further.

I cannot believe that I have no means of retribution because of my good fortune not to have been seriously injured or killed. There is no telling how many people have suffered injury or death and the public is not being made aware of these defective bikes. And to the best of my knowledge they are still being sold. Can you be of any assistance?

Sincerely,

[REDACTED]

Enclosures

ET
02/23/2010
Tew

[REDACTED]
Hilliard, FL, [REDACTED]

Phone: [REDACTED]

October 12, 2009

Florida Department of Agriculture and Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, Florida 32399

Subject: Product liability- warranty issue

Dear Sir or Madam:

In March, 2009, I purchased a Suzuki motorcycle from First Coast Suzuki in St. Augustine, FL. I had this bike approximately 2-3 weeks (375 miles on the speedometer) when I had an accident which totaled the bike. I had not yet purchased insurance and because of this chose not to have the police prepare a report, although they were called to the scene.

I believe the accident was caused by the handle bar grip which loosened and slid down the frame. According to my research, Suzuki has had previous problems with this. Had I not just slowed for a curve on the cycle, I probably would have been killed.

The injuries I suffered were treated in the ER that evening and I was released with pain medication. In mid August, I sent a complaint/questionnaire to the American Suzuki Motor Corporation @ P.O. Box 1100, Brea, CA. 92822. I have called them numerous times and they will not return my call. I believe this motorcycle should be covered by warranty as I had an expert in the field examine the wreckage and he says it was not assembled properly. As my representative, this *expert* took the questionable part of the wreckage to the dealer and the maintenance department agreed there seemed to be a problem with assembly.

To date, I have not received a response from them, nor will they return my telephone calls. I feel that they are delaying to avoid responsibility. I would appreciate very much if you would investigate this matter.

Sincerely,

[REDACTED]
Cc: American Suzuki Motor Corporation

ROCK Steady ENTERPRISES

To: Florida State Dept. of
Agr. and Consumer Affairs.

From: [Redacted]
[Redacted]
Callahan, FL [Redacted]

11/2/2009

4773 Pinebreeze Blvd. • Callahan, FL 32011
(904) 879-6582 • Fax: (904) 879-4009

To Whom it may Concern: (Hired by [Redacted] 24, June 2009)

I [Redacted], a former owner of Rock Steady Ent. and motorcycle mechanic, previously self employed, and previously employed by Harley Davidson-York Div. and motorcycle rebuilder and motorcycle owner and welder.

This being said; I hereby Testify that I in good will and with out prejudice, examined a 2008 Suzuki 1000 GSXR SN.# JS1GT77A182 Title# [Redacted] with less than 400 miles on Odometer.

Upon examination of said Motor cycle I witnessed 3 major sections, and multiple pcs of related incidental damage.

Front rim and fork intact, damaged tire, rim, fork tubes, body work damage, and triple tree with front frame section. Broken frame section separated at weld area with out majority of weld (aluminum box rectangular tubing) achieving full penetration of adequate percentage and strength. Incidental damages occurred to motor, frame, swing arm, brake (rear) and cables, front brake lines and missing master cylinder. The motor cycle in my opinion being a complete total loss.

Having contacted Suzuki, we were asked to submit motorcycle for inspection @ North Jacksonville Motor Sports @ Lem Turner and 295 Jacksonville, FL 32011 Armsdale Rd.

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ROCK Steady ENTERPRISES

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Page ②

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(904) 879-6582 • Fax: (904) 879-4889

This being requested, [REDACTED] and I proceeded to separate major pieces into movable segments. These sections only being held together by incidental umbilicals/lines. Having separated the Triple tree/fork forward frame section, I went to stand fork up on tire/Rim and found the Left Fork Handle bar (clutch and handle grip) to have moved from its installed position, and loose on fork tube. This unit uses a single screw to tighten/clamp to fork tube and it fits a lug, into a recess, for proper attachment.

This information was also relayed to the Service Dept. of N. Jax. Motor Sports. When delivering the front section with (6/04/09) 'Broken frame' section; At this point the mechanic that was in receipt of this section, mentioned recalls of like damage to previous like models. Also, he relayed info that the motorcycle had "not yet" received the required 500 mile service. which checks such operational gear. I secured copy of recall info for Same/Like Models 2005 and 06 dated 27, April 2009.

I investigated several salvage yards and found Cyclo Cycle to have several of these Suzuki 1000 GSXR Motorcycles in their possession. These frames were Broken in the exact same spot, exactly the same weld fillet, and frame breakage. A copy of this recall is forwarded with this letter.

I advised [REDACTED] to pursue whatever

ROCK Steady ENTERPRISES

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(904) 879-6582 • Fax: ~~(904) 879-4000~~

11/2/09

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action necessary to invoke Suzuki to warranty this situation. I feel it was an incident that Mr. [REDACTED] could have been seriously injured. It also is my opinion that the design is inherently dangerous and multiple testimony and information is currently available on the Internet WWW url.

Thank you,

I [REDACTED], a Florida citizen, testify these statements to be true, the dates to the best of my recollection.

Signed.

[REDACTED SIGNATURE]



AMERICAN SUZUKI MOTOR CORPORATION

April 27, 2009

Second Important Notice - Non-Completion of GSX-R1000K5/K6 Frame Inspection and Brace Installation Campaign

Dear GSX-R1000K5/K6 Customer,

According to our records, you are the owner of the Suzuki motorcycle listed and our records indicate that you have not yet taken advantage of the free Frame Reinforcement Brace Installation Safety Recall Campaign.

The clock is ticking! Time is running out because the Spring Service Rush will be upon us soon!

The frame inspection and reinforcement brace installation provide the benefits to you listed below. We strongly encourage every customer to have this free safety enhancement installed.

- After the inspection, you will be assured that your frame is not cracked or damaged. Some cracks are not visible to the eye. You cannot inspect the frame yourself with a visual inspection.
- Once the brace is installed, your motorcycle frame will be eligible for a 5-year fully transferable frame warranty. This will help protect you against future possible expense.
- Motorcycles with the reinforcement brace may have enhanced resale values.
- At the time of resale you will not have to disclose that a recall campaign has not been completed, if this is a requirement in your location.

Please read the attached letter for additional details and information regarding this Campaign.

The following dealers in your geographic area are experienced and are very interested in helping you with any special situation you may have such as scheduling or pickup.

ORANGE PARK PWRSPORTS INC
DBA ORANGE PARK PWRSPPTS
1510 WELLS ROAD
ORANGE PARK, FL 32073-6730
DISTANCE: 8.15

NORTH JAX MOTORSPORTS INC
DBA NORTH JAX SUZUKI
3191 ARMSDALE RD
JACKSONVILLE, FL 32218-3015
DISTANCE: 10.49

BEACH BLVD MTRSPRTS INC
DBA BEACH BLVD SUZUKI
10515 BEACH BLVD
JACKSONVILLE, FL 32246-4878
DISTANCE: 11.70

Don't delay! Call and make an appointment to have your GSX-R1000 inspected today!

If you no longer own this motorcycle listed in this letter please include the name of the new owner, address and phone number if available on the Buyer and Vehicle Statement card.

Thank you for your help.
Sincerely
American Suzuki

Please complete the appropriate sections below and mail this card - no postage is necessary

Vehicle Status

- Never owned
 Vehicle sold/transferred/traded*
 Vehicle scrapped
 Vehicle stolen
 Other _____

*If you know the name and address of the new owner, please enter it here.

Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone No. () _____

Name/Address Corrections

If you still own this vehicle, but your name or address is incorrect, please line out the incorrect information and enter the correct data.

Recall Status

- Recall has been completed
 I plan to have the Recall completed.
 When? _____ (date)

Dealer that completed or will complete the Recall:

Name: _____
 City: _____ State _____

LEON G MITCHELL
5513 ALPHA AVE
JACKSONVILLE, FL 32205

Phone No. () _____

VIN# JS1GT76A462102312



April 27, 2009

**SAFETY RECALL CAMPAIGN
Follow-Up Notification**

**VOLUNTARY SAFETY RECALL CAMPAIGN #2A08
2005 AND 2006 GSX-R1000 MOTORCYCLES
FRAME REINFORCEMENT BRACE INSTALLATION/FRAME REPLACEMENT**

PLEASE READ IMMEDIATELY

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. In January of 2009, owners of 2005 and 2006 GSX-R1000 motorcycles were notified of a safety recall regarding the inspection of the motorcycle's frame for possible cracks and the installation of a reinforcement brace. As of the date of this reminder notification our records indicate that this safety campaign has not been completed on your motorcycle.

To ensure continued safe and reliable operation of your Suzuki motorcycle, it is recommended that you contact your local Suzuki dealer as soon as possible to make an appointment to have this recall service completed.

Why is Suzuki conducting this recall?

Suzuki has received reports of cracking or breakage of the motorcycle frame in certain extreme situations where unusually high stress is placed on the frame, such as collisions involving the front wheel/fork assembly.

Suzuki has also received reports of cracking or breakage of the frame behind and below the steering neck when the motorcycle is subjected to repeated hard landings from hazardous maneuvers such as extreme or extended wheelies or other stunts. Suzuki believes that this type of driving activity is reckless — and illegal when performed on a public roadway — and does not condone it. If the frame becomes broken during this type of extreme use, a crash could occur.

While ordinary operation of the motorcycle does not create a risk of cracking or breakage of the frame, Suzuki has decided voluntarily to conduct this Safety Recall to minimize the potential for frame cracking or breakage in the circumstances described above.

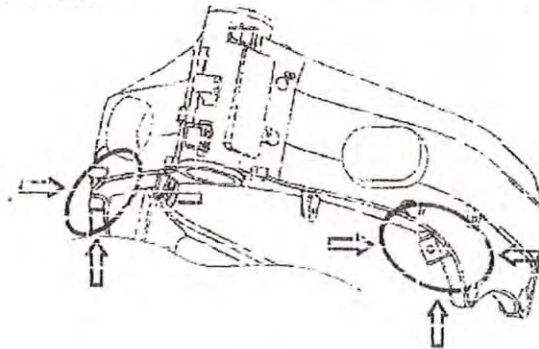
What will Suzuki do?

Your Suzuki dealer will inspect the relevant area of the frame for cracks. The illustration below shows the area to be examined for cracks. If no cracks are found, a frame reinforcement brace will be attached to the frame using bolts and epoxy adhesive. The brace is aluminum and very lightweight (less than 2 pounds). It is cylindrical and located across the top rear of the frame behind and below the steering neck. The installation, performance and handling of your Suzuki remain unchanged with the reinforcement brace installed.

The service to inspect your frame (and if the reinforcing brace is required, to install the brace) is complete and your motorcycle will have to be left at the dealership overnight so that the epoxy adhesive that is used can cure. The service will be performed at no cost to you for parts and labor.

If solid cracks are found during the inspection, the frame will be replaced with a new frame that has the reinforcement brace installed (see exclusions on page 2).

To reassure your confidence in your Suzuki GSX-R1000, Suzuki will provide a five year warranty on your frame and the frame reinforcement brace beginning on the date of installation by your dealer.



Hilliard, FL



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Washington, D.C. 20590