

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

September 27, 2010

[REDACTED]  
Hilliard, FL [REDACTED]

NVS-216 et  
Ref. No. 10314274

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Suzuki GSX-R motorcycle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We apologize for 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 safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter you indicated while riding your motorcycle you had a crash which you believe was due to a broken frame and loose handle bars. You contacted the manufacturer regarding this problem but received poor customer service and no resolution.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to structural problems, specifically the frame and handle bars on MY 2008 Suzuki GSX-R motorcycles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. Although the conditions are similar to NHTSA Recall Campaign No. 09V-022 for frames cracking in MY 2005 and MY 2006 Suzuki GSX-R motorcycles there are no plans to include the MY 2008 Suzuki GSX-R motorcycle to the recall at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.



With regard to the service problems you reported, please be advised this does not fall under our jurisdiction. If you have not done so, you may consider contacting your the Federal Trade Commission (FTC) has jurisdiction over 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>.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq> or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, prominent "R" at the beginning.

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement