

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) FOR OFFICIAL USE ONLY 100148



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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received 24-FEB-2016 APR 03 2016	Repository <input type="checkbox"/>
	Reference No. 10838037

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	SHARON HILL	State	PA
Zip Code	[REDACTED]		

Daytime Telephone Number	E-mail Address
[REDACTED]	
Evening Telephone Number	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JS1GX72A5B2 [REDACTED]	Make SUZUKI	Model HAYABUSA	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: (2)	Incident Date(s) 01-MAR-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage under 400 mi 100000 UNDER 1000	Failure Speed ANY
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0-187 MPH

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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 CONTACT OWNS A 2011 (NA) SUZUKI HAYABUSA MOTORCYCLE. THE CONTACT STATED THAT THE MOTORCYCLE WAS INOPERABLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE BATTERY HAD BEEN OVERCHARGED AND LEAKED SULPHURIC ACID. AS A RESULT, THE BATTERY AND RECTIFIER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V018000 (ELECTRICAL SYSTEM); HOWEVER, THE PART TO DO THE REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 400,000. PARTS DISTRIBUTION DISCONNECT. **Repaired 2 years ago under 400 miles, WRONG PART AVAILBLE FOR LAST 2 YEARS & still on dealers shelf. They still sell (132800-15H10) Not 2X0 MANUFACTURER WAS NOTIFIED \$242.65 2 YEARS AGO. DEALER SAID the part to do the REPAIR WAS 132800-15H10 AND sold it to me. I am State Cert. Insp Mech for 10 years +.**

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.

I notified Manufacture & several Dealers this 2 years ago. They won't reimburse me for the rectifier or the batt, let alone the damages caused by this. This problem was recognized in '06 same part on other model Suzuki's 65XR1109 loc. 1340 ect

(132800-15H10[#]242.65)

(RXO #65. UNAVAILABLE since '06)

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

FAILURE to CORRECT since '06 on all Suzuki GSX models. Rectifier-Diode 132800-15H10 OVERCHARGES battery & explodes or causes electrical FIRE. Now mounted next to Fuel (GAS TANK) vent. This is a 187 MPH out of the box, OEM, Sportbike street legal FACTORY OEM. "FATEL" known problem unresolved. DEALER & MANUFACTURE refuse to reimburse for recall PART + DAMAGES. No "RXO" PART OR Superseded part on dealer shelf since '06.

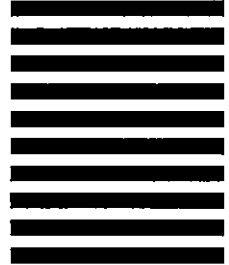
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9362
Official Business
Penalty for Private Use \$300

PHILADELPHIA
PA 191
28 MAR '16
PN 7 L



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



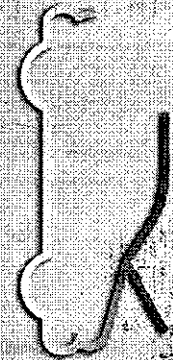
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

SHARON HILL PA

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



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

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CROSSROAD POWERSPORTS.COM

8738 WEST CHESTER PIKE
UPPER DARBY, PA. 19082-
610 446-2002

Invoice

Ticket Number: [REDACTED]
Salesperson: BRIAN EGO
Cashier: DEREK OSNER
Date: 3/7/2013

Sold To: *K*
[REDACTED]
SHARON HILL, PA [REDACTED]
h: [REDACTED]

Tracking #:

Line Item Breakdown

Sold	S/O	Qty	P/U	Part Number	Src	Cat	Description	Price	Discount	Sold Now	Special Order Bin
				132800-15H10	SU	ACC	RECTIFIER ASSY	\$242.65	\$194.00	\$194.00	\$0.00

Tax Detail Breakdown

	Sold New/Pickup	Special Order/away av
Sales Tax 6%	\$11.64	
Total Taxes:	\$11.64	\$0.00

Summary

Subtotal	\$242.65	\$0.00
Less Discount	\$48.65	\$0.00
Shipping/Handling	\$0.00	\$0.00
Taxable Subtotal	\$194.00	\$0.00
Sales Tax	\$11.64	\$0.00
Non-Taxable Subtotal		\$0.00
Invoice Total	\$205.64	\$0.00
Amount Applied to this Invoice	\$37.33	
Amount To Collect Now	\$168.31	\$0.00
Total Amount Due		\$168.31
Cash	\$180.00	
Cash	(\$11.69)	



160 BALTIMORE PIKE
SPRINGFIELD, PA 19064 (610) 328-9811

3/1/2013 1:37:49 PM RECEIPT#: [REDACTED]
ASSOC: 5598 CASHIER: 5598

1 SPECIAL ORDERS. ALL REGULAR RETURNS MUST BE DONE WITH IN 15 DAYS OF PURCHASE
ITEMS. NO RETURN OR EXCHANGES ON CLOSE OUT AND SALE ITEMS. ALL HELMET SALES ARE
INAL PACKAGING AND HAVE ORIGINAL INVOICE FOR RETURN. A 20% RESTOCKING FEE WILL BE
ED IN THE CASE OF A PRE-AUTHORIZED RETURN.

ITEM#	QTY	PRICE	TOTAL
19052	1	89.99	89.99
MEGA BOOST CTX12-BS			

1 Unit(s) Subtotal: 89.99
6.000 % Tax: 5.40
RECEIPT TOTAL: 95.39

Cash: 100.00
Change: 4.61

OPEN 24HRS - WWW.CYCLEGEAR.COM

*RXO
SUPER SEED
RECALL PART #
NOT AVAILABLE SINCE 4/06*

*205.64
95.39

\$ 301.03
5
99.58 HR + Labor
49.75

\$ 350.78*

*99.58 HR + Labor
BAL LABOR NC*

3/7/2013 1:09:37 PM