

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		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 26-FEB-2016 APR 19 2016	
Repository ☐		Reference No. 10838652		Daytime Telephone Number [REDACTED]	
				Evening Telephone Number [REDACTED]	
OWNER INFORMATION (Type or Print)					
Name		[REDACTED]			
Address		[REDACTED]			
City	State	OR	Zip Code	[REDACTED]	
SCAPPOOSE					
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		Make		Model	
JS1CP51A692 [REDACTED]		SUZUKI		AN650	
Model Year		2009			
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
				No: Cylinders	
Original Owner	Dealer's City		State	Zip Code	
☐					
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	☐ Cruise Control				22-MAY-2015
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage	Failure Speed
				1400	
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)	☐ Original Equipment ☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 CONTACT OWNS A 2009 SUZUKI AN650K9. WHILE DRIVING VARIOUS SPEEDS, THE ENGINE STALLED AND THE ELECTRICAL LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE RECTIFIER REGULATOR FAILED AND WOULD NEED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 1,400.					
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.					

my bike has
only

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

1700 miles and then my Bergman quit right in the middle of a major highway. Push it off to side. Another Motorcycle stopped that had jumpers & he jump my bike since we all thought it was battery. I needed several jumps more just to get 2 miles to a safe parking lot. It turned out not to be the battery but a thing called "regulator/rectifier". I could have been farther away from home than 5 miles but still the hassle to find a ride home call a tow truck and then find out a relatively new bike has a \$1400 bill for a part that should have lasted more than 1700 miles.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

PORTLAND

OR 972

20 MAR '16

PM 11



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

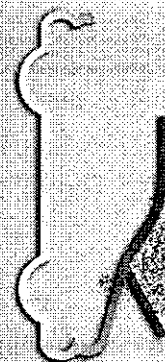
WASHINGTON, DC

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.**

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



CUSTOMER #:



10380 S.W. CASCADE
TIGARD, OREGON 97223
503/684-6600
DIRECT 624-5841
1-800-929-1044 • 1-800-929-0430
FAX 684-5084

INVOICE

DUPLICATE 1
PAGE 1

SCAPPOOSE, OR

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 6790 JUSTIN FRANTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	09	SUZUKI AN650	JS1CP51A692		1709/1710	T5136	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN09	DD01JAN09		17:00 15AUG15		0.00	CASH	21AUG15
R.O. OPENED		READY	OPTIONS:				

17:21 28JUL15 16:30 21AUG15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A UNIT DIED WHILE RIDING, CUSTOMER JUMP STARTED, THEN DIED AGAIN.

ADVISE-TOWED IN

DIA DIAGNOSTIC WORK

6512 KUEHN, RYAN LIC#: 6512

CMC 3.00

285.00 285.00

PARTS: 0.00 LABOR: 285.00 OTHER: 0.00 TOTAL LINE A: 285.00

1709 PERFORMED DIAGNOSIS, FOUND STATOR, VOLTAGE REGULATOR/RECTIFIER
TO BE FAULTY, REPLACED STATOR, VOLTAGE REGULATOR/RECTIFIER AND GASKETS,
INSTALLED TENDER LEAD. TEST RODE UNIT, CONCERN CORRECTED. 20% OFF GIVEN
FOR CUSTOMER SATISFACTION.

B** CONTINUE DIAGNOSIS, INSTALL BATTERY TENDER LEAD

99 MISC MAINT

6512 KUEHN, RYAN LIC#: 6512

CM20 5.50

514.00 514.00

1 32800-10G20 RECTIFIER ASSY

242.65 194.12 194.12

1 11483-10G00 GASKET, MAGNETO

12.77 10.22 10.22

1 32101-10G10 STARTER ASSY, MA

690.02 552.02 552.02

99 MISC MAINT

6790 FRANTZ, JUSTIN LIC#: 6790

CMC 0.00

20.00 20.00

LUBE ENGINE OIL 3.0 QTS

CM20

19.50 19.50

PARTS: 756.36 LABOR: 534.00 OTHER: 19.50 TOTAL LINE B: 1309.86

EST: 3.00 30JUL15 15:02 SA: 6790

CONTACT: G

Our Guarantee is 90 days or 4000 miles whichever occurs first, not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control. Supply charges are a token charge equivalent to 5% of the labor charge for supplies used on your vehicle. Maximum charge is \$15.00 Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder battery cleaner, wire, window sealer, etc.... Hazardous waste material charges are a token for disposal. Applicable items are: oil, anti-freeze, brake shoes, brake fluid and freon.

Any units left over 90 days from day of completion are subject to a mechanics fee.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

SHOP SUPP./HAZ. WST. MATERIAL

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER COPY