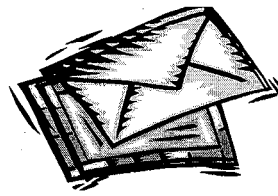


NHTSA ccmMercury Routing Slip

Printed: 6/9/2016

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**NHTSA #: ES16-002753****XREF #:****Delivery: EML****Rec'd Date: 6/9/2016****Doc Type: CNG****Address To: DOT/I****Referred By: NAD-200****Doc Date: 6/8/2016****Due Date: 7/8/2016****S10 #:****DOT/I #: H- 2016 118****RMP #:****Subject: LETTER FROM CONGRESSMAN CARTER ON BEHALF OF CONSTITUENT [REDACTED]
RE SUZUKI DL650 RECALL****Ack Date:****Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS****Cleared Date:****File Loc:****Added By: CBUTLER x60180****Ack By:****Signature: ALISON PASCALE****Cleared By:****XREF File:****Modified By: Chris.Butler****Signed For:****Cleared For:****Closed Date:****Most Recent Comment:****Author:**

THE HONORABLE EARL "BUDDY" L CARTER
 U.S. HOUSE OF REPRESENTATIVES
 6602 ABERCORN STREET, SUITE 105-B
 SAVANNAH, GA 31405
 Tel: 912-352-0101 Fax: E-mail:

JUN 13 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	6/9/2016	7/8/2016	
NGA-010	SIGN	6/9/2016		

RR
 6/13/16
 SMD

EARL L. "BUDDY" CARTER
1st DISTRICT, GEORGIA

EDUCATION AND THE
WORKFORCE COMMITTEE

COMMITTEE ON
HOMELAND SECURITY

COMMITTEE ON
OVERSIGHT AND GOVERNMENT REFORM

Congress of the United States
House of Representatives
Washington, DC 20515-1001

WASHINGTON OFFICE
432 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-5831

SAVANNAH OFFICE
6602 ABERCORN STREET
SAVANNAH, GA 31405
(912) 362-0101

BRUNSWICK OFFICE
1510 NEWCASTLE STREET
BRUNSWICK, GA 31620
(912) 266-9010

<http://BuddyCarter.House.gov>

June 8, 2016

Mr. Dana Gresham
Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590-0001

Dear Mr. Gresham,

One of my constituents, [REDACTED] has contacted me regarding a matter in which I believe your agency could be helpful. Therefore, the enclosed communication is submitted for your review.

I would very much appreciate your responding to the points raised by my constituent, and providing any assistance available under the applicable laws and regulations.

The contact person on my staff for this case is Mr. Bruce Bazemore. He can be reached at (912) 352-0101 or Bruce.Bazemore@mail.house.gov.

Thank you very much for your consideration and for advising me of any action you take in this matter.

Sincerely,



Congressman Earl L. "Buddy" Carter
Member of Congress

EARL L. "BUDDY" CARTER
1ST DISTRICT, GEORGIA

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INTER OFFICE MEMORANDUM
June 8, 2016

CONTACT MADE: BY PHONE__ BY LETTER__ IN PERSON X

NAME AND ADDRESS:

[REDACTED]
Pembroke GA [REDACTED]

TELEPHONE [REDACTED] (HOME)

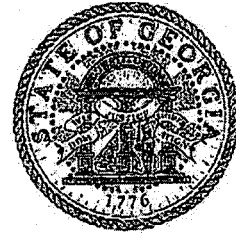
NATURE OF INQUIRY:

[REDACTED] has contacted my office concerned regarding an unfulfilled recall on his Suzuki DL650. He has filed a National Highway Traffic Safety complaint (complaint # 10855700, but cannot talk to anyone about the matter.

He took his Suzuki DL650 in to a local Suzuki dealer in Statesboro, Georgia in February 2016 per recall appointment, but all Suzuki sent were several gaskets, but not the rest of the parts required to complete the recall. His DL650 has been sitting at the dealer for four months now.

Please assist us with this matter and advise us of your actions. Thank you.

EC:bb



Congressman Earl L. "Buddy" Carter
First District of Georgia
Casework Authorization Form

Name: _____
 Address: _____
 City: Pembroke State: GA Zip: _____
 Phone: _____ Alt. Phone: 1
 Social Security Number: _____ DOB: _____

Agency Involved: _____

Numbers Identifying Case (tax ID, VA claim, etc.) _____

Date and Place claim was filed: _____

Please describe the problem in detail and what assistance you are seeking:

If additional space is needed, please use another sheet of paper and attach.

In accordance with the Privacy Act, I hereby authorize Congressman Earl L. "Buddy" Carter or a member of his staff to make the appropriate inquiry with _____ on my behalf so they may assist me with this request.

6/7/16
 Date

Brunswick Office
 1510 Newcastle Street, Suite 200
 Brunswick, Georgia 31520
 Phone: (912) 265-9010
 Fax: (912) 265-9013

Savannah Office
 6602 Abercorn Street, Suite 105-B
 Savannah, Georgia 31405
 Phone: (912) 352-0101
 Fax: (912) 352-0105



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY AND EMISSIONS RECALL

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)

JS1CP51B6D2 [REDACTED]

February 1, 2016

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, and Environmental Protection Agency (EPA) and California Air Resources Board (CARB) regulations.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety and emissions regulations exists in certain 2012-2014 DL650 motorcycles, 2013-2014 SFV650 motorcycles and 2013-2014 AN650 scooters.

IMPORTANT NOTICE FOR CALIFORNIA RESIDENTS

The California Air Resources Board requires that all applicable emission recall campaigns be completed prior to California registration renewal. If you do not have this recall campaign performed, you will not be able to renew your California vehicle registration.

After completing the recall service, your California Suzuki dealer will give you a "Proof of Correction" certificate. If required, present this certificate to the Department of Motor Vehicles when renewing your California registration.

What is the defect?

Contamination from component production and storage, combined with manufacturing variations, may result in excessive tappet and camshaft wear within the engines of the affected motorcycles and scooters. The excessive wear may result in engine stalling, increasing the risk of a crash. The excessive wear can also affect emissions performance, so this recall is being conducted as both a Safety Recall Campaign and an Emissions Recall Campaign.

What is Suzuki Motor of America, Inc. doing to correct the defect?

For motorcycles and scooters with 2,500 miles or more on the odometer, Suzuki dealers will inspect the valve clearances, and replace the tappets and camshafts, as necessary. All motorcycles and scooters with less than 2,500 miles on the odometer will have the tappets and camshafts replaced, since wear may not be evident. This procedure will take approximately 1 day to complete. Parts are available now, and there will be no charge to you for any recall service-related parts or labor.

What you should do:

Make sure you are prepared for the recall service by taking the following steps:

- Before taking your vehicle to your dealer, contact them as soon as possible to make an appointment for the recall service. Be prepared to provide them with the VIN of your vehicle (provided at the top of this notice).
- Please take this notice to your dealer to help your dealer process your claim.

What to do if you receive this notice in error:

This notice was mailed to you according to the latest information that is available to us. If you no longer own the Suzuki vehicle described in this notice, please complete and return the attached Change of Address/Ownership card to Suzuki Motor of America, Inc., and forward this recall information to the current owner (if known).

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Customer reimbursement for prior repairs related to this safety and emissions recall:

If your motorcycle or scooter is included in this recall and you have paid for repairs related to unusual wear of the tappets and camshafts, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

- Only repairs made to address the defect that led to this recall are reimbursable. Additional expenses such as towing, car rental, accommodations, damage repairs, etc., will not be reimbursed. Reimbursement will not be provided for routine scheduled maintenance.
- Reimbursement may be limited to the suggested list price for parts, the Suzuki published flat rate time allowance for the repair, and the labor rate that an authorized Suzuki dealer in the same area would charge for the same repair.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of the last owner notification letter sent by Suzuki Motor of America, Inc.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

To apply for reimbursement:

- 1) Go to [REDACTED]
- 2) Select Safety Recalls at the lower right side of the home page.
- 3) When the page refreshes, select Recall Notification Letters.
- 4) Select Tappet Inspection Reimbursement.

Emission Warranty Provision

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined to be a lack of proper maintenance of your vehicle. Eligibility for the recall service will not be denied solely because you installed non-Suzuki parts or had repairs performed by someone other than an authorized Suzuki dealer.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the Tappet Inspection Safety and Emissions Recall Campaign. If you have any difficulty with this recall campaign, you may contact the Suzuki Motor of America, Inc., Customer Service Department for assistance at (714) 572-1490 during the hours of 7:00 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling.

If you need to locate your nearest Suzuki Motorcycle Dealer, please visit www.suzukicycles.com and click on the "FIND A DEALER" tab, which is located in the upper right corner of our website.

If you believe that Suzuki Motor of America, Inc., has failed to provide the recall service without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington D.C., 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-424-9153) or go to www.safercar.gov.

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety and satisfaction are important priorities for us.

Sincerely,

Suzuki Motor of America, Inc.



2014 House Input Form for Governmental Affairs
Correspondence Control Sheet (I-10), W85-328



EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

Control Number H - 2016 118

2016 JUN -9 P 2:41

General

Date DOT Received	6/8/2016
Date DOT Entered	6/8/2016
Member's Date	6/8/2016
Member Last Name	Carter
Member First Name	Earl
Member Organization	United States House of Representatives
Address1	6602 Abercorn St
Address2	Suite 105-B
City	Savannah
State	GA
Zip	31405

Constituents

File Name	[REDACTED]
Date	6/8/2016
Subject	Suzuki DL650
Action Office	NHTSA
Action Code	
Due Date	7 /8 /2016

Contacts

Member Contact	Bruce Bazemore
Phone	(912) 352-0101
Pending	✓
Closed Date	
Remarks	bruce.bazemore@mail.house.gov
DOT Contact	Nikki Purnell at (202) 366-4573

Notes: