

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY 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 Repository

15-APR-2016
MAY 13 2016

Reference No.
10855700

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PEMBROKE State GA Zip Code [REDACTED]

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

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: JS1CP51B6D2 [REDACTED]
Make SUZUKI Model BURGMAN Model Year 2008-2013
Date Purchased 8/11/2015 Dealer's Name and Telephone Number STATESBORO POWERSPORT CENTER 912-912-2917 Engine: No: Cylinders 2 Fuel Type: GAS
Original Owner Dealer's City STATESBORO, GA State GA Zip Code 30461
Transmission Type AUTOMATIC Antilock Brakes Powertrain SCOOTER (650 cc) Multiple Failure: Incident Date(s) 01-FEB-2016
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)
TAPPET & CAMSHAFT Failure Mileage 1735 Failure Speed

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 Failure Location:
 Prior Repair
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 Yes No Fire Yes No
Number of Persons Injured 0 Number of Deaths 0 Reported to Police 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 2013 SUZUKI BURGMAN 650 (NA). THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V852000 (ENGINE AND ENGINE COOLING); 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 NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

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.

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

CONTAMINATION FROM COMPONENT PRODUCTION & STORAGE, COMBINED WITH MANUFACTURING VARIATIONS, MAY RESULT IN EXCESSIVE TAPPET & CAMSHAFT WEAR WITHIN THE ENGINES OF THE AFFECTED MOTORCYCLES & 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 & AN EMISSIONS RECALL CAMPAIGN.

SUZUKI WILL NOT FURNISH REPAIR PARTS TO DEALER.
PURCHASED VEHICLE (NEW)

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

JACKSONVILLE

FL 320

04 MAY '05

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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)
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