



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 758

Date Received

26-JAN-2001

Od_or _____
R_dt _____
Pd_rt _____
Ip_ltr _____

Reference No.

879128

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

| | | | | | | |
|---|---|---|--|--|---|--|
| Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> | Vehicle Make | Vehicle Model | Vehicle Year | Current Odometer Reading | | |
| JS1YSS2A9Y2101997 | SUZUKI MOTORC | INTRUDER | 1997 | | | |
| Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | Dealer's Name _____ City _____ State _____ Zip Code _____ | Engine Size (CID/CCL) _____ No. Cylinders _____ | <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection | | | |
| Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic | Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag | Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel | Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Van <input type="checkbox"/> Motorcycle <input type="checkbox"/> Minivan <input type="checkbox"/> <input type="checkbox"/> Other _____ | Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____ |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | | |
|-----------------------|--|--|---|
| Component 06413000 | Part Name(s) FUEL:FUEL TANK ASSEMBLY:TANK | Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement |
| No. of Failures | Date(s) of Failure(s) 22-OCT-2000 Mileage at Failure(s) 4825 Vehicle Speed at Failure(s) | Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No | NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No |

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

| | | | | | |
|--|---|---------------------------|----------------------|---------------------------|---|
| 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 Fatalities | Estimated Property Damage | Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|--|---|---------------------------|----------------------|---------------------------|---|

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

INTRUDER 800, LEFT REAR CORNER OF FUEL TANK IS RUSTED THROUGH, AREA COVERS ABOUT 4 INCHES. SUZUKI REFUSES TO DO ANYTHING ABOUT THAT. *AK

CONTINUE ON BACK IF NEEDED

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.

| | |
|---|---|
| <p style="text-align: center;">DOT Auto Safety Hotline</p> <p style="text-align: center;">Vehicle Owner's Questionnaire (VOQ)</p> <p style="text-align: center;">NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p> <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p> | <p style="text-align: center;">FOR AGENCY USE ONLY 758</p> <p>Date Received: 26 JAN 2001</p> <p style="text-align: center;">OFFICE OF DEFECTS INVESTIGATION</p> <p>Od_or _____ rt_dt _____ od_rt _____ up_itr _____</p> <p>Reference No. 879128</p> <p>Work Number _____ Home Number _____</p> |
| <p style="text-align: center;">OWNER INFORMATION (Type or Print)</p> <p>_____ 670210</p> | |

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA will not provide your name and address to the vehicle manufacturer.

Signature of Owner: _____ Date: 2/15/01

| VEHICLE INFORMATION | | | | | | |
|--|---|---|--|--|---|--|
| Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) JS1VS52A9V2101997 | Vehicle Make SUZUKI MOTORC | Vehicle Model INTRUDER | Vehicle Year 1997 | Current Odometer Reading 4830 | | |
| Purchase Date <u>5-23-98</u> | Dealer's Name <u>CYCLER CITY</u> | | Engine Size (CID/CC/L) <u>800 CC</u> | <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection | | |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | City <u>BROOKHALL</u> State <u>PA</u> Zip Code _____ | | No. Cylinders _____ | | | |
| Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic | Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag | Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel | Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Utl <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input checked="" type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____ | Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____ |

| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
|---|--|--|--|
| Component 06113000 | Part Name(s) FUEL:FUEL TANK ASSEMBLY:TANK | Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear | Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement |
| No. of Failures | Date(s) of Failure(s) <u>22-OCT-2000</u> Mileage at Failure(s) <u>4825</u> Vehicle Speed at Failure(s) _____ | Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No |

| APPLICATION INCIDENT INFORMATION | | | | | |
|--|---|---------------------------|----------------------|---------------------------|---|
| (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form) | | | | | |
| 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 Fatalities | Estimated Property Damage | Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

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[REDACTED]

December 22, 2000

American Suzuki Motor Corporation
PO Box 1100
Brea, Ca 92622-1100

Attention: Motorcycle Customer Service

To Whom It May Concern:

On May 23, 1998, I purchased a new 1997 Suzuki VS800GL, VIN JS1VS52A9V2101997 for \$5799.00, with two miles on it.

On Sunday, October 22, 2000, 18 months and 4825 miles later I discovered a hole about the size of a pen point in my gas tank. This occurred without warning while filling up, causing gas to leak on a hot engine and exhaust pipe.

Now after calling the dealership who told me there is nothing they can do because it's out of warranty call you people. So I call you people who tell me to call the dealership to tell the Regional Tech to look at the gas tank. Well after being told by several people that there's nothing that can be done because it's out of warranty, I'm now stuck with a \$5799.00 motorcycle with a faulty gas tank. Although I will admit that the bike is out of warranty, I in no way expected to pay \$5799.00 for a motorcycle that would get a hole in the gas tank after only 18 months to be told by Suzuki there's nothing they can do for me its out of warranty.

Not only am I upset that a gas tank would develop a hole in it after 18 months, but that the company won't stand behind their product. If I had known that Suzuki would not stand behind the quality of the workmanship and material, I would have bought a motorcycle from a more reputable company.

Now I have to put out \$544.00 out of my pocket to get my motorcycle fixed.

After this experience I certainly will not recommend a Suzuki Motorcycle to anyone. Since I belong to several motorcycle organizations I will sure to pass along my experience to them.

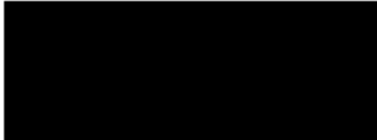
Thank you,

[REDACTED]



AMERICAN SUZUKI MOTOR CORPORATION
MOTORCYCLE

January 18, 2001



Dear Pat Smythe

Thank you for your recent letter to American Suzuki Motor Corporation. While we appreciate hearing from our customers, we are sorry to hear about your concerns regarding your 1997 Suzuki VS800GLV 9V2101997

Your letter mentioned that your VS800GLV had very low miles which indicated that it may have sat for long periods of time when not in use. If a motorcycle is improperly stored, it can experience problems with corrosion or rusting, this is not a manufacturing defect. Our records show that your VS800GLV is out of the manufacture's warranty period. Based on the available information, American Suzuki Motor Corporation will be able to provide you with any financial assistance in your repairs.

We recommend that you take the motorcycle to an authorized Suzuki dealer for an inspection. If you do not have a working relationship with a Suzuki dealer, you can call toll free (800) 828-7433. This number will provide you with the location of your nearest Suzuki dealer.

We apologize if this decision does not meet your needs.

Sincerely,
American Suzuki Motor Corporation

A handwritten signature in black ink that reads 'Brad A. Wright'.

Brad A Wright
Regional Service Administrator

BW/



AMERICAN SUZUKI MOTOR CORPORATION
3251 E. Imperial Highway P.O. Box 1100
Brea, CA 92822-1100

PRESORTED
FIRST CLASS



13023 ADMP

