

PE 03-033

Attachment  
A

Suzuki;  
9/25/03 Letter  
to ODI



7,651

DAVID

RSA

DRIDDLE

ADDRESS	[REDACTED]			NUMBER	238775
CITY	[REDACTED]			SELLING	HON SUZ WORLD
STATE	MD	ZIP 02719	WORK ( ) - -	ADDRESS	WARWICK, RI
MODEL	GSX-R600	YEAR 1999	VIN 2X100454	PHONE	401/738-0488
DOP	__	MILEAGE/HOURS		REPORT	238775
DOF	__			OPENED	5/27/99
DOR	__			CLOSED	06/04/1999

**CUSTOMER ALLEGES:**

CAM CHAIN NOISE

**RESOLUTION:**

REFERRED TO DLR. HAD PART SHIPPED. ARRIVED ON 6-4-99, DEALER TO INSTALL.

**CALL HISTORY**

5/27 IP HAS HAD CAM CHAIN TENSIONER REPLACED 3 TIMES. WHEN ARE THE UPDATED PARTS COMING IN? PLEASE ADVISE CUSTOMER AND DLR.

5/27 PB CONTACTED DAN AT DLR.#238775 TO UPDATE HIM ON THE RECALL, PART NUMBERS AND REPAIR PROCEDURE.

CONTACTED THE CUSTOMERS FATHER TO LET HIM KNOW THE PARTS HAVE BEEN ORDERED BY THE DEALER AND THAT PARTS ARE GOING TO START BEING SHIPPED AS OF NEXT WEEK. HE THANKED ME FOR THE RETURN CALL AND INFORMATION.

6-3 9:13\*dr\*CUST CALLED BACK IN/HAD QUESTIONS CONCERNING THE RECALL. WANTED TO KNOW WHY WE WERE ADVISING THEM NOT TO RIDE THE BIKE WHEN THREE WEEKS AGO WE TOLD THEM IT WAS OK? I TOLD HIM THAT THERE WERE A FEW BIKES OUT THERE THAT UNDER CERTAIN CONDITIONS, WOULD HAVE THE CAM CHAIN JUMP TIME. SINCE WE COULDN'T PREDICT HOW MANY OF THESE CONDITIONS PEOPLE WOULD BE ABLE TO PUT THEIR BIKES THROUGH, WE DECIDED TO ISSUE A SAFETY RECALL. HE TOLD ME THAT HE WAS AN MMI TECH AND THAT HE COULDN'T BELIEVE THAT THE CAM CHAIN WOULD JUST JUMP TIME. HE SAID THAT IT HAD TO BE BREAKING BECAUSE IT WAS STRETCHING. I TOLD HIM THAT IT WASN'T STRITCHING, IT WOULD HAVE TO HAVE A STRAIN ON IT TO STRECH, THE PROBLEM WITH THE CAM CHAIN ADJUSTER WAS THAT IT WAS APPLYING ANY TENSION, THEREFORE IT WOULD GO SLACK AND WOULD JUMP TIME. HE WANTED TO ARGUE ABOUT THE ENGINEERING OF THE PARTS. I TOLD HIM THAT I WAS NOT QUALIFIED TO HAVE THAT CONVERSATION WITH HIM AND TOLD HIM THAT WE HAD SPENT HUNDREDS OF MAN HOURS IN FINDING THE PROBLEM AND CORRECTING IT. HE SAID THAT HE WAS UPSET THAT IT WASN'T AT THE DEALER YET. HE HAS A TRIP PLANNED FOR THE 16th AND WANTS HIS BIKE BACK BY THEN. I TOLD HIM THAT I WOULD CHECK AND SEE WHERE THE DEALER WAS ON THE ORDER AND IF WE COULD EXPIDITE ONE TO HIM ASAP.

6-3 11:54\*dr\*SENT MATT R. PARTS REQUEST.

6-4 9:06\*dr\*DAN-SERVICE MANAGER/TOLD ME THAT HE JUST GOT THE PART TODAY AND THAT HE WAS GETTING READY TO CALL THE CUSTOMER. HE THANKED ME FOR GETTING THAT ONE OUT. DAVID WAS HIS BIGGEST COMPLAINING CUSTOMR AND HE WILL BE HAPPY TO HAVE HIM OUT OF THE SHOP.

6-4 9:08\*dr\*LFT CUST A MSG. THE PART IS AT THE DBALER NOW. PLEASE CALL DAN AND FIND OUT WHEN HE CAN GET BIKE BACK.

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



***PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY***

**8,296****CHRIS****RSA****DRIDDLE**

<b>ADDRESS</b>	[REDACTED]			<b>NUMBER</b>	245429
<b>CITY</b>	[REDACTED]			<b>SELLING</b>	SOUTH SHORE MTR SPTS
<b>STATE</b>	MA	<b>ZIP</b> 02767	<b>WORK</b> ( ) - -	<b>ADDRESS</b>	QUINCY, MA
<b>MODEL</b>	GSX-R600	<b>YEAR</b> 1999	<b>VIN</b> 6X2100540	<b>PHONE</b>	617/847-0001
<b>DOP</b>	03/28/99	<b>MILEAGE/HOURS</b> 750 MI		<b>REPORT</b>	245429
<b>DOF</b>	__/__/			<b>OPENED</b>	6/18/99
<b>DOR</b>	__/__/			<b>CLOSED</b>	06/30/1999

[REDACTED]

**CUSTOMER ALLEGES:****RESOLUTION:**

HAD RECALL DONE, NOT ENGINE HAS LOCKED UP. WANTS COMPENSATION.

NDA ALL PARTS, EXTENDED WARRANTY. REFERED CUST BACK TO DEALER.

**CALL HISTORY**

- 6/16 JP  
CUSTOMER HAD RECALL DONE ON BIKE. THEN AFTER 40 MI THE BIKE BROKE DUE TO THE PRIOR CAM CHAIN TENS.
- 6-18 TSM PHIL B. CONTACT ME ON THIS CUSTOMER ON 6-17. DEALER TO TEAR DOWN ENGINE AND GET HIM A COMPLETE DIAGNOSIS. THEN HE IS TO CALL ME WITH PARTS LIST.
- 6-18 12:53\*dr\*TSM PHIL B. CALLED IN, SAID THAT THE DEALER SAYS THAT THEY NEED A CRANK, OIL PUMP, GASKET KIT, BEARING KIT ETC.... I TOLD HIM THAT I WOULD CALL THE DEALER AND GET PARTS INFO.
- 6-18 12:55\*dr\*RICH-SERVICE MANAGER/ HE IS GOING TO BB FAXING OVER A COPY OF THE PARTS REQUEST.
- 6-21 DALE C. IN PARTS IS EXPEDITING ALL PARTS THAT WE CAN GET FROM CANADA. P#12160-34E10 CRANK AND
- 6-21 EMAILED KEVIN D. PARTS REQUEST FOR CAM CHAIN KIT.
- 6-21 ABDUL M. IN PARTS WILL PULL A BEARING KIT TOGETHER AND WILL GET THE BEARINGS OUT TO THE DEALER. HE WILL HAVE ALL PARTS BY FRIDAY.
- 6-21 12:17\*dr\*RICH-SERVICE MANAGER/ I TOLD HIM THAT THERE WAS A GOOD CHANCE THAT I COULD HAVE ALL THE PARTS TO HIM BY FRIDAY. IF THAT WAS THE CASE, WHEN WAS THE SOONEST THEY COULD START ON IT? HE SAID MONDAY.
- 6-21 ANSWER FROM KEVIN D. RECALL KIT WILL SHIP ON 6-21 NDA TO DEALER.
- 6-22 CUST LOST TWO HUNDRED DUE TO SECOND DOWN TIME. HE SAID THAT THE DEALER IS TELLING HIM THAT IT IS NOT THEIR FAULT. HE SAID THAT THEY TOLD HIM THAT IT WAS OUR FAULT. HE SAID THAT THEY TOLD HIM THAT HE SHOULD SEE US FOR ANY COMPENSATION. I TOLD HIM THAT I WOULD NEED TO CALL THE DEALER AND SPEAK TO THE TSM ON THIS MATTER. I WOULD CALL HIM BACK TOMORROW.
- 6-23 12:37\*dr\*TSM PHIL B. CALLED RICH. HE TOLD PHIL THAT HE NEVER TOLD THE CUSTOMER THAT IT WAS OUR FAULT THAT THE MOTOR FAILED THIS TIME. HE TOLD PHIL THAT ALL HE SAID WAS THAT THE CHAIN HAD A CRACKED LINK THAT WAS OVERLOOKED. HE ALSO SAID THAT HE NEVER TOLD THE CUSTOMER TO CALL US LOOKING FOR COMPENSATION. HE SAID THAT HE TOLD THE CUSTOMER THAT IF HE FELT THAT HE WAS ENTITLED

[REDACTED]

TO ANY TYPE OF COMPENSATION, HE WOULD HAVE TO CALL US.

6-29 10:43\*dr\*RICH-SERVICE MANAGER/SAID THAT ALL THE PARTS ARE IN AND THAT HE THINKS THAT HE SHOULD BE DONE WITH THE MOTOR TODAY. HE TOLD ME THAT THE CUST WILL HAVE IT BACK BY THE END OF THE WEEK.

6-29 10:45\*dr\*LFT MSG FOR CUST TO PLEASE CALL.

6-30 4:28\*dr\*CUST/SAID THAT THE DEALER CALLED THIS MORNING AND THAT HE WAS TOLD THAT THEY SHOULD HAVE IT BACK. HE WANTED TO KNOW IF THERE WAS ANYTHING THAT WE COULD DO AS FAR AS COMPENSATION. I TOLD HIM THAT THE REPAIR THE FIRST TIME WAS SOMETHING THAT ASMC WAS RESPONSIBLE FOR. THIS SECOND TIME IT IS VERY MUCH IN QUESTION WHERE THE BLAME LIES. HOWEVER WE WERE GOING TO COVER IT CONSIDERING THE CIRCUMSTANCES. I TOLD HIM THAT I WILL BE ABLE TO EXTEND HIS WARRANTY FOR ONE MONTH. HE THANKED ME.

6-30 EXTENDED CUST WARRANTY FOR ONE MONTH.



8,736

MATTHEW

RSA

DRIDDLE

ADDRESS [REDACTED]  
 CITY [REDACTED]  
 STATE NY ZIP 13219 WORK ( ) - -  
 MODEL GSX-R7502 YEAR 1999 VIN XX2100891  
 DOP 04/00/99  
 DOF / /  
 DOR / /

NUMBER 214035  
 SELLING SPORT-MANN SUZUKI IN  
 ADDRESS NORTH SYRACUSE, NY  
 PHONE 315/458-8974  
 REPORT 214035  
 OPENED 7/6/99  
 CLOSED 07/19/1999

**CUSTOMER ALLEGES:**

CUST STATES THAT HIS ENGINE BLEW UP AFTER THE RECALL.

**RESOLUTION:**

DEALER SAYS THAT THE CAM CHAIN ADJUSTER JUST BACKED OFF. THEY LOCKTIGHTED IT IN AND EVERYTHING WAS FINE.

**CALL HISTORY:**

7/6 JP  
TOOK TO DLR. NOTHING BUT PROBLEMS. WAITING FOREVER. FIRST TUNE UP OK. BIKE WAS FINE BEFORE THEY WORKED ON IT. RECALL DONE AND AFTERWARD BIKE BLEW UP. DLR COMING TO GET IT HIMSELF.

7-19 2:59\*dr\*MIKE-SERVICE MANAGER/ SAID THAT THE CAM CHAIN ADJUSTER BACK OUT A BIT. HE SAID THAT THE BIKE WAS RUNNING GREAT AFTER THAT. EVERYTHING IS GOOD ON IT NOW. HE SAID THAT THIS WAS DONE ABOUT 2wks AGO. HE SAID THAT THE CUST IS VERY HAPPY WITH THE BIKE.

7-19 LFT MSG FOR TSM PHIL B. INFORMING HIM OF SITUATION.



8,806

CHRIS

RSA

DRIDDLE

ADDRESS				NUMBER	211257	
CITY				SELLING	VALLEY CYCLE CENTER	
STATE				ADDRESS	WINCHESTER, VA	
MODEL	GSX-R600	YEAR	1999	PHONE	540/667-1893	
			VIN	ZK2100471	REPORT	211257
DOP	02/25/99	MILEAGE/HOURS	1439 MI			
DOF	___			OPENED	7/9/99	
DOR	___			CLOSED	08/02/1999	

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CAM CHAIN RECALL WAS ALREADY PERFORMED. NOW MOTOR HAS LOCKED UP.

DEALER WILL HAVE BIKE BACK TOGETHER BY WEDS.

**CALL HISTORY**

- 7/8 JP  
DLR DID RECALL WORK AND CUSTOMER HAS EXPERIENCED PROBLEMS. CUSTOMER RODE BIKE 5 MILES AND ENGINE LIGHT WENT ON AND BIKE CUT OFF. MOTOR ACTED LIKE IT WAS SIEZING UP AN DIED A SECOND TIME. CUSTOMER RODE BIKE AND WHEEL LOCKED UP 2 TIMES AFTER WORK WAS DONE. THEN HAD ENGINE FAILURE.
- 7-20 11:11\*dr\*GLEN-SERVICE MANAGER/SAID THAT THE BIKE CAME BACK IN. HE SAID THAT THE #2 CAM CHAIN GUIDE HAD BROKE APART AND SPREAD THROUGHOUT THE WHOLE MOTOR. HE SAID THAT THE CAM CHAIN WAS RAZOR SHARP. TSM BOB C. AUTHORIZED THE REPAIRS AND SAID THAT SINCE THEY HADN'T CLAIMED THE FIRST JOB HE TOLD THEM JUST TO DO THIS ONE. HE SAID THAT THEY HAVE ALL THE PARTS AND SHOULD BE DONE WITH IT BY WBDS.
- 7-20 11:15\*dr\*LFT MSG FOR TSM BOB C. PLEASE CALL.
- 7-20 TSM BOB C. LFT MSG. SAID THAT DAVE R. WAS INVOLVED WITH THIS.
- 7-20 11:49\*dr\*LFT MSG FOR CUST. DEALER IS REPAIRING THE BIKE AND IT SHOULD BE DONE BY TOMORROW. EXPLAINED WHAT HAD HAPPENED AND THAT IF THERE ARE ANY QUESTIONS THAT HE HAS THAT THE DEALER CANNOT ANSWER, PLEASE CALL.
- 7/26 JP  
CUSTOMER CALLED AGAIN AND ASKED TO SPEAK WITH DAMON. SAID DAMON HAD SPOKEN WITH DLR. SAID THAT 2ND CAM CHAIN FAILED. LOCKED MOTOR AND BURNED UP CRANK SHAFT.
- 7-27 9:43\*dr\*GLEN-SERVICE MANAGER/ SAID THAT THEY WERE FINISHING UP THE REPAIRS NOW. HE SAID THAT THE CUST SHOULD HAVE THE BIKE BACK TOMORROW.
- 7-27 10:45\*dr\*LFT MSG FOR CUST TO PLEASE CALL.
- 8-2 8:52\*dr\*GLEN-SERVICE MANAGER/SAID THAT THE CUST PICKED UP HIS BIKE ON FRIDAY AND WAS VERY HAPPY.



9,097

MELVIN

RSA

DRIDDLE

ADDRESS				NUMBER	236748
CITY				SELLING	DBA SUZUKI OF MINEOL
STATE				ADDRESS	MINEOLA, NY
MODEL	GSX-R600	YEAR	1999	PHONE	516/248-5775
			VIN	REPORT	236748
DOP	02/26/99	MILEAGE/HOURS		2000 MI	
DOF	__/__/__				
DOR	__/__/__				
		OPENED	7/23/99		
		CLOSED	08/06/1999		

**CUSTOMER ALLEGES:**

**RESOLUTION:**

DEALER IS TELLING CUST THAT HE HEARS A NOISE THAT MAY BE THE CAM CHAIN ADJUSTER.

ASKED CUST TO TAKE BACK TO PERFORMING DEALER AND SEE IF THEY CAN HEAR SOUND.

8-4 CUST CALLS BACK IN. RECALL HAS BEEN PERFORMED.

8-6 CUST IS TAKING BIKE TO KINGS CYCLE. THEY WILL DO. TSM PHILB. TO MAKE A SUPRISE VISIT TO MINEOLA.

**CALL HISTORY**

7/20 JP

COMPLAINT ABOUT DLR. CUSTOMER TOOK TO NEAREST-ALL STAR. FIRST NOISE, THEN RECALL. SPROCKET COVER ALSO BROKE. TOOK ONE MONTH TO FIX. NOISE STILL THERE. TOOK TO SELLING DLR. THEY SAID ALL STAR NEVER DID RECALL. DLR SAID THERE SHOULD BE TWO BLUE DOTS ON TENSIONER AND THERE IS ONLY ONE BLUE DOT. CUSTOMER DOESN'T WANT TO TAKE BACK TO ALL STAR. HE WENT TO 4 OTHER DLRs, NO ONE WANTS TO TAKE IT. WHAT SHOULD HE DO?

\*\*NOTE\*\*BULLETIN MENTIONS NOTHING ABOUT BLUE DOTS DESIGNATING NEW PART. NEW PART IS THICKER.

7-28 4:50\*dr\*LFT MSG FOR CUST TO PLEASE CALL.

8-2 2:54\*dr\*CUST/ SAID THAT HE STILL HEARS A SOUND COMING FROM THE MOTOR. HE SAID THAT THERE ARE A FEW DEALERS THAT ARE TELLING HIM THAT UNLESS THEY SEE A BLUE DOT ON THE BACK OF THE CAM CHAIN ADJUSTERS, THEN THE RECALL WASN'T DONE. HE SAID THAT THE BIKE IS STILL IN HIS GARAGE BECAUSE WE TOLD HIM NOT TO RIDE IT. I ASKED HIM WHO TOLD HIM THAT? HE SAID THAT IT WAS ONE OF THE PEOPLE THAT ANSWERED THE PHONE HERE AND TOOK HIS INFO. I ASKED HIM TO PLEASE GET THE BIKE BACK TO THE DEALER THAT DID THE WORK ON THE BIKE AND EXPRESS HIS CONCERNS. HE TOLD ME THAT HE WOULD.

8-4 2:14\*dr\*CUST/ SAID THAT HE SPOKE TO THE SOMEBODY AT THE DEALER. THEY TOLD HIM THAT THIS WAS THE SECOND BIKE THAT WAS COMING BACK. HE WAS TOLD THAT THE PARTS THAT WE WERE SENDING OUT WERE DEFECTIVE. HE SAID THAT THE SERVICE MANAGER CAME OUT AND SAID THAT THEY EXCHANGED SOME WORDS AND HE TOLD THEM THAT HE WASN'T LEAVING HIS BIKE AND HE TOOK IT. HE TOLD ME THAT HE TOOK IT OVER TO KING CYCLE AND THEY PULLED A NEW CAM CHAIN ADJUSTER OUT AND SHOWED HIM THAT HIS WASN'T THE SAME. THE MOUNTING PLATE WAQS SMALLER. HE SAID THAT ROCKO, THE SERVICE MANAGER, CAME OUT AND TOLD HIM THAT HE WOULD TAKE HIS NAME AND VIN NUMBER AND WOULD GET BACK IN TOUCH WITH HIM. I TOLD HIM THAT I WOULD CALL HIM BACK LATER TOMORROW. I APOLOGIZED FOR THIS AND EXPLAINED THAT I WOULD FIGURE IT OUT.

8-4 2:45\*dr\*TSM PHIL B./ I INFORMED HIM OF THE SITUATION AND THAT I WOULD BE CALLING KING'S TOMORROW TO CONFIRM THIS.

8-5 8:47\*dr\*LFT MSG FOR ROCKO TO PLEASE CALL.

[REDACTED]

8-5 11:10\*dr\*ROCKO-SERVICE MANAGER/I ASKED HIM IF WHAT THE CUST HAD TOLD ME WAS TRUE. HE TOLD ME THAT IT WAS. I TOLD HIM THAT MENIOLA WAS THE DEALER THAT WAS SUPPOSED TO HAVE WORKED ON IT PRIOR. THEY CLAIMED THE RECALL. HE TOLD ME THAT THEY HAD THE PARTS THERE AND THEY WOULD TAKE CARE OF THE CUSTOMER.

8-5 LFT MSG FOR CUST TO PLEASE CALL.

8-5 11:30\*dr\*LFT MSG FOR TSM PHIL B. WHAT DO YOU WANT TO DO??

8-5 TSM PHIL B. TO INVESTIGATE MINBOLA IN A FEW WEEKS. HE WILL BE MAKING A SUPRISE VISIT TO THE DEALER.

8-6 9:22\*dr\*LFT MSG FOR CUST WITH SUE ELLEN. ASKED HER TO PLEASE TELL MELVIN TO TAKE THE BIEK TO KINGS CYCLE, THEY ARE GOING TO DO THE REPAIRS.

CLOSE UNTIL TSM PHILB. CALLS BACK FOR INFO ON WARRANTY.

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

**9,120****LEONARD****RSA****MSCOTT**

ADDRESS	[REDACTED]			NUMBER	231746	
CITY	[REDACTED]			SELLING	CAM ROD	
STATE	[REDACTED]			ADDRESS	NEW YORK CITY, NY	
MODEL	GSX-R750J	YEAR	1999	PHONE	212-582-3500	
			VIN	3X2101669	REPORT	231746
DOP	04/22/99	MILEAGE/HOURS	2133	OPENED	7/23/99	
DOF	___			CLOSED	9/3/99 11:0	
DOR	___					

**CUSTOMER ALLEGES:****RESOLUTION:**

DEALER TOLD CUST THAT HE WAS GETTING A NEW MOTOR.

CUST WAS MISINFORMED. HE UNDERSTANDS SITUATION NOW.

M.S. 9/3 BIKE WAS REPAIRED, AND CUSTOMER WAS OFFERED. CUSTOMER REFUSED.

**CALL HISTORY**

7/19 CS CUSTOMER CALLED REGARDING ENGINE PROBS.

CUSTOMER HAS HAD PROBLEMS WITH HIS ENGINE AND HE WANTS A NEW ENGINE OR NEW BIKE. HE DOES NOT WANT A REBUILT BIKE.

CUSTOMER CALLED DEALER AND TOLD PEDRO AT DEALERSHIP THAT WE TOLD HIM THAT WE WERE SENDING A NEW ENGINE TO THE CUSTOMER. I TOLD DEALER THAN A RSA WOULD CONTACT HIM BACK ON THIS MATTER. I LEFT MESSAGE WITH CUSTOMER THAT DEALER INFO WAS INCORRECT AND TO CALL ME BACK AT HIS EARLIEST CONVENIENCE.

7/23 CS CUSTOMER CALLED BACK WITH PROPER INFO. I TOLD HIM WE WOULD CONTACT HIM WITH ANY NEW INFO ON THE SITUATION.

M.S. 8/19 CUSTOMER CALLED BACK, AND SAID THAT HIS BIKE HAS BEEN AT THE DEALER FOR 2 MONTHS, AND THE BIKE IS NOT FIXED YET. CUSTOMER SAID THAT HE WANTS A NEW BIKE, AND HE SAID THAT HE WILL START USING PROFANITY UNLESS WE MEET HIS DEMANDS. CUSTOMER SAID THAT NO ONE FROM ASMC CALLED HIM BACK.

ADVISED CUSTOMER THAT I AM SORRY TO HEAR OF THE PROBLEM THAT HE HAS HAD, AND ADVISED CUSTOMER THAT WE WILL LOOK INTO THIS.

M.S. 8/19 2:54 SPOKE TO CHRIS SELEZ AND DAMON RIDDLE. CHRIS SAID THAT THE CUSTOMER MADE THE INITIAL CALL, AND SAID THAT THE CUSTOMER CALLED BACK AND SAID THAT THE MATTER WAS RESOLVED.

M.S. 8/19 3:07 DEALER/RAY SAID THAT THE BIKE IS BEING WORKED ON, AND HE SAID THAT THE BIKE SHOULD BE DONE TOMORROW. DEALER SAID THAT THERE WAS SOME ENGINE DAMAGE, AND HE SAID THAT I NEED TO SPEAK TO DEALER/PEDRO TOMORROW.

M.S. 8/19 3:11 SPOKE TO CUSTOMER. ADVISED CUSTOMER THAT I NEED TO SPEAK WITH DEALER/PEDRO, AND THE DEALER WAS GONE FOR THE DAY. ADVISED CUSTOMER THAT I WILL SPEAK TO THE DEALER TOMORROW AND ADVISE HIM. CUSTOMER OK.

M.S. 8/20 1:02 SPOKE TO DEALER/PEDRO. DEALER SAID THAT THE BIKE IS DONE TODAY, AND HE SAID THAT HE WENT AND TEST RODE THE BIKE, AND HE SAID THAT THE BIKE RUNS FINE. DEALER SAID THAT THERE WAS ORIGINALLY DAMAGE FROM THE CAM CHAIN TENSIONER BREAKING, AND HE SAID THAT THEY FIXED THE BIKE, AND THEN

[REDACTED]

THERE WAS SOME ENGINE NOISE. DEALER SAID THAT THERE WAS A PROBLEM WITH ONE OF THE VALVES. DEALER SAID THAT HE SPOKE TO THE CUSTOMER, AND HE SAID THAT THE CUSTOMER IS GOING TO COME AND GET THE BIKE TOMORROW. DEALER SAID THAT THE BIKE WAS DOWN APPROXIMATELY 2 MONTHS TOTAL TIME. DEALER SAID THAT HE ALSO HAD PARTS BACKORDER PROBLEMS.

M.S. 8/20 DISCUSSED WITH BRENT. WE AGREED THAT WE COULD BUY SEP FOR THE CUSTOMER AS A GOODWILL GESTURE.

M.S. 8/20 4:15 LEFT A VOICE MAIL FOR CUSTOMER. ADVISED CUSTOMER THAT THE BIKE APPEARS TO BE DONE. APOLOGIZED TO CUSTOMER AND ADVISED CUSTOMER THAT I WILL CONTACT HIM AGAIN NEXT WEEK.

M.S. 8/24 1:04 CUSTOMER AND DEALER/PEDRO CALLED FROM THE DEALER. CUSTOMER SAID THAT THE UNIT IS MAKING NOISE AGAIN, AND HE SAID THAT HE WANTS A NEW UNIT. DEALER SAID THAT THEY HAVE INSTALLED NEW VALVES, A CYLINDER HEAD, CAM CHAIN AND SOME OTHER PARTS. DEALER SAID THAT HE WANTS TO KNOW WHAT TO DO.

APOLOGIZED TO CUSTOMER AND AND ADVISED CUSTOMER AND DEALER TO PLEASE HOLD TIGHT UNTIL I HAVE A CHANCE TO SPEAK WITH TSM/BUSCH. CUSTOMER AND DEALER OK.

M.S. 8/24 1:18 LEFT A VOICE MAIL FOR TSM/BUSCH.

M.S. 8/25 12:08 SPOKE TO TSM/BUSCH. TSM SAID THAT HE WANTS TO CONFIRM THE BIKE IS MAKING NOISE AGAIN. TSM SAID TO HAVE THE CUSTOMER TAKE THE BIKE TO ALL STAR POWERSPORTS AND HE WILL TRY TO GO AND LOOK AT THE UNIT.

M.S. 8/25 2:16 SPOKE TO CUSTOMER. CUSTOMER SAID THAT HE DOES NOT WANT TO GO TO ALL STAR MOTORSPORTS, AND HE SAID THAT HE WANTS TO TAKE THE UNIT BACK TO CAM-ROD. CUSTOMER SAID THAT HE DOES NOT WANT TO GO ANYWHERE ELSE.

M.S. 8/25 2:19 SPOKE TO TSM/BUSCH. TSM SAID TO HAVE THE CUSTOMER GET THE BIKE TO CAM ROD, AND HE SAID THAT HE WILL DO HIS BEST TO GO AN LOOK AT THE BIKE TOMORROW.

M.S. 8/25 2:23 SPOKE TO CUSTOMER. ADVISED CUSTOMER TO HAVE THE BIKE AT CAM ROD ASAP TOMORROW. CUSTOMER SAID THAT HE WILL HAVE THE BIKE THERE AFTER 12:00.

M.S. 8/25 2:20 LEFT A VOICE MAIL FOR TSM/BUSCH THAT THE BIKE WILL BE AT CAM ROD TOMORROW AFTER 12:00.

M.S. 8/26 11:48 SPOKE TO TSM/BUSCH. TSM SAID THAT HE IS ON HIS WAY TO THE DEALER, AND HE SAID THAT HE WILL BE AT THE DEALER IN ABOUT 1 HOUR. ADVISED TSM OK.

M.S. 8/26 11:49 SPOKE TO CUSTOMER. CUSTOMER SAID THAT HE WILL BE AT THE DEALER IN ABOUT 20 MINUTES.

M.S. 8/26 1:42 TSM/BUSCH SAID THAT HE JUST LOOKED AT THE BIKE, AND HE SAID THAT THE BIKE HAS A LITTLE BIT OF A TICKING NOISE. TSM SAID THAT THE CUSTOMER TOLD HIM THE BIKE RUNS GREAT, BUT JUST HAS A NOISE. TSM SAID THAT HE DOES NOT KNOW THAT THERE IS A DEFINITE PROBLEM WITH THE BIKE. TSM SAID THAT THE CUSTOMER HAS BEEN RIDING THE BIKE AND SAID THAT THE THE CUSTOMER IS PLEASED WITH THE WAY THE BIKE RUNS, BUT DOES NOT LIKE THE NOISE. TSM SAID THAT THE CUSTOMER CLAIMS THE NOISE WAS ALWAYS THERE, EVEN WHEN HE BOUGHT IT. TSM SAID THAT THE CUSTOMER IS GOING TO BRING THE UNIT BACK TO THE DEALER FOR THEM TO CHECK SOME THINGS, AND WILL ADVISE IF THERE ARE ANY PROBLEMS. TSM SAID THAT THE CUSTOMER SAID THAT HE RIDES THE BIKE VERY VERY HARD.

M.S. 9/1 2:18 SPOKE TO CUSTOMER. CUSTOMER SAID THAT HE BROUGHT THE BIKE BACK TO THE DEALER, AND HE SAID THAT THE DEALER HAS TOLD HIM THAT HE HAS TO TEAR THE MOTOR DOWN AGAIN. CUSTOMER SAID THAT HE DOES NOT WANT THAT, AND HE SAID THAT HE WANTS A NEW BIKE. CUSTOMER SAID THAT TSM/BUSCH TOLD HIM THAT THE NOISE MAY BE NORMAL, BU HE SAID THAT HE DOES NOT BELIEVE IT. CUSTOMER SAID THAT HE DOES NOT WANT THE DEALER TO TOUCH THE BIKE. CUSTOMER SAID HE MAY PURSUE LEGAL ACTION IF HE DOES NOT GET THE MATTER RESOLVED TO HIS SATISFACTION.

[REDACTED]

M.S. 9/1 2:30 SPOKE TO TSM/BUSCH. TSM SAID THAT THE DEALER WAS GOING TO HAVE THE DEALER TAKE THE MOTOR DOWN PARTIALLY TO LOOK AT THE BIKE, BUT HE SAID IF THE CUSTOMER DOES NOT WANT THAT, THEN HE WILL NOT. TSM SAID TO CONTACT THE DEALER AND LET THE DEALER KNOW NOT TO TEAR DOWN THE BIKE. TSM SAID THAT HE DOES NOT REALLY BELIEVE THAT THERE IS A PROBLEM WITH THE ENGINE. TSM SAID THAT HE WAS JUST GOING TO HAVE THE ENGINE LOOKED AT TO SATISFY THE CUSTOMER. TSM SAID THAT THE CUSTOMER TOLD HIM THE UNIT RAN TERRIFIC, AND WAS JUST FOCUSING ON THE NOISE. TSM SAID THAT THE NOISE IS JUST A SMALL NOISE THAT SOUNDS LIKE MINOR CAM CHAIN NOISE.

M.S. 9/1 2:30 SPOKE TO DEALER/PEDRO. ADVISED DEALER NOT TO TEAR THE BIKE DOWN, AND TO WAIT UNTIL I CAN GET MORE INFORMATION FROM TSM/BUSCH. DEALER SAID THAT HE HAS CHECKED THE VALVES, CAM CHAIN TENSIONER AND THE TIMING CHAIN AND THEY APPEAR TO BE OK. DEALER SAID THAT HE CANNOT SEE WHAT THE NOISE IS COMING FROM. DEALER SAID THAT THE NOISE IS MINOR.

M.S. 9/1 4:31 SPOKE TO BRENT. ADVISED BRENT OF THE SITUATION. WE AGREED THAT ACCORDING TO THE INFORMATION THAT WE RECEIVED FROM TSM/BUSCH'S VISIT THAT WE WOULD OFFER THE CUSTOMER A SEP WARRANTY FOR HIS BIKE FOR THE PEACE OF MIND THAT THE WARRANTY WILL CONTINUE AFTER THE 1 YEAR FACTORY WARRANTY EXPIRES.

M.S. 9/2 2:00 SPOKE TO CUSTOMER. ADVISED CUSTOMER THAT WE HAVE DISCUSSED THE MATTER WITH TSM BUSCH AND THE DEALER. ADVISED CUSTOMER THAT THE TSM HAS LOOKED AT THE BIKE, AND THE TSM BELIEVES THAT THE NOISE MAY VERY WELL BE NORMAL ENGINE NOISE. ADVISED CUSTOMER THAT WE ARE WILLING TO OFFER A SEP EXTENDED WARRANTY FOR HIS BIKE AS A GOODWILL GESTURE.

CUSTOMER SAID THAT HE DOES NOT ACCEPT THAT, AND HE SAID THAT HE MAY SEEK LEGAL ACTION AND CUSTOMER TERMINATED THE CALL.

M.S. 9/2 2:40 SPOKE TO BRENT. WE AGREED THAT WE WOULD CLOSE THE CONTACT AT THIS POINT. ADVISED BRENT THAT THE CUSTOMER IS INTENT ON GETTING A NEW BIKE, AND DID NOT ACCEPT OUR OFFER OF SEP. ADVISED BRENT THAT TSM BELIEVES THAT THE NOISE IS MOST LIKELY NORMAL CAM CHAIN NOISE. WE AGREED TO MAKE SURE THAT THE DEALER CAREFULLY DOCUMENTS ON THE WORK ORDER THAT THERE WERE NO MANUFACTURING DEFECTS FOUND AND THAT THE BIKE CAN BE PICKED UP AND WHEN THE CUSTOMER WAS NOTIFIED THAT THE BIKE IS READY.

M.S. 9/2 3:49 LEFT A VOICE MAIL FOR TSM/BUSCH ABOUT THE SITUATION. ADVISED TSM THAT WE ARE GOING TO CONTACT THE DEALER AND CLOSE THE CONTACT.

M.S. 9/2 3:50 TRIED TO CALL DEALER. DEALER CLOSED. WILL TRY TOMORROW.

M.S. 9/3 11:01 SPOKE TO DEALER/PEDRO. DEALER SAID THAT THE CUSTOMER TOOK THE BIKE A COUPE OF DAYS AGO, AND HE DID NOT WANT TO LEAVE IT FOR THE HOLIDAY WEEKEND. DEALER SAID THAT HE HEARS A LITTLE NOISE, BUT HE SAID THAT HE AGREES WITH TSM/BUSCH THAT THE NOISE IS PROBABLY NORMAL. DEALER SAID THAT NO MATTER WHAT WE DO TO THE CUSTOMERS BIKE, DEALER SAID THAT THE CUSTOMER WILL NOT BE HAPPY. DEALER SAID THAT THE CUSTOMER JUST WANTS A NEW BIKE. DEALER SAID THAT HE DOCUMENTED ON THE WORK ORDER THAT NO REPAIRS WERE DONE, AND HE SAID THAT THEY PUT THAT THEY DID NOT FIND ANY PROBLEMS.

ADVISED DEALER/PEDRO THAT WE OFFERED THE CUSTOMER SEP AND HE REFUSED. ADVISED DEALER THAT THE CUSTOMER TERMINATED OUR CALL. ADVISED DEALER IF THE CUSTOMER COMES IN AGAIN TO CALL ME OR TSM/BUSCH RIGHT AWAY.

VIR ON FILE FROM PHIL BUSCH DATED 8/26/99

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*



**19,459**

**KONRAD**

**RSA**

**BPLATTE**

<b>ADDRESS</b> CITY STATE	[REDACTED]	<b>NUMBER</b>	214779
<b>MODEL</b>	GSX-R750	<b>SELLING</b>	FUN BIKE CENTER
<b>YEAR</b>	1999	<b>ADDRESS</b>	SAN DIEGO, CA
<b>VIN</b>	_____	<b>PHONE</b>	858/278-6635
<b>DOP</b>	___/___/___	<b>REPORT</b>	214779
<b>DOF</b>	___/___/___	<b>OPENED</b>	10/31/2
<b>DOR</b>	___/___/___	<b>CLOSED</b>	11/21/00 9:
	<b>MILEAGE/HOURS</b> 6000ish		

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST COMPLAINING THAT BIKE IS LOW ON COMPRESSION, LEFT SEVERAL MSGS FOR CUST, SENT CALL, LTR. AND DLR DIDN'T ADDRESS PROF'S WELL.

**CALL HISTORY**

10/30/00 KB CHAIN SEIZED UP MOTOR. CUSTOMER VERY CONCERNED ABOUT SAFETY OF BIKE AND SUZUKI'S LACK OF PROMPTNESS TO RESOLVE PROBLEM. CUSTOMER ALSO FELT LIKE DEALER DOES SHABBY REPAIR JOBS.

BW 11/6/00 11:11

CALLED DEALER SPOKE TO AMY SHE TELLS ME THAT THEY TOLD CUSTOMER THEY WERE UNABLE TO DUP PROBLEM TO GO AHEAD AND TAKE TO INDEPENDENT AND PUT ON DYNO, IF DEFECT IS FOUND THEY WILL TAKE CARE OF IT. ASKED DEALER IF THEY HAD CONTACTED FIELD REP WAS TOLD NO. DEALER TOLD ME TO HAVE CUSTOMER CALL HER DIRECTLY TO WORK WITH PROBLEM.

BW 11/7/00 10:20

CALLED CUSTOMER LEFT MESSAGE FOR CUSTOMER TO CONTACT ME.

11/8/00 2:35 BP CUST CALLED AND COMPLAINED THAT HE TOOK BIKE TO DLR FOR TENSIONER RECALL AND DLR DIDN'T CHECK ANYTHING, THEY ONLY REPLACED TENSIONER. CUST SAID THAT DLR LEFT SILICONE ON GASKET (VALVE COVER MAYBE?) HE TOOK TO INDEPENDENT DLR AND THEY TOLD CUST THAT #1 CYL WAS LOW ON COMPRESSION.

11/9/00 12:26 BP LEFT MSG FOR TSM/WOLF.

11/9/00 1:10 BP TSM/WOLF CALLED AND WE DISCUSSED SITUATION. WE AGREED THAT I RECOMMEND CUST TO 247510.

11/14/00 4:42 BP TRIED CELL#, ALL CIRCUITS BUSY.

11/14/00 4:43 BP TRIED PR#, LEFT MSG.

11/16/00 9:23 BP TRIED CELL#, CELLULAR PHONE NOT ANSWERING.

11/16/00 9:24 BP TRIED PR#, LEFT MSG.

11/20/00 4:21 BP CONTACTED 214779/SVC/STEVE WHO TOLD ME CUST ORIGINALLY BROUGHT BIKE TO DLR IN TRUCK FOR ENGINE FAILURE DUE TO TENSIONER. MOST RECENTLY, CUST CAME IN COMPLAINING OF NOISE, DLR REPLACED THE RECALL TENSIONER A SECOND TIME. CUST TOOK TO INDEPENDENT SHOP FOR NOISE AND THEY FOUND IT TO

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

[REDACTED]

BE A SPRING HOLDING THE A/M EXHAUST TOGETHER. THE IND SHOP LATER INFORMED DLR THAT BIKE HAD DIFFERENT READINGS ACROSS THE MOTOR. STEVE POINTED OUT THAT THEY HADN'T BEEN IN MOTOR, THOUGH I ASKED HIM OFR CUST APT# BUT HE DIDN'T HAVE THIS.

11/20/00 4:45 BP TRIED CELL PHONE#, NOT ANSWERING AT THIS TIME.

11/20/00 4:51 BP SENT CUST CALL LTR.  
November 20, 2000

[REDACTED]

Dear Mr. [REDACTED]

This letter is in response to your recent telephone call to American Suzuki Motor Corporation. We have tried to reach you at (858) 622-9598 and (760) 207-3586 on several occasions without success. Please except our sincere apologies.

If you have already resolved this issue, please disregard this letter. If not, please call us at your convenience to discuss the situation regarding your 1999 Suzuki GSX-R750X. We can be reached at (714) 572-1490. Our business hours are from 8:30 A.M. - 5:00 P.M. (PST), Monday through Friday.

Sincerely,  
Brian Platte

Regional Service Administrator  
American Suzuki Motor Corp.

BP/

11/30/00 BP RECEIVED CALL ME LTR RETURNED UNDELIVERABLE AS ADDRESSED.

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*



9,755

HOWARD

RSA

MSCOTT

ADDRESS				NUMBER	212636	
CITY				SELLING	NEW LONDON CTY MC SL	
STATE				ADDRESS	GROTON, CT	
MODEL	GSX-R750J	YEAR	1999	PHONE	860/445-9746	
			VIN	9X2101241	REPORT	212636
DOP	04/21/99	MILEAGE/HOURS	4000 MI			
DOF	___			OPENED	8/25/99	
DOR	___			CLOSED	10/27/99 2:	

**CUSTOMER ALLEGES:**

FEELS THAT BIKE IS A LEMON AND THE DEALER HAS DONE SOMETHING TO BIKE.

**RESOLUTION:**

TRIED TO GET CUSTOMER TO ANOTHER DEALER, BUT HE WANTED ASMC TO PAY FOR TOWING AND TO DIAGNOSE DEALER TO TEAR DOWN MOTOR AND LOOK IT OVER, TO MAKE SURE THAT THE RECALL WAS DONE CORRECTLY. ASMC WILL NOT DO THAT.

**CALL HISTORY**

8/25 JP  
 REPEATED PROBLEMS. WONDERING IF IT'S A LEMON. RECALL DONE 6/17. NEEDS CLUTCH--HAVE TO WAIT TILL 8/31. PICKED UP 8/12. MOTHER TALKED TO DLR. SHE WAS VERY UPSET, CUSTOMER SAYS DLR TREATED MOTHER VERY BADLY. DLR RUDE TO CUSTOMER, ACCUSING HIM OF BEATING UP BIKE. CHAIN BUFFER WORN OUT. HAD TO PAY \$100 LABOR. WHEN PICKED UP BIKE IT WAS SMOKING. NOW IT'S LEAKING OIL ALL OVER REAR TIRE. DLR CAME AND TOOK BIKE BACK. WAS NICE THEN, PUT FRONT TIRE ON BACKWARDS. NOW ELECTRICITY WON'T COME ON. FUEL INJECTION LIGHT BLINKING, AND TEMP GAUGE. DLR WAS NASTY WITH CUSTOMER. ARGUMENTATIVE. TOLD HIM TO "BRING HIS SKINNY LITTLE A\_\_ DOWN." THREATENING. CUSTOMER WOULD LIKE TO TAKE TO ANOTHER SHOP. WANTS TO KNOW IF IT WAS PUT TOGETHER CORRECTLY OUT OF CRATE? LEFT MESSAGE WITH MARK N. CUST WANTS TO TAKE POLICE WITH HIM IF HE GOES BACK TO THIS DLRSHIP, FEELING THREATENED. NEEDS TO KNOW WHAT TO DO ASAP PLEASE.

M.S. 9/16 CUSTOMER TO TAKE THE BIKE TO A 2ND DEALER.

8-26 12:18\*dr\*ROLLAND-SERVICE MANAGER/ TOLD ME THAT IF THE KID WAS THERE HE'D CHOKE HIM. HE SAID THAT HE HAS GONE THRU A SET OF TIRES IN 2094mi. HE SAID THAT THEN HIS CHAIN GUIDE WORE DOWN DUE TO THE CHAIN BEING LOOSE. THEY CALLED TECHLINE PER THE CUST AND TECHLINE TOLD HIM THAT WE WOULD NOT COVER THAT. IT WAS A SERVICE ISSUE. THEY PUT THE TIRES ON AND WHEN HE PICKED IT UP AND HE WAS COMPLAINING ABOUT THE CHAIN GUIDE. HE THEN CALLED BACK LATER THAT DAY AND SAID THAT THE FRNT TIRE WAS MOUNTED BACKWARDS. THEY TOLD HIM TO BRING IT DOWN. HE DID AND THEY TOLD HIM THAT IT WOULD TAKE ABOUT AN HOUR TO SWAP IT. HE SAID THAT THE CUST DIDN'T WANT TO WAIT. SO THE CUSTOMER PICKED IT UP. HE SAID THAT THE CUST CALLED HIM BACK YESTERDAY COMPLAINING THAT THERE WAS A PROBLEM WITH THE FL HE SAID THAT THE CUSTOMER STARTED TO SCREAM AT HIM AND YELL AT HIM AND HE HUNG UP ON THE CUSTOMER. HE SAID THAT THE CUSTOMER HAS NEVER BROUGHT THE BIKE BACK. HE SAID THAT THEN HIS MOTHER CALLS AND SHE WAS VERY RUDE TO EVERYBODY. HE SAID THAT THE CUST WAS COMPLAINING THAT HE HAD A DEFECTIVE MOTORCYCLE. HE SAID THAT THEY TOOK CARE OF THE OIL LEAK THAT WAS LEAKING OUT OF THE CLUTCH COVER. HE SAID THAT WHEN SPEEDO SENSOR BOLT BROKE OUT AND THEY CHECKED OUT THE CLUTCH PER THE CUSTOMER. THEY NEEDED REPLACE THE GASKET. IT WAS PINCHED AND THEY HAD TO PICK IT UP AND DO IT AGAIN. THEY ALSO TOLD ME THAT THE FIRST 600mi SERVICE WAS DONE IN THE SHOP. HE TOLD ME THAT THE CUST WAS NOT UPHOLDING HIS END OF THE WARRANTY.

I TOLD HIM THAT THE CUST WAS TELLING ME THAT HE WANTED TO TAKE THE BIKE TO ANOTHER DEALER. WHAT I WAS GOING TO TELL HIM WAS THAT IF HE WANTED TO TAKE IT TO ANOTHER DEALER THEN HE COULD. HOWEVER, HE WOULD HAVE TO PAY FOR THE FRONT TIRE TO BE SWAPPED OUT. IF HE TAKES IT BACK TO THIS DEALERSHIP, THEY'LL DO IT FOR FREE. HE SAID THAT HE WOULD DO IT BUT THAT I NEEDED TO REMIND THE CUSTOMER TO BE

[REDACTED]

ON THE UNIT. DEALER SAID THAT THE CUSTOMER CAME IN AT APPROXIMATELY 2500 MILES, AND HE SAID THAT THE CUSTOMER NEEDED A NEW REAR/FRONT TIRE A NEW CHAIN BUFFER, AND A CHAIN ADJUSTMENT. DEALER SAID THAT THE CHAIN WAS SO LOOSE THAT IT SLAPPED AROUND AND DAMAGED THE BUFFER. DEALER SAID THAT THE CUSTOMER HAD APPROXIMATELY 2500 MILES ON THE UNIT, AND HAS NEVER BEEN IN FOR ANY SERVICE AT ALL. DEALER SAID THAT THEY REPLACED THE BUFFER AND PUT NEW TIRES ON. DEALER SAID THAT THEY MAY HAVE FINCHED THE CLUTCH COVER GASKET WHEN REPAIRING THE BUFFER, AND THEY FIXED THAT. DEALER SAID THAT THE CUSTOMER IS NOW CALLING AND SAID THAT THEY MOUNTED THE FRONT TIRE ON WRONG. DEALER SAID THAT THE CUSTOMER WILL NOT BRING THE BIKE DOWN TO THEM TO LOOK AT. DEALER SAID THAT THE CUSTOMER WAS MAD THAT ASMC WOULD NOT COVER THE REPAIR OF THE BUFFER, BUT HE SAID THAT HE SPOKE TO TSM BUSCH, AND HE SAID THAT THE TSM DENIED THE REPAIR. DEALER SAID THAT THE CUSTOMER AND HIS MOM BOTH COME IN, AND YELL AND SCREAM AND USE PROFANITY IN THE DEALERSHIP. DEALER SAID THAT HE WILL HELP THE CUSTOMER AS LONG AS THE CUSTOMER DOES NOT COME IN AND USE PROFANITY AND YELL AND SCREAM.

M.S. 9/9 11:25 LEFT A VOICE MAIL FOR THE CUSTOMERS MOM TO CALL ME.

M.S. 9/14 8:40 LEFT A MESSAGE FOR CUSTOMERS MOM TO CALL ME.

M.S. 9/15 5:08 SPOKE TO CUSTOMERS MOM. CUSTOMERS MOM SAID THAT SHE IS UNHAPPY WITH HER SELLING DEALER. CUSTOMERS MOM SAID THAT THE DEALER MOUNTED THE FRONT TIRE INCORRECTLY. CUSTOMERS MOM SAID THAT THE CUSTOMER IS 18 YEARS OLD. CUSTOMERS MOM SAID THAT THE BIKE ALSO DOES NOT RUN RIGHT. CUSTOMERS MOM SAID THAT THE DEALER/ROLLAND WAS RUDE TO HER SON. CUSTOMERS MOM ASKED WHAT ASMC IS GOING TO DO. SHE SAID THAT SHE WANTS ASMC TO FIX THE BIKE AND RE-MOUNT THE FRONT TIRE. CUSTOMERS MOM SAID THAT SHE IS ALSO MAD THE ASMC DID NOT COVER THE CHAIN BUFFER UNDER WARRANTY. CUSTOMERS MOM SAID THAT SHE REFUSES TO TAKE THE UNIT BACK TO THE SELLING DEALER.

APOLOGIZED TO CUSTOMERS MOM, AND ADVISED CUSTOMERS MOM THAT WE DID NOT COVER THE BUFFER UNDER WARRANTY, BECUASE THE CHAIN CAME INTO THE DEALER AND IT WAS VERY LOOSE, AND THE BIKE HAD APPROXIMATELY 4000 MILES. ADVISED CUSTOMERS MOM THAT THE BUFFER BROKE BECUASE THE CHAIN WAS LOOSE, AND A LOOSE CHAIN IS NOT A MANUFACTURING DEFECT. ADVISED CUSTOMERS MOM THAT SHE CAN TAKE THE BIKE TO ANOTHER SUZUKI DEALER, AND WE WILL HAVE THE DEALER LOOK AT THE BIKE. ADVISED CUSTOMERS MOM THAT THE SELLING DEALER SAID THAT THERE ARE NO RECORDS OF MAINTENANCE DONE ON THE BIKE AT THE DEALER, AND IF THE PROBLEM IS RELATED TO MAINTENANCE, ASMC WILL NOT COVER. ADVISED CUSTOMERS MOM IF THE PROBLEM IS RELATED TO A DEFECT, THEN THE WARRANTY WILL COVER. ADVISED CUSTOMERS MOM THAT WE WILL HAVE THE DEALER LOOK AT THE TIRE. DID NOT PROMISE THAT ASMC WILL RE-MOUNT THE TIRE, JUST LOOK AT IT. CUSTOMER TO TAKE THE BIKE TO THE DEALER IN TORRINGTON.

M.S. 9/16 9:08 SPOKE TO DEALER/ERIC/CYCLE PERFORMANCE IS OUT. WILL CALL LATER.

M.S. 9/16 11:35 SPOKE TO DEALER/ERIC/CYCLE PERFORMANCE. ADVISED DEALER THAT THE CUSTOMER CLAIMS THE FI LIGHT IS COMING ON AND THE CUSTOMER CLAIMS THE FRONT TIRE IS MOUNTED BACKWARDS FROM ANOTHER DEALER. ADVISED DEALER THAT I DO NOT KNOW IF THAT IS TRUE, AND ASKED FOR HIM TO PLEASE CALL ME WHEN THE BIKE COMES IN.

DEALER SAID THAT HE HAS NOT HEARD FROM THE CUSTOMER, AND HE SAID THAT HE WILL CALL ME WHEN THE BIKE COMES IN.

M.S. 10/27 2:13 DEALER/ERIC/CYCLE PERFORMANCE SAID THAT THEY FOUND A LOOSE CONNECTION AT THE ECM, AND HE SAID THAT HE FLIPPED THE FRONT WHEEL AROUND, AND HE SAID THAT THE BIKE SEEMS TO BE FIXED. DEALER SAID THAT HE DID NOT GET PAID FOR HIS WORK.

ADVISED DEALER IF HE FOUND A LOOSE CONNECTION AT THE ECM, THE HE CAN FILE A CLAIM FOR A REASONABLE AMOUNT OF TIME. DEALER OK.

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

CIVIL. HE SAID THAT THE LAST TIME THEY SPOKE, HE GOT SO UPSET AT THE CUSTOMER BECAUSE OF THE WAY HE WAS TALKING TO HIM THAT HE TOLD HIM TO BRING HIS SKINNY LITTLE DOWN THERE AND HE'D TAKE CARE OF HIM. I TOLD HIM THAT I WOULD TELL THE CUSTOMER TO PLEASE CALL AND MAKE AN APPOINTMENT AND TRY TO BE AS POLITE AS POSSIBLE TO MAKE THIS AS PAINLESS AS POSSIBLE.

8-26 12:38\*dr\*LFT MSG FOR CUST TO PLEASE CALL.

8-27 9:45\*dr\*CUST/HE SAID THAT HAS A PROBLEM WITH THE DEALER AND ALSO WITH HIS BIKE. HE TOLD ME THAT THE BIKE THAT HE HAS IS A LEMON. I ASKED HIM WHAT LED HIM TO BELIEVE THAT? HE TOLD ME THAT THE BIKE HAS BEEN IN THE SHOP MORE THAN HE HAS HAD IT. HE TOLD ME THAT THE CAM CHAIN PROBLEM TOOK 17 DAYS TO HAVE FIXED. THEN IT HAD TO GO IN FOR A CLUTCH PROBLEM. I STOOPED HIM AND TOLD HIM THAT THE DEALER TOLD ME THAT THE CHAIN GUIDE THAT BROKE OFF CAUSED THE PROBLEM. IT WAS NOT THE CLUTCH. IT WAS THE GUIDE THAT WAS BROKE AWAY AND CAUGHT IN THE COUNTER SPROCKET. THEY TOOK THE CLUTCH COVER OFF AND SAW THAT THERE WAS NOTHING IN THERE. THEN THEY LOOKED AT THE SPROCKET COVER AND SAW THE PEICE. I TOLD HIM THAT WAS WHY THE OIL WAS LEAKING OUT OF THE CLUTCH. IT WAS PINCHED WHEN IT WAS INSTALLED. HE STARTED TO COMPLAIN ABOUT THE FRONT TIRE. HE TOLD ME THAT THEY MOUNTED IT ON BACKWARDS. I TOLD HIM THAT I HAD ASKED ROLLAND ABOUT THAT ALSO AND HE TOLD ME THAT THEY WOULD BE HAPPY TO TAKE CARE OF THAT. THE CUST TOLD ME THAT HE DIDN'T WANT TO TAKE THE BIKE BACK THERE EVER. HE SAID THAT HE DIDN'T TRUCT THEN OR THE BIKE. IT WAS A LEMON AND WANTED US TO PAY FOR ANOTHER DEALER TO TEAR THE BIKE DOWN AND MAKE SURE THERE WAS NO PROBLEMS WITH IT. I ASKED HIM IF THE BIKE HAD BEEN GIVING HIM A PERFORMANCE PROBLEM OR WAS SOUNDING WEIRD. HE STARTED TO SAY THAT THE BIKE WAS FINE, THEN HE CHANGED HIS STORY AND SAID THAT IT DID MAKE A NOISE FROM THE DAY HE BOUGHT IT. HE TOLD ME THAT EVEN AFTER THEY DID THE RECALL IT MADE THE NOISE. I TOLD HIM THAT HE SHOULD GET THE BIEK TO A SUZUKI DEALER AND AUTHORIZE THEM TO DIAGNOSE THE PROBLEM. HE TOLD ME THAT HE SHOULDN'T HAVE TO PAY ANYTHING OUT OF HIS POCKET. I TOLD HIM THAT IF THERE WAS A PROBLEM, THEN ASMC WOULD COVER THE REPAIRS FOR THE FACTORY DEFECT. IF THERE WAS NO FACTORY DEFECT, THEN HE WOULD HAVE TO PAY. HE SAID THAT WE DIDN'T STAND BEHIND OUR PRODUCT AND WE DIDN'T CARE ABOUT HIS PIECE OF MIND. I AGAIN TOLD HIM THAT WE DID STAND BEHIND OUR PRODUCT AND THAT I WAS TRYING TO GET HIM TO TAKE THE BIKE IN TO HAVE THE FI PROBLEM LOOKED AT AND ANYTHING ELSE HE FELT WAS A CONCERN. HE TOLD ME THT MY ANSWER WASN'T GOOD ENOUGH AND WANTED TO SPEAK TO SOMEBODY ELSE. I GAVE HIM OUR ADDRESS AND ASKED THAT HE WRITE IN.

DURING THE CONVERSATION, THE CUST WAS VERY EXCITED AND WOULD NOT LET ME SPEAK ALL TO OFTEN. HE WAS VERY DEAD SET ON ASMC PICKING UP THE BILL, FOR A DEALER TO TEAR THE MOTOR DOWN AND CHECK THE BIKE OUT EVEN IF THEY FOUND NOTHING. WHEN I TOLD HIM WE WOULDN'T, CUST BE EVEN MORE EXCITED.

9-8 10:18\*dr\*CUST-MOTHER CALLED IN/ SHE SAID THAT SHE WAS VERY UPSET ABOUT THE BIKE AND THE WHOLE SITUATION. SHE TOLD ME THAT EVERYTIME THE DEALER HAS WORKED ON HER SONS BIKE THEY MESSED SOMETHING UP. SHE SAID THAT THE FRONT TIRE WAS PUT ON BACKWARDS AND WHEN THEY BUILT THE BIKE THEY PUT THE DRIVE CHAIN GUIDE ON BACKWARDS. SHE TOLD ME THAT SO FAR EVERYTHING IS THEIR FAULT. I TOLD HER THAT THE BIKE WAS ASSEMBLED AT THE FACTORY AND THAT IT WAS SHIPPED TO THE DEALER WITH EVERYTHING BUT THE FRONT WHEEL ON. SHE SAID THAT THE CHAIN GUIDE THAT CAME OFF WAS OUR FAULT THEN. I TOLD HER THAT THE DEALER GAVE US INFORMATION STATING THAT THE CHAIN WAS LOOSE AND IT CAUSED THE CHAIN GUIDE TO WEAR OFF. SHE TOLD ME THAT HER SON HAS BEEN RACING BIKES FOR MANY YEARS AND KNOWS HOW TO TIGHTEN CHAINS. SHE SAID THAT HE HAS BEEN RACING DIRT BIKES ALL HIS LIFE. THEN SHE SAID THAT THE DEALER COULD HAVE DAMAGED THE DRIVE CHAIN GUIDE WHEN THEY WERE DOING THE CAM CHAIN RECALL. I TOLD HER THAT THOSE TWO PARTS OF THE BIKE WERE COMPLETELY UNRELATED. SHE SAID THAT THEY WERE TOUCHING THE BIKE AND THAT WAS RELATED ENOUGH. SHE ALSO TOLD ME THAT THE BIKE STILL HAS THE FI LIGHT COMING ON. I ASKED HER TO PLEASE GET HER SON TO TAKE THE BIKE TO ANOTHER DEALER TO HAVE THE PROBLEM LOOKE AT. SHE ASKED ME IF THAT WOULD BE COVERED OR WOULD THEY BE OUT IN THE COLD LIKE THEY WERE WITH THE TIRE? I TOLD HER THAT THE DEALER (212636) SAID THAT THEY WOULD TAKE CARE OF SWITCHING THE TIRE AROUND IF IT WAS ON BACKWARDS. HOWEVER IF THEY TOOK IT TO ANOTHER DEALER, THEN THEY WOULD HAVE TO PAY FOR IT. IF THE FI LIGHT WAS COMING ON BECAUSE OF SOMETHING THAT WAS WRONG WITH THE BIKE FROM THE FACTORY, THEN ASMC WOULD COVER TH REPAIR UNDER THE WARRANTY. I EXPLAINED TO HER THAT THE WARRANTY ONLY COVERS THE BIKE AGAINST MANUFACTURES DEFECTS. SHE WAS NOT VERY HAPPY WITH MY ANSWER AND ASKED TO SPEAK TO MY SUPERVISOR. I GAVE HER MIKE S. NAME AND TOLD HER THAT I WOULD FORWARD THE INFO ON.

M.S. 9/9 11:04 SPOKE TO DEALER/ROLLAND/NEW LONDON CYCLES. DEALER SAID THAT THE RECALL HAS BEEN DONE

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



10,078

JAMES

RSA

BPLATTE

ADDRESS  
CITY  
STATE

[REDACTED]

NUMBER  
SELLING  
ADDRESS  
PHONE  
REPORT

233480  
MOUNTAIN WEST SUZUKI  
POCATELLO, ID  
208/232-5778  
233480

MODEL GSX-R7502 YEAR 1999 VIN XX2100132

DOP 04/27/99

MILEAGE/HOURS 1853

DOF / /

DOR / /

OPENED 9/21/99

CLOSED 9/29/99 1:4

**CUSTOMER ALLEGES:**

CUST HAD RECALL PERFORMED, BIKE MAKING NOISE, WAITING ON ANOTHER RECALL PART.

**RESOLUTION:**

PART ARRIVED, APOOGIZED TO CUST FOR DELAY, EXPLAINED TO CUST THAT DEALER WILL INSPECT BIKE FOR POSSIBLE CAUSES OF NOISE.

**CALL HISTORY**

9/21HW

DID CAM CHAIN RECALL, ONCE, NOW MAKING WORSE NOISE. DLR ORDERED PART 10 DAYS AGO, WHERE IS IT AND CAN WE GET IT ANY FASTER?

9/23 3:45 BP CONTACTED SVC/STEVEN WHO TOLD ME THAT RECALL REPAIR HAD BEEN PERFORMED ON THIS BIKE 6/11 BUT BIKE IS BEGINNING TO MAKE "DIESEL NOISE" AGAIN. I ADVISED THAT PART WAS SHIPPING TODAY OR TOMORROW.

9/28 11:20 BP CONTACTED OWNER/SCOTT WHO TOLD ME THAT SVC/STEVEN WOULD BE OUT THIS WEEK, HE HAD JUST BEEN MARRIED. SCOTT SAID THAT HE EXPECTED THE PART TO ARRIVE THIS WEEK AND PROVIDED POW 0918ST.

9/28 11:39 BP E-MAILED ABDUL REGARDING THIS ORDER.

9/28 3:28 BP CONTACTED OWNER/SCOTT WHO TOLD ME THAT HE HAD JUST CHECKED IN PART 10 MIN AGO.

9/29 1:18 BP CONTACTED CUST AND APOLOGIZED FOR DELAY IN CALL BACK AND IN PART ARRIVAL. I EXPLAINED THAT I HAD BEEN FOLLOWING PART ORDER AND HAD INFO OF IT'S ETA (SOON) AND DECIDED NOT TO INTERFERE WITH THE FEAR THAT I MAY IMPEDE THE PROGRESS. CUST TOLD ME THAT OWNER/SCOTT CONFIRMED PART ARRIVAL I TOLD CUST THAT THE RECALL PARTS HAVEN'T BEEN FAILING AND I DISCUSSED THIS WITH SVC/STEVEN LAST WEEK AND STEVEN TOLD ME THAT HE WOULD INSPECT THE BIKE FOR ANY OTHER QUESTIONABLE PARTS THAT MAY BE CREATING THE PROB. CUST THANKED ME FOR CALLING.



10,126

DUSTIN

RSA BPLATTE

ADDRESS				NUMBER	237868
CITY				SELLING	DBA MTR SPTS OF MUSK
STATE				ADDRESS	MUSKOGEE, OK
MODEL	GSX-R750J	YEAR	1999	PHONE	918/687-1343
			VIN	REPORT	237868
DOP	02/25/99	MILEAGE/HOURS	4950	OPENED	9/24/99
DOF	___			CLOSED	4/10/2000
DOR	___				

**CUSTOMER ALLEGES:**

CUST COMPLAINING THAT BIKE STOPPED. DEALER HAS GIVEN UP ON TRYING TO DIAGNOSE.

**RESOLUTION:**

TSM WENT TO DEALER TO ASSIST, FOUND PROB. CONTACTED CUST TO ADVISE, APOLOGIZE. 10/19 CUST HAS BIKE.

**CALL HISTORY**

- 9/24 CS RECALL WORK DONE. CUSTOMER WAS SITTING @ LIGHT AND BIKE DIED. DEALER CANNOT FIX. HE NEEDS HELP ASAP.
- 9/28 CS DEALER IS WORKING WITH TECHLINE TO GET SOLUTION. SO FAR NO LUCK. CUSTOMER WOULD LIKE US TO CALL ASAP.
- 9/28 11:50 BP CONTACTED TSM BOYD WHO TOLD ME THAT HE HAD SPOKEN WITH SVC/GLEN WHO REPORTED HAVING THREE 750'S AT THE SHOP WITH SIMILAR PROBLEM. TSM BOYD PROVIDED HIM WITH SOME BASIC THINGS TO CHECK ON THESE BIKES.
- 9/30 8:43 BP TRIED CUST WORK#, LEFT MESS.
- 9/30 8:47 BP TRIED PRI#, LEFT MESS WITH JANA.
- 9/30 1:40 BP CUST CALLED BACK AND TOLD ME THAT THE BIKE HAD BROKEN DOWN ON 9/10 AND CUST TOOK TO 238066 (FARR'S) FROM 9/11 TO 9/17 WHERE NOTHING GOT DONE. CUST PICKED UP AND TOOK LATE THE 17TH TO 237868 WHERE IT HAS STAYED SINCE. CUST WANTS THE BIKE REPAIRED AND IS TIRED OF BEING INCONVENIENCED- IT IS HIS ONLY MEANS OF TRANSPORTATION. I APOLOGIZED TO HIM AND TOLD HIM THAT I WOULD CALL SVC/GLEN AND TSM. CUST ADDED THAT HE HAD JUST FILLED M/C WITH FUEL 2 MILES BEFORE FAILURE.
- 9/30 2:55 BP CONTACTED TSM BOYD AND ADVISED OF CONVERSATION WITH CUST. PAT SAID HE WOULD ADDRESS THIS ISSUE ON TURS 5TH DURING DEALER VISIT.
- 10/5 1:35 BP CUST CALLED AND I TOLD HIM THAT A TSM WOULD BE VISITING DEALER THIS WEEK FOR ASSISTANCE. CUST SAID THAT HE WENT TO THE DEALER AND GLEN TOLD CUST THAT HE DIDN'T KNOW WHAT ELSE TO DO. I TOLD CUST THAT I WOULD CONTACT CUST WITH INFO TOMORROW.
- 10/7 8:45 BP RECEIVED MESS FROM TSM BOYD STATING THAT HE HAD FOUND CAM TIMING TO BE OUT ON THIS BIKE (AS WELL AS THE TWO OTHER 750'S THAT HAD SHOWN UP AT THE DEALER, ALL WITHIN TWO WEEKS OF EACH OTHER). TSM AND DEALER SET CAM TIMING AND BIKE STILL FAILED TO START. FURTHER INSPECTION AND DISASSEMBLY REVEALED LOW COMPRESSION DUE TO EXCESSIVE CARBON IN COMBUSTION CHAMBER, INCLUDING A PARTICLE THAT HAD BEEN KEEPING ONE INTAKE VALVE OPEN. DEALER CLEANED CARBON FROM HEAD AND HAS HEAD GASKET ON ORDER, WHICH SHOULD ARRIVE EARLY NEXT WEEK. PAT WAS UNCERTAIN AS TO HOW THESE

[REDACTED]

THREE BIKES ALL FELL OUT OF PROPER CAM TIMING, BUT WAS CERTAIN THAT THERE WAS NOTHING WRONG WITH ANYTHING MECHANICALLY, INCLUDING THE TENS (RECALL HAS BEEN PERFORMED ON EACH OF THE THREE).

10/7 9:25 BP CONTACTED CUST AND ADVISED THAT PROB HAD BEEN FOUND, BUT DEALER WAS STILL WAITING ON HEAD GASKET. I TOLD HIM THAT THE PART WAS SUPPOSED TO BE IN EARLY NEXT WEEK, AND BIKE SHOULD BE FINISHED SOMETIME NEXT WEEK. CUST ASKED ME WHAT THEY FOUND AND I TOLD HIM THAT THE CAM TIMING WAS OUT. CUST ASKED ME IF IT WAS A RESULT OF THE RECALL AND I TOLD THE CUST THAT THEY COULDN'T TELL WHY BUT THERE WAS NOTHING MECHANICALLY OR TECHNICALLY WRONG. CUST SAID THAT HE'D CONTACT GLEN AND I APOLOGIZED FOR INCONVENIENCE AND TOLD HIM THAT I WAS GLAD THAT THE TSM COULD ASSIST WITH THE REPAIR. CUST SAID THAT HE WOULD CALL BACK IF PROB NOT REPAIRED AND I TOLD HIM THAT HE WAS WELCOME TO.

10/7 3:10 BP CUST CALLED BACK AND TOLD ME THAT HE CALLED SVC/GLEN AND WAS TOLD THAT TSM ONLY RECOMMENDED SOME THINGS FOR THEM TO CHECK AND GLEN WOULDN'T ORDER ANYTHING UNTIL NEXT WEEK.

10/7 3:14 BP TRIED TO CONTACT SVC/GLEN, LEFT MESS WITH HELEN.

10/7 3:20 BP SVC/GLEN WHO TOLD ME THAT HE WAS VERY UPSET WITH TSM WHEN HE LEFT. GLEN SAID THAT TSM WAS CONVINCED THAT DEALER CREATED FAILURE (IMPROPER TIMING) FROM RECALL, AND WOULD NOT PAY FOR REPAIRS. GLEN WAS ALSO CONVINCED THAT THE BIKE(S) WOULD COME OUT OF TIME AGAIN IN THE FUTURE. HE TOLD ME THAT HE WANTED TO PUT ABOUT 100 MILES ON THE BIKE TO TEST, BUT WOULD BE WAITING FOR PART. HE PUT PART ON REG ORDER SINCE REPAIR WON'T BE COVERED, WHICH WILL TAKE A WEEK. HE ASKED ME TO CALL NEXT WED OR THUR.

10/7 4:01 BP TRIED PRI#, CUST'S WIFE TOLD ME THAT CUST WAS IN SHOWER, PLEASE CALL BACK IN 10-15 MIN.

10/7 4:13 BP CONTACTED CUST AND EXPLAINED TO HIM THAT THEY ARE CERTAIN THAT THEY HAVE FOUND THE PROB, BUT SVC/GLEN IS CONCERNED AND WANTS TO CONFIRM THAT BIKE WILL BE OKAY AND WANTS TO PUT MANY MILES ON IT TO VERIFY THIS. CUST REITERATED HOW THIS IS AN INCONVENIENCE, AND I APOLOGIZED FOR THIS, TELLING HIM THAT BOTH GLEN AND I UNDERSTOOD THAT HE PURCHASE THE BIKE NEW WITH THE IDEA THAT NOTHING WOULD HAPPEN, BUT THAT WAS WHAT WTY WAS FOR. HE BEGAN TO APOLOGIZE FOR SOUNDING UPSET, AND I THANKED HIM FOR BEING AS PATIENT AS HE HAD BEEN. HE ASKED IF HE SHOULD JUST KEEP IN CONTACT WITH GLEN, AND I CONFIRMED THIS AND TOLD HIM THAT I WOULD DO THE SAME.

10/12 3:58 BP SPOKE WITH SVC/GLEN WHO TOLD ME THAT HE HAD FOUND RECALL TENSIONERS TO BE FAULTY. HE HAD ASSEMBLED CUST BIKE (HAD RECEIVED HEAD GASKET) AS FAR AS POSSIBLE, STILL WAITING FOR TENS (ON ORDER).

10/14 1:20 CUST CALLED, LEFT MESS.

10/14 1:52 BP TRIED PRI#, LEFT MESS ADVISING OF CONVERSATION WITH SVC/GLEN ON THE 12TH.

10/19 9:50 BP CONTACTED SVC/GLEN WHO TOLD ME THAT ALL OF THE 750'S WERE FINISHED, AND THIS CUST HAD ALREADY PICKED UP HIS AS WELL. GLEN SAID THAT THE BIKE WAS FINE NOW, BUT HE WAS SKEPTICAL AS TO IF THE TENSIONER WOULD LAST.

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY

**10,203****ROBERT****RSA****BPLATTE**

<b>ADDRESS</b>	[REDACTED]	<b>NUMBER</b>	237868
<b>CITY</b>	[REDACTED]	<b>SELLING</b>	DBA MTR SPTS OF MUSK
<b>STATE</b>	[REDACTED]	<b>ADDRESS</b>	MUSKOGEE, OK
<b>MODEL</b>	GSK-R750J	<b>PHONE</b>	918/687-1343
<b>YEAR</b>	1999	<b>REPORT</b>	237868
<b>VIN</b>	2X2102361	<b>OPENED</b>	10/1/99
<b>DOP</b>	05/14/99	<b>CLOSED</b>	9/25/00 8:0
<b>DOF</b>	___/___/___		
<b>DOR</b>	___/___/___		
	<b>MILEAGE/HOURS</b> 4900		

**CUSTOMER ALLEGES:**

CUST BIKE HAS PROB, DEALER GAVE TRYING TO DIAGNOSE.

**RESOLUTION:**

TSM ASSISTED, FOUND PROB. ADVISED CUST AND APOLOGIZED FOR DELAY.

**CALL HISTORY**

10/1 CS BIKE DIED ON CUSTOMER. DEALER TOLD CUSTOMER THEY DON'T EXACTLY KNOW WHAT IS WRONG. CUSTOMER WOULD LIKE US TO HELP OUT. CUSTOMER ALSO TOLD ME THAT HIS FRIEND HAS THE SAME PROBLEM.

10/7 8:45 BP RECEIVED MESS FROM TSM BOYD STATING THAT HE HAD FOUND CAM TIMING TO BE OUT ON THIS BIKE (AS WELL AS THE TWO OTHER 750'S THAT HAD SHOWN UP AT THE DEALER, ALL WITHIN TWO WEEKS OF EACH OTHER, SEE PHD#10126).. PAT WAS UNCERTAIN AS TO HOW THESE THREE BIKES ALL FELL OUT OF PROPER CAM TIMING, BUT WAS CERTAIN THAT THERE WAS NOTHING WRONG WITH ANYTHING MECHANICALLY, INCLUDING THE TENS (RECALL HAS BEEN PERFORMED ON EACH OF THE THREE).

10/7 9:37 BP TRIED TO CONTACT CUST AT WORK#, LEFT MESS WITH MARGARET.

10/7 9:56 BP CUST CALLED BACK AND ADVISED OF WHAT THE TSM FOUND, TOLD THE CUST THAT HE SHOULD CONTACT SVC/GLEN. I TOLD CUST THAT I WASN'T CERTAIN THE BIKE WAS FINISHED BUT THE PROB HAD BEEN FOUND. THE CUST ASKED WHAT IT WAS, AND I EXPLAINED THAT THE CAM TIMING WAS OUT, THERE WAS NO APPARENT REASON WHY, BUT THE BIKE WAS TECH AND MECH GOOD. I APOLOGIZED FOR DELAY, TOLD THE CUST THAT I WAS GLAD THAT TSM COULD ASSIST. CUST AGED.



10,685

JOHN A

RSA

MSCOTT

ADDRESS				NUMBER	245720
CITY				SELLING	ACE POWERSPORTS LLC
STATE				ADDRESS	KENOSHA, WI
MODEL	GSX-R600Z	YEAR	1999	PHONE	414/654-3090
			VIN	REPORT	245720
DOP	04/26/99	MILEAGE/HOURS	4800	OPENED	11/4/99
DOF	___/___/___			CLOSED	5/4/00 8:27
DOR	___/___/___				

**CUSTOMER ALLEGES:**

CUSTOMER SAID THAT THE DECALS ON HIS BIKE ARE PEELING, AND ASKED IF ASMC COULD ASSIST.

**RESOLUTION:**

CUSTOMER TO TAKE THE BIKE TO THE DEALER.

M.S. 5/4 CUSTOMER WANTS ASMC TO REPLACE THE DECALS ON HIS BIKE.

NO ASSISTANCE.

**CALL HISTORY**

11/4 CS CUSTOMER HAS DECALS PEELING OFF IN MULTIPLE SPOTS ON BIKE. CUSTOMER STATED THAT DEALER WOULD WARRANTY COWLS BUT SUZUKI WOULD NOT COVER DECALS. CUSTOMER HAD A CRACKED FRONT FAIRING/COWL. CUSTOMER ALSO SAID REAR COWL WAS DIGGING INTO PLASTIC.

M.S. 11/22 1:17 TRIED TO CALL DEALER. NO ANSWER.

M.S. 11/22 1:20 LEFT A MESSAGE FOR CUSTOMER TO CALL ME.

M.S. 11/24 1:16 DEALER/DAN SAID THAT HE HAS NOT HEARD FROM THE CUSTOMER, AND HE SAID TO HAVE THE CUSTOMER CALL HIM IF NECESSARY.

M.S. 11/24 1:19 SPOKE TO CUSTOMER. CUSTOMER SAID THAT THE DECAL ON THE RIGHT SIDE OF HIS BIKE IS PEELING, AND HE SAID THAT THE DEALER ALSO FORGOT TO INSTALL THE SOLO SEAT COVER PADS TO PROTECT THE REAR TAIL SECTION. CUSTOMER SAID THAT HE HAS NOT TAKEN THE BIKE TO THE DEALER, AND ASKED IF ASMC COULD ASSIST. CUSTOMER SAID THAT HE BOUGHT THE BIKE USED WITH 126 MILES.

ADVISED CUSTOMER THAT HE WOULD HAVE TO SPEAK TO THE DEALER, AND SHOW THE BIKE TO THE DEALER. ADVISED CUSTOMER IF THE DEALER DID NOT INSTALL THE SOLO SEAT COVER PADS PROPERLY, THEN THEY WOULD BE RESPONSIBLE FOR THE REPAIR. CUSTOMER OK, AND SAID THAT HE WILL CONTACT DEALER/DAN.

4/24 2:15 BP TSM/GROTH CALLED AND INFORMED ME THAT CUST CAME IN COMPLAINING OF MANY ITEMS WHICH DLR AND TSM REVIEWED AND TOOK FOLLOWING ACTION:

- 1) DECALS LIFTING OFF AT PEAK POINTS- WTY DENIED SINCE BIKE IS ONE YEAR OLD, HAS 5650 MI, AND HAS POSSIBLY BEEN SUBJECTED TO PRESSURE WASHER.
- 2) ENGINE NOISE- DLR REPORTS NOISE SOUNDS LIKE CAM CHAIN TENSIONER, ALTHOUGH IT HAS BEEN REPLACED FOR RECALL REPAIR. TSM ASKED THAT DLR VERIFY THE PROBLEM AND REPAIR UNDER WTY IF APPROPRIATE.
- 3) HESITATION, FLAT SPOT- TSM ATTRIBUTED THIS TO STATE OF TUNE OR POSSIBLE PLUGGED PILOT JET(S). CUST ALSO HAS SLIP-ON WHICH MAY CONTRIBUTE TO PROBLEM- NOT COVERED.
- 4) GAS CAP COVER HAS BROKEN SPRING- REPLACE UNDER WTY.
- 5) PASSENGER SEAT LOOSE AND CROOKED BY 2-3 MM- DLR REPORTED THAT SEAT IS WITHIN RANGE OF HOW SEATS NORMALLY FIT FOR THIS BIKE.
- 6) REAR COWL HAS PAINT BUFFED OFF- REPAIRING DLR IS SELLING DLR AND SHOULD HAVE APPLIED PROTECTIVE

[REDACTED]

TAPE. TSM SUGGESTED DLR DO WHAT WAS NECESSARY TO REPAIR.

M.S. 5/2 CUSTOMER CALLED IN AND SAID THAT HIS DECALS ARE PEELING, AND HE SAID THAT HE WANTS ASMC TO REPLACE HIS DECALS. CUSTOMER WAS BEING VERY ABUSIVE TO CHRIS. I TOOK CALL RIGHT AWAY.

M.S. 5/3 2:58 SPOKE TO DEALER/RICK. DEALER SAID THAT HE INSPECTED THE BIKE, AND HE SAID THAT HE WISHED THAT HE NEVER TOOK THE BIKE IN. DEALER SAID THAT THE BIKE HAS BEEN DOWN ON THE RIGHT SIDE. DEALER SAID THAT THE DECALS ARE PEELING ON ALL OF THE CORNERS, AND HE SAID THAT IT APPEARS THAT THE BIKE WAS WAHSED WITH A HIGH PRESSURE WASHER. DEALER SAID THAT THE CUSTOMER WANTS 6 DECALS REPLACED. DEALER SAID THAT THE CUSTOMER WANTS THE DECAL REPLACED THAT HAS ROAD RASH FROM HIM GOING DOWN. DEALER SAID THAT THE BIKE ALSO HAS ALL KINDS OF CHIPS IN THE BODY PANNELS AND THE TANK. DEALER SAID THAT HE SPOKE TO TSM/GROTH, AND HE SAID THAT TSM DENIED THE CLAIM. DEALER SAID THAT HE WILL NOT INSTALL NEW DECALS IF WE AUTHORIZE IT, BECUASE THE CUSTOMER IS TOO HARD TO WORK WITH, AND WILL NIT PICK THE NEW DECALS. DEALER SAID THAT HE DOES NOTBELIEVE THT WE SHOULD ASSIST. DEALER SAID THAT HE BOUGHT THE BIKE UNSED WITH LOW MILEAGE, BUT THERE IS NOT GOODWILL WITH THIS CUSTOMER.

M.S. 5/3 2:58 SPOKE TO THE CUSTOMER. ADVISED CUSTOMER THAT WE CANNOT REPLACE THE DECALS ON HIS BIKE. ADVISED CUSTOMER THAT HIS PEELING DECALS ARE NOT A MANUFACTURING DEFECT. CUSTOMER SAID HE WILL SEND A LETTER TO BRENT.

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

**10,711****ANGEL**

RSA

BPLATTE

ADDRESS  
CITY  
STATENUMBER  
SELLING  
ADDRESS  
PHONE  
REPORT227978  
SADDLEBACK SUZ  
LAGUNA HILLS, CA  
714/563/1700  
246891

MODEL GSX-R7507 YEAR 1999 VIN 1X2103758

DOP 05/29/99

MILEAGE/HOURS

DOP

DOR

OPENED 11/8/99

CLOSED 11/19/99 4:

**CUSTOMER ALLEGES:****RESOLUTION:**

CUST COMPLAINING THAT DEALER SLOW TO REPAIR BIKE, DEALER RECEIVED PART, WILL CONTACT CUST TO  
CAN'T GET PARTS. WORK INTO SCHEDULE.

**CALL HISTORY**

11/8 HW

CAM CHAIN RECALL PERFORMED AT DLR 227978, SADDLEBACK SUZ. BIKE IS NOW AT HAMM MTRSPORTS, ANAHEIM,  
DLR HAS HAD FOR A WEEK, WAITING ON PARTS. BIKE IS MAKING ALOT OF NOISE, CUST DID NOT KNOW RECALL HAD  
BEEN PERFORMED. CAN WE GET PARTS SOONER, BIKE DOWN, CUST ONLY TRANSPORTATION. CUST HAS BIKE AT  
HOME.

11/11 2:30 CUST CALLED BACK, LEFT MESS.

11/11 4:57 BP CONTACTED CUST WHO TOLD ME THAT HIS BIKE WAS MAKING NOISE THAT THE DEALER BELIEVED TO  
BE THE CAM CHAIN TENSIONER. CUST LEFT THE BIKE THERE A WEEK AND SAID THAT THE DEALER TOLD HIM THAT  
THEY ARE WAITING ON THESE PARTS. I TOLD CUST THAT IF HE FEELS THAT SOMETHING IS WRONG WITH THE BIKE  
THAT HE NEEDS TO LEAVE IT AT THE DEALER AND I WILL CONTACT SVC/DAVID REGARDING THE PARTS SITUATION.

11/11 5:14 BP CONTACT SVC/DAVID WHO TOLD ME THAT THE CUST WAS IMPATIENT AND WANTED TO KNOW THAT  
REPAIR WOULD BE WTY'D AND DIDN'T WANT TO HAVE TO WAIT FOR IT. DAVID ALSO SAID THAT THE DEALER  
REALLY WAS IN NEED OF TENS KITS AND THEY WERE STILL ON B/O.

11/18 4:42 BP CONTACTED SVC/DAVID WHO THOUGHT CUST MIGHT HAVE DROPPED OFF BIKE, WENT TO VERIFY THAT  
BIKE WAS AT DEALER, AND NEVER CAME BACK TO PHONE.

11/19 11:13 BP CONTACTED SVC/TOM WHO VERIFIED THAT BIKE WASN'T HERE.

11/19 11:26 BP CONTACTED CUST WHO TOLD ME THAT HE HADN'T TAKEN THE BIKE ANYWHERE, BUT WOULD BE  
WILLING TO GO WHERE WE RECOMMENDED.

11/19 11:35 BP CONSULTED WITH TSM WOLF. WE AGREED THAT 208930 MIGHT BE HELPFUL.

11/19 11:48 CONTACTED MARK WHO INFORMED ME THAT DEALER WAS SWAMPED AND "SUZUKI IN IT'S INFINITE  
WISDOM CLOSED PARTS FOR HOLIDAY".

11/19 3:46 BP CONTACTED SVC/ACE WHO TOLD ME THAT DEALER HAD RECEIVED TWO TENS'S AND ONE WAS  
AVAILABLE. I ASKED HIM TO CONTACT CUST REGARDING APPT AND HE SAID THAT HE COULD ON MON.

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY

[REDACTED]

11/19 3:59 BP TRIED CUST WORK#, LEFT MESS WITH HEATHER.

11/19 4:21 BP CUST CALLED BACK AND I INFORMED HIM OF MY CONVERSATION WITH SVC/ACE.

..



10,819

CHAD

RSA

MSCOTT

ADDRESS				NUMBER	235784	
CITY				SELLING	M & H SUZUKI CENTER	
STATE				ADDRESS	STATESVILLE, NC	
MODEL	GSX-R750J	YEAR	1999	PHONE	704/872-3529	
			VIN	OX2101273	REPORT	235784
DOP	02/17/99	MILEAGE/HOURS	2000 MI			
DOF	___			OPENED	11/17/9	
DOR	___			CLOSED	11/29/99 4:	

**CUSTOMER ALLEGES:**

CUSTOMER CALLED ABOUT A BACKORDERED PART FOR HIS BIKE.

**RESOLUTION:**

CUSTOMER SAID THAT THE PART ARRIVED TODAY, AND THE BIKE IS FIXED. EXTENDED THE CUSTOMERS WARRANTY FOR 2 MONTHS.

**CALL HISTORY**

11/17/99 CS CUSTOMER HAS HAD RECALL WORK PERFORMED ALREADY BUT NOW IS IN NEED OF A SECOND RECALL KIT. CUSTOMER HAS BEEN WAITING FOR NEW ONE FOR 1 1/2 MONTHS. PARTS ARE ON BACKORDER.

M.S. 11/29 4:17 SPOKE TO CUSTOMER. CUSTOMER SAID THAT HE NEEDED ANOTHER TENSIONER FOR HIS BIKE, AND HE SAID THAT THE DEALER HAD THE PART ON BACKORDER FOR 1 1/2 MONTHS. CUSTOMER SAID THAT HE SPOKE TO THE DEALER TODAY, AND HE SAID THAT THE BIKE IS REPAIRED. CUSTOMER SAID THAT HE JUST WAS A BIT ANGRY THAT THE BIKE TOO SOO LONG TO GET FIXED.

APOLOGIZED TO THE CUSTOMER, AND ADVISED THE CUSTOMER THAT I WOULD LIKE TO EXTEND HIS WARRANTY FOR 2 MONTHS AS A GOODWILL GESTURE. CUSTOMER VERY APPRECIATIVE, AND SAID THAT HE WILL GLADLY ACCEPT OUR OFFER.

M.S. 11/29 4:39 GAVE WARRANTY CHANGE FOR TO HEIDI TO EXTEND THE CUSTOMERS WARRANTY.



11,220

DANIEL

RSA

MSCOTT

ADDRESS	[REDACTED]			NUMBER	241032	
CITY	[REDACTED]			SELLING	DESERT SUZUKI	
STATE	[REDACTED]			ADDRESS	LAS VEGAS, NV	
MODEL	GSX-R750	YEAR	1999	PHONE	702/795-2000	
			VIN	1X2101234	REPORT	241032
DOP	__/_	MILEAGE/HOURS		OPENED	1/6/00 :	
DOF	__/_			CLOSED	2/11/00 10;	
DOR	__/_					

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CAM CHAIN TENSIONER ON THE UNIT FAILED, AND A NEW ENGINE ASSY WAS SHIPPED FOR THE TSM. TSM/WOLF REQUESTED A NEW ENGINE ASSY FOR THE UNIT.

**CALL HISTORY**

TSM/WOLF CONTACTED US, AND SAID THAT THE CUSTOMERS CAM CHAIN TENSIONER FAILED, AND CAUSED ENGINE DAMAGE. TSM SAID THAT HE WOULD LIKE TO SEE IF WE COULD SEND AN ENGINE ASSY TO THE DEALER. TSM SAID THAT THE DEALER HAS SAT ON THE BIKE FOR MORE THAN A MONTH. TSM SAID THAT THE DEALER WAS GOING TO TRY AND COMPENSATE THE CUSTOMER IN SOME WAY.

M.S. 1/6 PAPERWORK WAS FILLED OUT PRIOR TO OUR HOLIDAY BREAK, BUT ADRIAN WAS UNABLE TO GET THE ENGINE ASSY OUT. THE ENGINE ASSY WAS SHIPPED ON 1/3, AND IT ARRIVED AT THE DEALER YESTERDAY. STEVE MUTHIG WAS INVOLVED, AND ADVISED US WHICH ENGINE TO SHIP. ENGINE # R731-117219.

M.S. 1/6 11:20 DEALER/GEORGE SAID THAT THE THE ENGINE ASSY CAME YESTERDAY, AND HE SAID THAT THE MOTORCYCLE IS BEING WORKED ON. DEALER SAID THAT HE SHOULD HAVE THE UNIT REPAIRED SHORTLY.

ADVISED DEALER IF THERE ARE ANY PROBLEMS TO ADVISE ME OR TSM/WOLF IMMEDIATELY. DEALER OK.

M.S. 1/26 4:18 SPOKE TO TSM/WOLF. TSM SAID THAT HE SPOKE TO DEALER/GEORGE, AND THE UNIT IS REPAIRED. TSM SAID THAT THE DEALER IS GOING TO SHIP THE OLD ENGINE CASE TO US, AND HE HAS ALREADY GIVEN THE DEALER AUTHORIZATION. TSM SAID THAT THE MATTER HAS BEEN RESOLVED.

M.S. 2/11 10:17 STEVE WOLF AND I AGREED TO GIVE THE CUSTOMER A 3 MONTH WARRANTY EXTENSION FOR THE TROUBLE HE EXPERIENCED. STEVE WOLF SAID THAT THE DELAY IN THE REPAIR WAS DUE TO THE DEALER, BUT HE SAID IT WOULD BE A NICE GESTURE FOR THE CUSTOMER.

M.S. 2/11 10:44 SENT A LETTER TO THE CUSTOMER AND EXTENDED THE CUSTOMERS WARRANTY FOR 3 MONTHS AND FILLED OUT A WARRANTY CHANGE FORM AND GAVE IT TO HEIDI TO REFLECT WARRANTY EXTENSION. SEE LETTER:

February 11, 2000



[REDACTED]

Dear Mr. [REDACTED]

While we appreciate hearing from our customers, we are sorry to learn of the difficulties you have experienced with your 1999 GSX-R750X.

It appears from our conversation with George at Desert Suzuki that all of the technical issues with your GSX-R750X have been addressed. We apologize for any inconvenience this situation may have caused.

Suzuki prides itself in manufacturing and marketing superior products. If a Suzuki product experiences a problem within the warranty period, the value of the Suzuki Limited Warranty becomes an important factor.

We have extended the warranty on your GSX-R750X for a period of 3 months as a customer relations goodwill gesture. The new expiration date of your warranty is December 3, 2000. Please keep a copy of this letter as a confirmation of the warranty extension.

We trust that you will not have further problems with your Suzuki GSX-R750X, and will experience many more miles of enjoyment.

Sincerely,  
American Suzuki Motor Corporation

Michael Scott  
Customer Service Team Leader

MS/



11,868

JASON

RSA

MSCOTT

ADDRESS				NUMBER	222305	
CITY				SELLING	CHEROKEE SUZUKI	
STATE				ADDRESS	CANTON, GA	
MODEL	GSX-R600J	YEAR	1999	PHONE	770/479-3340	
			VIN	3X2100642	REPORT	222305
DOP	04/19/99	MILEAGE/HOURS	860mi	OPENED	2/28/20	
DOF	___/___/___			CLOSED	3/9/00 2:04	
DOR	___/___/___					

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUSTOMER SAID THAT HIS ENGINE IS DAMAGED, AND HE WANTS A NEW BIKE.

DEALER INSTALLED THE CAM CHAIN TENSIONER INCORRECTLY. DEALER IS GOING TO REPAIR THE BIKE.

**CALL HISTORY**

2/28/00 CUSTOMER IS NOT REGISTERED OWNER. HIS GIRLFRIEND IS.

HIS MOTOR SEIZED UP ON SUNDAY AFTER HIS 1ST SERVICE WAS DONE. THE OIL ENGINE LIGHT CAME ON. THE OIL FILLER CAP HAD SMOKE COMING OUT OF IT. THE CUSTOMER TOOK BACK TO DEALER THIS MORNING. THE BIKE WAS STORED WITH UOT GAS FOR THE WINTER AND CUSTOMER WANTED IT READY FOR BIKE WEEK NEXT WEEK. THE CUSTOMER FEELS THAT THE BIKE IS UNSAFE. THE OVERALL IMPRESSION THE CUSTOMER GAVE IS THAT THE ENGINE HAS MAJOR DAMAGE AND HE DOES NOT WANT IT REBUILT, HE WANTS A NEW ENGINE DUE TO ALL THE PREVIOUS PROBLEMS HE HAS HAD.

2-29 TSM PHIL B./ SAID THAT HE SPOKE TO THIS DEALER TODAY. THE CUST IS SUPPOSED TO BE GOING TO BIKE WEEK WITH THE BIKE NEXT WEEK NAD HE HAS BEEN SAYING THAT HE EITHER WANTS A NEW MOTOR OR A NEW BIKE. HE WAS VERY UPSET. TSM PHIL B. NOTICED THAT THE OWNER OF THE DEALERSHIP ALSO HAD THE LAST NAME OF CANTRELL.

2/29/00 CS

2-29 3:33\*dr\*CUST/SAID THAT HE WAS LEAVING FOR BIKE WEEK NEXT WEEK AND HE JUST FOUND OUT THE BIKE WASN'T GOING TO READY. HE SAID THAT HE HAS ALREADY PUT MONEY DOWN FOR THE TRIP. HE IS LEAVING MONDAY. CUST SAID THAT HE HAD A LEMON AND THAT HE EITHER WANTED A NEW BIKE OR A NEW MOTOR WITH AN EXTENDED WARRANTY. HE SAID THAT HE USED TO HAVE HONDAS AND THAT THIS NEVER HAPPEND. HE ALSO COMPLAINED THAT THE DECALS WERE NO GOOD. THEY WERE PEALING. HE WAS VERY UPSET AND WAS THREATING LEGAL ACTION.

I EXPLAINED TO HIM THAT WE WERE ALREADY INVOLVED WITH HIS SITUATION. WE WERE CHECKING INTO WHAT HAD CAUSED THE PROBLEM AS WELL AS LOOKING TO SEE HOW WE CAN GET HIM BACK ON THE ROAD. I TOLD HIM I DIDN'T WANT TO UPSET HIM FUTHER AND THAT I WASN'T TRYING TO INSULT HIM, BUT THAT WE WOULDN'T BE ABLE TO GET A NEW MOTOR AND WE COULDN'T PROVIDE HIM WITH A NEW BIKE. WE WOULD REBUILD THIS ONE ASAP. I EXPLAINED WHY WE COULD GET MOTORS AND WHY WE WOULDN'T BUY THE BIKE BACK. I TOLD HIM THAT WE WERE VERY CONCERNED ABOUT THIS AND PLEASED THAT HE WASN'T HURT WHEN THE CAM CHAIN WENT. I TOLD HIM THAT I WOULD FOLLOW UP WITH THIS TOMORROW AND HAVE MORE INFO THEN. I EXPLAINED THAT I WOULD ALSO CHECK WITH THE DEALER AND SEE IF THEY HAVE A LOANER BIKE FOR THE TIME HE IS DOWN. I WOULD CALL HIM TOMORROW.

2-29 4:19\*dr\*LFT MSG FOR TSM PHIL B. PLEASE CALL. HAS HE FORWARDED THIS OVER TO DON L. YET AND DOES HE HAVE ANY FURTHER INFO FROM THE DEALER?

3-1 8:41\*dr\*TSM PHIL B./ SAID THAT HE HASN'T HEARD BACK FROM THE DEALER YET.

3-1 9:32\*dr\*TSM PHIL B. FT MSG. SAID THAT THE DEALER IS CLOSED TODAY. HE WILL HAVE TO SPEAK TO THEM TOMORROW.

3-1 9:57\*dr\*CUST CALLED IN/SAID THAT HE FELT THAT HE KNOWS THAT THE BIKE IS NOT SAFE. HE SAID THAT HE WANTS TO GET EITHER A NEW MOTOR OR A NEW BIKE. HE SAID THAT HE KNOWS THAT A REBUILT MOTOR IS NOT EVER GOING TO BE AS GOOD AS A NEW MOTOR AND THAT IT WILL HAVE HALF THE LIFE AS A NEW ONE. HE SAID THAT HE WANTED US TO GIVE HIM A NEW MOTOR. HE SAID THAT HIS BIKE IS NO LONGER SAFE. HE SAID THAT THE RECALL PART IS WHAT HAS FAILED AND THAT WE WERE RESPONSIBLE FOR THAT. I EXPLAINED TO HIM THAT THE INFORMATION I WAS GIVEN WAS THAT THE CAM CHAIN BROKE. THAT WAS NOT THE RECALL PART. I TOLD HIM THAT WE WERE TRYING TO DETERMINE WHAT HAD CAUSED THE DAMAGE AT THIS POINT. I ALSO TOLD HIM THAT MOTORS WERE NOT AVAILABLE FROM THE FACTORY, HOWEVER I WOULD CHECK AND SEE IF THERE WAS SOME WAY THAT WE COULD GET ONE. HOWEVER, HE WOULD NOT HAVE THE BIKE BACK BY MONDAY. HE SAID THAT HE WASN'T HEARING WHAT HE WANTED TO HEAR. HE SAID THAT WE HAD HORRIBLE CUSTOMER SERVICE AND THAT WE WERE NOT GIVING HIM WHAT HE WANTED AND I WAS STARTING TO GIVE HIM THE RUN AROUND. I TOLD HIM THAT I HAD ALREADY STARTED TO WORK ON HIS CONTACT EARLY THIS MORNING AND THAT WE WERE WORKING TO COME UP WITH SOME TYPE OF POSITIVE SOLUTION FOR HIM. HE SAID THAT HE WAS THE CUSTOMER AND THE CUSTOMER WAS ALWAYS RIGHT. I TOLD HIM THAT THE CUSTOMER WAS NOT ALWAYS RIGHT, HOWEVER THE CUSTOMER WAS STILL THE CUSTOMER AND THAT WE WERE STILL TRYING TO HELP HIM OUT. HE SAID THAT HE WANTED A NEW BIKE. I AGAIN EXPLAINED TO HIM THAT THERE WAS A WARRANTY ON THIS MOTOR, NOT A GUARANTEE. HE SAID THAT I HAD NO IDEA WHAT I WAS DOING AND THAT HE WANTED TO SPEAK TO MY SUPERVISOR. I TOLD HIM THAT HE WAS UNAVAILABLE AT THIS TIME AND THAT I WOULD FORWARD THE CONTACT OVER TO HIM. HE SAID THAT I WAS LYING AND THAT HE WANTED TO SPEAK TO HIM NOW. I AGAIN TOLD HIM THAT HE WAS UNAVAILABLE AND THAT I WOULD GIVE HIM THE INFO AS SOON AS I COULD AND HE WOULD BE IN CONTACT WITH HIM TODAY. CUST SAID THAT WHILE HE WAS WAITING, HE WOULD CALL HIS ATTORNEY.

**\*\*NOTE\*\*** CUST WAS VERY HOT AND AGITATED BY END OF CONVERSATION. CUST BELIEVES THAT ASMC OWES HIM AND WE SHOULD GIVE HIM WHATEVER HE WANTS. CUST WAS QUICK TO CUT ME OFF AND THEN EXPLAIN THAT I WAS INTERRUPTING HIM.

M.S. 3/1 3:54 SPOKE TO THE CUSTOMER. CUSTOMER WAS YELLING ON THE PHONE AND WAS VERY AGGRESSIVE AND EMOTIONAL. CUSTOMER SAID THAT HE DOES NOT CARE WHAT HAS TO TAKE PLACE, BUT ASMC WILL GIVE HIM AN ENGINE OR A NEW BIKE. CUSTOMER SAID THAT ASMC WILL PLEASE HIM, OR HE WILL TELL HIS FRIENDS NEVER TO BUY SUZUKI AND HE WILL BAD-MOUTH SUZUKI PRODUCTS AND RUIN OUR SALES. CUSTOMER SAID THAT THE ENGINE DAMAGE HAPPENDED ON FEBRUARY 26, 2000.

I APOLOGIZED TO THE CUSTOMER, AND ADVISED THE CUSTOMER THAT WE ARE CURRENTLY WORKING WITH THE DEALER, AND THE DEALER IS CLOSED TODAY. ADVISED CUSTOMER THAT WE HAVE TO GET MORE INFORMATION BEFORE ANY DECISIONS CAN BE MADE. ADVISED CUSTOMER THAT ASMC DOES NOT HAVE COMPLETE ENGINES AND ASMC WILL NOT BUY HIS BIKE BACK. ADVISED CUSTOMER THAT THE WARRANTY POLICY PROVIDES FOR THE REPAIR OF HIS MOTORCYCLE IF THE DAMAGE IS THE RESULT OF A MANUFACTURING DEFECT.

CUSTOMER SAID THAT HE WILL GET TO THE PRESIDENT'S OFFICE, AND HE SAID THAT HE WILL GET WHAT HE WANTS. CUSTOMER SAID IF THE ENGINE IS RE-BUILT, ASMC WILL REPLACE EVERY SINGLE ENGINE PART. CUSTOMER ASKED FOR MY SUPERVISORS NAME, I ADVISED CUSTOMER MY SUPERVISOR IS BRENT ROSS. CUSTOMER ENDED CALL.

3-2 8:48\*dr\*TSM PHIL B./ HE SAID THAT HE FOUND OUT WHY THE ORIGINAL CLAIM NEVER WENT THRU. HE SAID THAT THEY SENT HIM A COPY OF THE R.O. IT IS DATED 7-3-99. HE SAID THAT THEY HAD SENT IT IN WITH THE WRONG CLAIM NUMBER. THE COMPUTER RETURNED IT ON 8-99. PHIL SAID THAT HE GOT THE WHOLE PARTS LIST AND IT WILL BASICALLY REQUIRE A NEW ENGINE. HE SAID THAT RIGHT NOW, THERE IS NO WAY FOR US TO KNOW IF THE DEALER IS AT FAULT OR IT IS A DEFECT. HE ADVISED A DEALER VISIT. WOULD LIKE FOR BRENT R. TO PLEASE INSTRUCT HIM ON WHAT TO DO NEXT.

M.S. 3/2 9:35 SPOKE TO TSM/BUSCH. TSM SAID THAT HE SPOKE TO THE DEALER, AND HE SAID THAT THE ENGINE HAS

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

[REDACTED]

SEVERE DAMAGE. TSM SAID THAT THE DEALER CLAIMS THE CAM CHAIN IS BROKEN, THE CAM CHAIN GUIDES ARE BROKEN AND THE CAM CHAIN GUIDE (SLIPPER) IS WORN DOWN. TSM SAID THAT THE UNIT ALSO NEEDS A CRANKSHAFT, CYLINDER HEAD AND CRANKCASES. TSM SAID THAT HE DOES NOT KNOW IF THIS REPAIR IS GOING TO BE COVERED UNDER WARRANTY, BECAUSE THE DAMAGE HAPPENED ONLY 300 MILES AFTER THE RECALL WAS COMPLETED. TSM SAID THAT THE DEALER CLAIMS THE BIKE IS STOCK AND DOES NOT APPEAR TO HAVE BEEN RACED. TSM SAID THAT THE DAMAGE TO THE ENGINE MAY BE BECAUSE OF THE DEALER NOT DOING THE RECALL CORRECTLY.

TSM SAID THAT THE AS/400(VCI4) DOES NOT SHOW THE RECALL HAS BEEN COMPLETED, BUT HE SAID THAT THE DEALER CLAIMS THAT IT WAS, BUT THEY COULD NOT GET THE CLAIM TO GO THROUGH. TSM SAID THAT THE DEALER FAXED HIM THE R/O THAT SHOWS THE RECALL WAS COMPLETED ON 7/24/99. TSM SAID TO ADVISE HIM ON WHAT WE WANT HIM TO DO.

M.S. 3/2 SPOKE TO BRENT. BRENT SAID THAT HE WOULD LIKE TSM/LEARN TO INSPECT THE BIKE, AND TO PLEASE MAKE ARRANGEMENTS TO HAVE TSM VISIT THE DEALER. BRENT SAID THAT THE DEALER SHOULD ORDER THE PARTS FOR THE BIKE NOW. BRENT SAID TO DISCUSS WITH FSM/NEUBAUER.

3/2/00 3:28 CS CUSTOMER CALLED ASKING TO SPEAK TO MIKE SCOTT. I TOLD CUSTOMER MR SCOTT WAS ON THE OTHER LINE WITH A CUSTOMER AND THAT HE DID NOT HAVE ANY NEW INFORMATION TO ADD, BUT AS SOON AS HE DID MR SCOTT WILL CALL THE CUSTOMER.

THE CUSTOMER IMMEDIATELY ATTACKED ME AND BECAME RUDE AND DEMANDING TELLING ME THAT MR SCOTT BETTER CALL IN THE NEXT TEN MINUTES OR ELSE. THE CUSTOMER KEPT GOING AROUND IN CIRCLES ABOUT MR SCOTT PROMISING TO CALL HIM BACK BY A CERTAIN TIME. I TOLD THE CUSTOMER THAT WE WOULD BE IN TOUCH AND LET HIM GO. IMMEDIATELY AFTER OUR CONVERSATION I ASKED MR SCOTT IF HE PROMISED TO CALL CUSTOMER AT A CERTAIN TIME, HE SAID NO.

M.S. 3/2 4:32 SPOKE TO BRENT AND FSM/NEUBAUER. TSM/LEARN CANNOT LOOK AT THE MOTORCYCLE UNTIL MID-MARCH. FSM/NEUBAUER IS TRYING TO SCHEDULE TSM/RAMSEY TO LOOK AT THE MOTORCYCLE NEXT WEEK. FSM SAID THAT HE DOES NOT KNOW WHEN TSM/RAMSEY CAN LOOK AT THE BIKE. WE AGREED THAT I WOULD CALL THE CUSTOMER, AND ADVISE THE CUSTOMER THAT WE HAVE TO HAVE SOMEONE INSPECT THE BIKE, AND AS SOON AS WE KNOW, WE WILL CALL HIM.

M.S. 3/2 4:34 LEFT A MESSAGE FOR THE CUSTOMER TO CALL ME.

M.S. 3/3 SPOKE TO FSM/NEUBAUER. FSM SAID THAT TSM/RAMSEY WILL BE AT THE DEALER ON WEDNESDAY 3/8 OR THURSDAY 3/9. FSM SAID THAT TSM/RAMSEY WILL INSPECT THE ATV AND ADVISE US.

M.S. 3/3 3:40 SPOKE TO THE CUSTOMER. ADVISED THE CUSTOMER THAT OUR TSM IS GOING TO INSPECT THE BIKE ON 3/8 OR 3/9. CUSTOMER OK.

M.S. 3/3 4:08 E-MAILED TSM/RAMSEY AND FSM/NEUBAUER AND BRENT AND ADVISED THEM THAT THE CUSTOMER WILL WAIT TO HEAR FROM US AFTER TSM/RAMSEY'S VISIT.

M.S. 3/8 9:00 SPOKE TO FSM/NEUBAUER AND TSS/CANNON. DAVE RAMSEY SAID THAT HE IS SCHEDULED TO VISIT THE DEALER TODAY, BUT THE DEALER IS CLOSED TODAY.

ADVISED FSM THAT I E-MAILED TSM/RAMSEY ABOUT THE VISIT LAST WEEK(FRIDAY), AND I DO NOT KNOW IF TSM/RAMSEY SPOKE TO THE DEALER AND MADE ARRANGEMENTS.

M.S. 3/8 9:03 LEFT A VOICE MAIL FOR TSM/RAMSEY TO CALL ME.

M.S. 3/9 1:16 SPOKE TO FSM/NEUBAUER AND TSM/RAMSEY. TSM SAID THAT THE DEALER INSTALLED THE CAM CHAIN TENSIONER IMPROPERLY AND DID NOT RELEASE IT AFTER THEY INSTALLED IT. TSM SAID THAT THE DAMAGE TO THE UNIT IS NOT AS EXTENSIVE AS THE DEALER ORIGINALLY STATED. TSM SAID THAT THE DEALER ADMITTED TO HIM THAT THEY DID NOT DO THE RECALL PROPERLY. TSM SAID THAT THE DEALER IS GOING TO REPAIR THE UNIT AT THEIR EXPENSE. TSM SAID THAT THE UNIT NEEDS A CRANK, A ROD AND SOME OTHER PARTS. TSM SAID THAT THE ENGINE CASES ARE FINE. FSM/TSM AND I AGREED THAT I WOULD CALL THE CUSTOMER AND ADVISE THE

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

[REDACTED]

CUSTOMER THAT THERE WAS AN ERROR WHEN THE RECALL WAS BEING COMPLETED, AND TO KEEP IN CONTACT WITH HIS DEALER.

MS, 3/9 1:24 SPOKE TO THE CUSTOMER. ADVISED THE CUSTOMER THAT THE TSM WENT TO THE DEALER, AND THE DAMAGE WAS NOT AS EXTENSIVE AS THE DEALER FIRST THOUGHT. ADVISED CUSTOMER THAT THERE WAS AN ERROR WHEN THE CAM CHAIN TENSIONER WAS INSTALLED. ADVISED CUSTOMER THAT THE DEALER IS AWARE OF THE SITUATION, AND THEY ARE GOING TO FIX HIS BIKE. ADVISED CUSTOMER THAT WE APOLOGIZE FOR THE TROUBLE HE HAS HAD, AND TO PLEASE KEEP IN CONTACT WITH HIS DEALER.

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*



12,120

ED

BBA

MSCOTT

ADDRESS  
CITY  
STATE

[REDACTED]

NUMBER  
SELLING  
ADDRESS  
PHONE  
REPORT

242411  
CREAGER MOTORSPORTS  
BEDFORD, OH  
CANCELLED 3/16/99  
241733

MODEL GSX-R750? YEAR 1999 VIN XX2100888

DOP 02/10/99  
DOF  
DOR  
MILEAGE/HOURS 3800

OPENED 3/14/20  
CLOSED 3/20/00 8:1

**CUSTOMER ALLEGES:**

CUSTOMER SAID THAT HIS MOTORCYCLE IS MAKING NOISE, AND HE ASKED WHAT HE SHOULD DO.

**RESOLUTION:**

CUSTOMER TO TAKE THE BIKE TO JERRY FARRELL TO HAVE THEM INSPECT IT.

**CALL HISTORY**

3/14/00 CS \*\*\*\*\*DM FORM\*\*\*\*\*

CUSTOMER RECEIVED SECOND RECALL NOTICE. HE WOULD LIKE INFO ON THIS. LOOKED IN VCI4, IT IS NOT DONE ACCORDIND TO THIS.

M.S. 3/17 5:00 SPOKE TO THE CUSTOMER/RIDER (CHRIS), ED'S BROTHER. CUSTOMER SAID THAT THE BIKE IS MAKING NOISE, AND HE SAID THAT HE WANTS TO KNOW WHAT HE SHOULD DO. CUSTOMER CLAIMS THAT HE TOOK THE BIKE TO CREAGER MOTORSPORTS TO HAVE THE RECALL DONE LAST SUMMER. CUSTOMER SAID THAT HE WOULD LIKE TO TAKE THE BIKE TO JERRY FARRELL TO HAVE THEM LOOK AT IT.

ADVISED CUSTOMER THAT HE CAN IF HE FEELS THE NOISE IS NOT NORMAL. ADVISED CUSTOMER TO ASK THE DEALER TO MAKE SURE THAT THE RECALL HAS BEEN DONE, BECUASE ACCORDING TO MY RECORDS, IT DOES NOT APPEAR THAT A CLAIM WAS FILED.

CUSTOMER SAID THAT HE WILL CONFIRM WITH JERRY FARRELL, BECUASE CREAGER MOTORSPORTS IS OOB. CUSTOMER SAID THAT HE WILL CALL ME IF THERE IS A PROBLEM. SEE HARD COPY.



12,290

FRANK

RSA

DRIDDLE

ADDRESS  
CITY  
STATE

NUMBER  
SELLING  
ADDRESS  
PHONE  
REPORT

241830  
OCALA MTR SPTS INC  
OCALA, FL  
352/732-8531  
241830

MODEL GSX-R750J YEAR 1999 VIN 4X2101860

DOP 05/27/99

MILEAGE/HOURS 5000

DOB

DOR

OPENED 3/23/20

CLOSED 03/27/2000

**CUSTOMER ALLEGES:**

**RESOLUTION:**

DEALER HAS CALL INTO TECHLINE AND HAS NOT HEARD BACK YET FROM THEM. CAN WE HELP?

DEALER ALREADY FIXED BIKE. CUST HAS BACK.

**CALL HISTORY**

3/23/00 CS CUSTOMER DROPPED BIKE OFF ON SAT. TO FIX BIKE. THE DEALER HAS CALLED TECH LINE AND HAS NOT RECEIVED A CALL BACK YET TO DIAGNOSE THE PROBLEM. THE CUSTOMER WOULD LIKE THE BIKE FIXED ASAP.

BIKE WAS MAKING LOUD ENGINE NOISE ON LEFT HAND SIDE WHILE REVING THE BIKE. DEALER WAS NOT SURE IF IT IS A CAM CHAIN PROBLEM OR SOMETHING ELSE.

3-27 2:12\*dr\*DON-SERVICE MANAGER/ HE SAID THAT THEY HAVE ALREADY FIXED THE PROBLEM. HE SAID THAT IT WAS A BAD TENSIONER, HE SAID THAT YOU COULD PUSH IT IN AND OUT WITH YOUR HAVE VERY BASILY. THE CUST HAS ALREADY PICKED UP THE BIKE. HE SAID THAT HE PUT A CALL IN ON WEDS AND HAS NOT RECEIVED ONE YET.



12,880

DAVE

RSA

BWRIGHT

ADDRESS				NUMBER	211915
CITY				SELLING	OWEN'S SUZ
STATE				ADDRESS	YAKIMA WA
MODEL	GSX-R750	YEAR	1999	PHONE	509/575-1916
			VIN	REPORT	201790
DOP	___	MILEAGE/HOURS		OPENED	4/19/20
DOF	___			CLOSED	4/20/2000
DOR	___				

[Redacted]

**CUSTOMER ALLEGES:**

**RESOLUTION:**

UNIT WOULD NOT REV OVER 8500 RPMS

SPOKE TO DLR CAM TIMING WAS OFF DUE TO OTHER DLR DOING RECALL.

**CALL HISTORY**

4/19 JB  
CUST FIRST BROUGHT M/C IN ON 3/16. DLR SAID HE WOULD SVC. BREAK-IN COMPLETE ON M/C, BUT CUST SAID M/C WOULD NOT GO ABOVE 8500 RPM'S. WHEN HE REACHES 8500, HE SAID IT FEELS LIKE THERE IS AN RPM LIMITER ON IT. M/C STILL IN SHOP, PROBLEM UNKNOWN. STILL COVERED BY WTY. CUST FEELS DLR IS NOT BEING HELPFUL AND WOULD LIKE ASMC TO HELP GET M/C REPAIRED.

BW 4/20  
SPOKE TO JIM AT DLR HE TELLS ME THAT THE CAM TIMING WAS OFF FROM THE DLR THAT DID THE CAM CHAIN TENSIONER MESSED UP THE CAM TIMING. DLR FIXED PROBLEM CUST PICKED UP BIKE. DLR ASKED ABOUT GETTING PAID SUGGESTED THAT HE CONTACT TSM, DON D.

SPOKE TO CUST VERY HAPPY THANKED ME FOR CALL BACK SO QUICK.



13,132

ED

RSA

BWRIGHT

ADDRESS				NUMBER	242411	
CITY				SELLING	CREAGAR MOTORSPORTS	
STATE				ADDRESS	BEDFORD, OH	
MODEL	GSX-R750J	YEAR	1999	PHONE	CANCELLED 3/16/99	
			VIN	XX2100888	REPORT	242411
DOP	02/10/99	MILEAGE/HOURS	3800			
DOF	___/___/___			OPENED	5/1/200	
DOR	___/___/___			CLOSED	5/5/2000 L	

**CUSTOMER ALLEGES:**

CUST WANTED HELP GETTING HIS PROBLEM COVERED UNDER WARY,,

**RESOLUTION:**

SPOKE TO DLR HE TELLS ME THAT THEY FOUND PROBLEM AND CUST PICKED BIKE UP. WAS FIXED UNDER WARY.

**CALL HISTORY**

5/1 JB

PLEASE SEE PREVIOUS CONTACTS. RETURNED VM THAT CUST LEFT FRI 4/28. CUST SAID HE TOOK MC TO DLR FOR CAM CHN RECALL SVC. DLR SAID THERE IS ANOTHER MALFUNCTION. ONE MONTH OOW. CUST SAID DLR WAITING TO HEAR FROM SUZ (PROBABLY TSM) WHETHER PTS/SVC WOULD BE COVERED. CUST CALLED TO SEE IF DLR HAD CONTACTED ASMC, AND IF ASMC COULD VERIFY COVERAGE.

5/2 3:51 BP TRIED DLR, BUSY SIG.

BW 5/3 10:35

CALLED DLR CLOSED TODAY.

BW 5/5

SPOKE TO DLR BILL HE TELLS ME THAT THE BIKE CAME IN TO VERIFY IF CAM CHAIN RECALL WAS DONE. DLR TOLD CUST THAT IF HE GOES IN THERE AND FINDS THAT IT WAS DONE CUST WILL HAVE TO PAY. DLR LOOKED AND SAY THAT IT HAD BEEN INSTALLED THEN CUST TELLS HIM THAT AROUND 6000 RPMS THERE IS A RATTLE. DLR CALLED TECH LINE THEY TOLD HIM TO GO INSIDE AND TAKE A LOOK THEY DID FIND A PROBLEM AND FIXED IT UNDER WARY. CUST HAS PICKED UP BIKE.

CALLED LEFT MESG FOR CUST TELLING HIM THAT IF HE HAD ANY FURTHER PROBLEMS TO CONTACT ME.



14,923

JOE

RSA

BWRIGHT

ADDRESS	[REDACTED]			NUMBER	_____
CITY	[REDACTED]			SELLING	WASA MOTOR SPORTS
STATE	[REDACTED]			ADDRESS	WASA WI
MODEL	GSX-R750Z	YEAR	1999	PHONE	_____
			VIN	REPORT	_____
			6X2103657		
DOP	03/06/00	MILEAGE/HOURS		OPENED	6/27/00
DOF	___/___/___			CLOSED	6/27/00 10:
DOR	___/___/___				

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST WANTED TO KNOW IF RECALL HAD BEEN DONE. AND SPOKE TO CUST TOLD HIM RECALL HAD BEEN  
 IF HE CAN TAKE TO ANY SUZUKI DLR TO BE WORKED ON. DONE AND THAT HE CAN TAKE TO ANY  
 AUTHORIZED SUZUKI DLR.

**CALL HISTORY**

BW 6/27 9:37  
 CUST SAID THAT THE RECALL WAS NOT DONE. TOLD CUST THAT IT HAD BEEN DONE ON 8/13/00. CUST SAYS THAT  
 SOMEONE AT THE RACES TOLD HIM THAT IT SOUNDED LIKE CAM CHAIN TENSIONER WAS OUT. CUST WANTED TO  
 KNOW IF HE COULD TAKE TO DLR OTHER THAN SELLING DLR. TOLD CUST YES HOWEVER THIS TIME OF THE YEAR  
 HE MAY GET INTO SERVICE FASTER IF HE GOES TO SELLING DLR. CUST THANKED ME FOR MY TIME.



15,484

ROMMIE

RSA

DRIDDLE

ADDRESS [REDACTED]  
 CITY [REDACTED]  
 STATE [REDACTED]

MODEL GSX-R750J YEAR 1999 VIN 8X2103241

DOP 08/28/99  
 DOF [REDACTED]  
 DOR [REDACTED]

MILEAGE/HOURS 8000ml

NUMBER 246174  
 SELLING M & H SUZUKI CENTER  
 ADDRESS ELKIN, NC  
 PHONE 336/835-6063  
 REPORT 246174

OPENED 7/14/00  
 CLOSED 07/28/2000

**CUSTOMER ALLEGES:**

CUST STATES THAT HIS BIKE HAS HAD TWO CAM CHAIN TENSION ADJUSTERS REPLACED IN HIS MOTOR. HE SAID THAT NOW IT IS MAKING A NOISE AGAIN.

**RESOLUTION:**

DEALER SAID THAT REPAIR AND INSPECTION WAS DONE CORRECTLY. INFORMED CUST THAT NOISE IS NORMAL. DEALER SAID BIRK IS OK.

**CALL HISTORY**

7/14/00 AS CUSTOMER CLAIMS THAT WHEN HE PURCHASED THIS M/C THE HORN DIDN'T WORK AND THERE WERE MISSING BOLTS. WHEN HE TOOK IT BACK TO DEALER THEY SAID THE HORN WASN'T COVERED UNDER WARRANTY. THEY ALSO DID NOT MAKE HIM AWARE OF THE RECALL. THE CAM CHAIN TENSIONER HAS BEEN CHANGED 2X'S AND IS MAKING A FUNNY NOISE AGAIN.

7/17/00 JF CUSTOMER ALSO CALLED THE M/C SAFETY LINE 3 TIMES

7-18 10:40\*dr\*LFT MSG FOR SRV MAN TO PLEASE CALL.

7-18 10:41\*dr\*LFT MSG FOR CUST TO PLEASE CALL.

7-25 8:28\*dr\*LFT 2ND MSG AT CUST HOUSE TO PLEASE CALL.

7-25 8:30\*dr\*SCOTT-SERVICE-PARTS MANAGER/HE SAID THAT THE CUST HAD PICKED THE BIKE UP THURSDAY OF LAST WEEK. HE SAID THAT THEY HAD REPLACED THE CAM CHAIN TENSIONER FOR HIM FOR THE SECOND TIME NOW. HE SAID THAT A VERY INTERESTING THING ABOUT THIS CUSTOMER WAS THAT HE HAD REMOVED THE ENTIRE REAR BRAKE SYSTEM. HE SAID THAT THE CUST HAS ALSO REMOVED THE REAR FOOT PEGS. I ASKED HIM IF THE CUSTOMER WAS RACING THE BIKE? HE SAID THAT HE WAS NOT SURE.

7-26 2:50\*dr\*CUST/ HE SAID THAT THE DEALER NEVER ADDRESSED THE HORN FOR HIM. HE SAID THAT HE HAD TO PAY FOR THE HORN HIMSELF. HE SAID THAT HE HEARD ABOUT THE CAM CHAIN TENSION ADJUSTER RECALL. HE SAID THAT THE DEALER ADMITTED TO HIM WHEN HE ASKED THEM ABOUT THE RECALL THEY SAID THAT THEY FORGOT TO DO IT AND WOULD GET TO IT RIGHT AWAY. HE SAID THAT HE WENT BACK TO THE DEALER TWO MORE SINCE SINCE THEN TO HAVE IT LOOKED AT AND REPLACED BECAUSE IT WOULD MAKE THE NOISE AGAIN.

I TOLD HIM THAT THE NOISE HE WAS HEARING WAS NORMAL. THEY WERE JUST LOUD. I TOLD HIM THAT AS LONG AS THE DEALER HAS PERFORMED THE CAM CHAIN TENSION ADJUSTER RECALL CORRECTLY AND HAS INSPECTED THE MOTOR CORRECTLY, THERE SHOULDN'T BE ANY PROBLEM. I TOLD HIM THAT I WOULD CALL THE DEALER AND MAKE SURE THEY HAVE COMPLETED IT CORRECTLY.

7-28 11:18\*dr\*SCOTT-SERVICE-PARTS MANAGER/ HE SAID THAT THEY LOOKED OVER AND INSPECTED EVERYTHING. HE SAID THAT THEY DID REPLACE A GUIDE STRIP AND ALSO INSPECTED THE CHAIN AND IT WAS NOT STRETCHED OUT. HE SAID THAT HE WOULD SEND OVER A COPY OF THE RO TO REFLECT THIS.

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



15,607

CHAD

[REDACTED]

RSA

DRIDDLE

ADDRESS	[REDACTED]	NUMBER	235784
CITY	[REDACTED]	SELLING	M & H SUZUKI CENTER
STATE	[REDACTED]	ADDRESS	STATESVILLE, NC
MODEL	GSX-R750J	PHONE	704/872-3529
YEAR	1999	REPORT	---
VIN	0X2101273	OPENED	07/19/2
DOP	02/17/99	CLOSED	08/10/2000
DOF	___/___/___		
DOR	___/___/___		
	MILEAGE/HOURS		2000 MI

[REDACTED]

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST CALLED IN TO INFORM ASMC THAT HIS BIKE HAD ANOTHER PROBLEM WHERE IT ACTED LIKE IT WAS LOOSING POWER.

DOCUMENTED CUST COMPLAINT. CUST WILL BE TAKING IT TO NON-SUZUKI DEALER FOR DIAGNOSIS.

**CALL HISTORY**

CUST CALLED IN AND SAID THAT HIS MOTORCYCLE HAS BEEN GIVING HIM PROBLEMS. HE SAID THAT THE BIKE IS ACTING LIKE THE INJECTORS ARE CUTTING OUT. HE SAID THAT THE BIKE ACTS LIKE IT IS OUT OF FUEL. HE SAID THAT THE BIKE IS BECOMING A HEADACHE BECAUSE HE HAS NOT BEEN ABLE TO RIDE IT. HE SAID THAT THE BIKE WILL BOG ON HIM FROM TIME TO TIME. HE SAID THAT IT ALMOST SOUNDS LIKE IT DROPS A CYLINDER OR TWO. HE SAID THAT HE WILL NOT BE TAKING IT TO A SUZUKI DEALER BEACUSE THE CHAGRES ARE SO HIGH, BUT HE DID WANT US TO DOCUMENT THIS. I TOLD HIM THAT I WOULD.

M.S. 8/8 3:06 CUSTOMER SAID THAT THE BIKE HAS BEEN IN THE DEALER 2X FOR CAM CHAIN TENSIONER PROBLEMS, AND HE SAID THAT THE DEALER HAS TO PUT IN A 3RD ONE. CUSTOMER SAID THAT HE IS ANGRY THAT HE HAS TO HAVE A 3RD TENSIONER INSTALLED. CUSTOMER SAID TO CALL HIM TOMORROW AFTER 5:00 (EST).

8-9 8:02\*dr\*SCOTT-SERVICE MANAGER/ HE SAID THAT THE CUST HAS BEEN WORKING WITH AN INDEPENDENT DEALER. HE SAID THAT THE CUST BROUGHT THE BIKE IN BECAUSE HE WAS LOSING POWER. HE SAID THAT THE OTHER SHOP THAT IT WAS AT WAS UNABLE TO FIX IT. HE SAID THAT THE OTHER SHOP KEPT CALLING UP THEIR SHOP TO GET THEIR HELP, ON REPAIRING THIS. HE SAID THAT THEY TOLD THE SHOP TO HAVE IT COME TO THEM, THEY WERE NOT GOING TO HELP OUT OVER THE PHONE ANY MORE. HE SAID THAT THEY FOUND THAT THERE WERE TWO SPARK PLUG CAPS THAT WERE NOT PROPERLY PLUGGED IN AND A VENT HOSE HE SAID THAT BI HAD FIXED THAT AND DIDN'T CHARGE THE CUSTOMER FOR THE AMOUNT OF TIME THAT HE HAD PUT INTO IT. HE SAID THAT AFTER THEY HAD TEST RODE IT, THEY LET THE CUSTOMER RIDE IT, BOTH THEY AND THE CUST WERE HAPPY WITH IT. HE SAID THAT WHEN THE CUST WENT TO LEAVE, HE BLIPPED THE THROTTLE AND IT RATTLED. HE SAID THAT IT HADN'T DONE THAT WHEN THEY RODE IT AND IT HADN'T DONE IT WHEN THAT CUSTOMER RODE IT. HE SAID THAT THE HAVE IT IN THE SHOP AND ARE GOING TO BE LOOKING AT IT. HE SAID THAT BI SHOULD BE GETTING INTO IT AROUND LUNCH.

BI-TECH/ HE SAID THAT HE WAS JUST GOING TO BE REPLACING THE TENSION ADJUSTER WITH A NEW ONE. HE SAID THAT THE FOOT ON THIS ONE HERE WAS LOOSE AND HE FELT THAT IT HAD TOO MUCH PLAY. HE EXPLAINED THAT HE HAD RUN ACROSS THIS BEFORE. I ASKED HIM TO PLEASE CALL TECHLINE BEFORE THEY DO ANYTHING. HE SAID THAT HE WOULD.

8-9 8:15\*dr\*TSM DAVE R. HE SAID THAT HE HAS SEEN THIS BEFORE, BUT THE LOOSE FOOT IS NOT THE PROBLEM. HE SAID THAT THE SPRING ITSELF MAY BE THE PROBLEM. HE SAID THAT HE WILL CALL THE DEALER AND REVIEW WITH THEM. IF IT NEEDS A TENSIONER, HE'D AUTHO IT.



16,244

JASON

BSA

MSCOTT

ADDRESS  
CITY  
STATE

[REDACTED]

NUMBER  
SELLING  
ADDRESS

237655  
DREYER SUZUKI  
INDIANAPOLIS, IN

MODEL GSX-R750J YEAR 1999 VIN 8X2101957

PHONE  
REPORT

317/243-2203  
237655

DOP  
DOF  
DOR

\_\_\_  
\_\_\_  
\_\_\_

MILEAGE/HOURS

OPENED  
CLOSED

8/8/00  
8/15/00 5:0

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUSTOMER SAID THAT HE HAD THE RECALL DONE AND HE WE REPLACED AND PAID FOR REPAIR. SAID THAT THE TENSIONER NEEDED TO BE REPLACED AGAIN.

**CALL HISTORY**

CUSTOMER SAID THAT THE RECALL WAS COMPLETED AND HE SAID THAT THE CAM CHAIN TENSIONER FAILED, AND HE HAD TO PAY \$110.00 TO COMPLETE THE REPAIR. CUSTOMER SAID THAT HE FEELS THAT ASMC SHOULD PAY FOR THE REPAIR.

M.S. 8/14 4:01 TRIED TO CALL DEALER/DINK. DEALER CLOSED WILL CALL TOMORROW.

M.S. 8/14 4:04 LEFT A MESSAGE FOR THE CUSTOMER THAT I AM WORKING ON THE SITUATION, AND I WILL ADVISE HIM AFTER I SPEAK TO THE DEALER.

M.S. 8/15 11:53 SPOKE TO DEALER/DINK (SERVICE MANAGER)/DRIER SUZUKI. DEALER SAID THAT THE BIKE CAME IN ON 7/11, AND THE TENSIONER WAS NOT KEEPING PROPER TENSION ON THE CAM CHAIN RAIL. DEALER SAID THAT THEY REPLACED THE TENSIONER AND THE NOISE WENT AWAY. DEALER SAID THAT THEY CHARGED THE CUSTOMER. DEALER SAID THAT HE WILL SEE IF THEY STILL HAVE THE TENSIONER. DEALER SAID IF WE GIVE HIM AN AUTHO, HE WILL REIMBURSE THE CUSTOMER.

M.S. 8/15 12:03 SPOKE TO TSS/CANNON. TSS SAID THAT WE SHOULD ASSIST IN THE REPAIR.

M.S. 8/15 1:00 SPOKE TO DEALER/DINK. PROVIDED DEALER WITH AUTHO # MSB000L1499. DEALER SAID THAT THE CUSTOMER PURCHASED THE REPAIR ON HIS CREDIT CARD. DEALER SAID THAT HE WILL REIMBURSE THE CUSTOMER. ADVISED DEALER WE WILL PAY FOR THE NEW CAM CHAIN TENSIONER AND LABOR. DEALER OK.

M.S. 8/15 1:10 LEFT A MESSAGE FOR THE CUSTOMER THAT I SPOKE TO THE DEALER, AND THE DEALER IS GOING TO REIMBURSE HIM, AND TO PLEASE CONTACT DEALER/DINK IN A COUPLE OF DAYS.

M.S. 8/15 1:20 LEFT A VOICE MAIL FOR TSM/MONROE THAT I AUTHO'D THE REPAIR.

M.S. 8/15 5:05 E-MAILED JOE CANNON WITH THE INFORMATION.



16,499

DAVID

RSA

BPLATTE

ADDRESS	[REDACTED]			NUMBER	245283	
CITY	[REDACTED]			SELLING	DBA GIBSONIA CYCLE C	
STATE	[REDACTED]			ADDRESS	ALLISON PARK, PA	
MODEL	GSX-R750J	YEAR	1999	PHONE	412/487-2803	
			VIN	OX2103458	REPORT	238287
DOP	07/07/99	MILEAGE/HOURS	7900 MI			
DOF	__/__/			OPENED	8/15/00	
DOR	__/__/			CLOSED	9/6/00 10:1	

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST COMPLAINING THAT BIKE EXPERIENCED A SECOND FAILURE AFTER RECALL REPAIR PERFORMED. CUST WANTS COMPLAINT DOC'D.

DOC'D COMPLAINT. 8/30 DLR HAS PARTS AND IS FINISHING BIKE.

**CALL HISTORY**

8/15 BP CUST CALLED COMPLAINING THAT BIKE HAD SECOND FAILURE AFTER RECALL CAMPAIGN WAS PERFORMED. FIRST REPAIR WAS PERFORMED AT 238287/SANDER'S (NEWCASTLE). NOW BIKE IS AT DLR/243558 FOR REPEAT FAILURE. CUST PROVIDED TSM/CRAMER'S NAME, SAYING THAT TSM WOULD BILL PREVIOUS REPAIRING DLR FOR CURRENT REPAIR.

M.S. 8/17 11:20 TSM/CRAMER CALLED AND SAID THAT THE UNIT HAS DAMAGE TO THE CAM SHAFT, MOST LIKELY CAUSED BY GIBSONIA CYCLE. TSM SAID THAT HE IS GOING TO AUTHORIZE A NEW CAM SHAFT ON THE UNIT, AND HE IS GOING TO MAKE SURE THE CAM CHAIN TENSIONER RECALL WAS DONE.

8/23/00 AS CUSTOMER CALLED IN BECAUSE HE HAS BEEN WITHOUT HIS M/C FOR 7 WKS. IT'S CURRENTLY AT BOB TRACY'S. THEY CLAIM THE CAM BERRING WAS DESTROYED, 2 VALVES WERE LOSE AND ONE CAM WAS COMPLETELY SHOT. CUSTOMER JUST PURCHASED EXTENDED WARRANTY.

8/25 9:19 BP CONTACTED SVC/RAY WHO TOLD ME DLR WAS WAITING FOR SHIMS TO FINISH BIKE. RAY DIDN'T KNOW WHAT STATUS WAS ON SHIM ORDER BUT TOLD ME HE'D CONTACT ME FOR ANY NEEDED ASSISTANCE.

8/30 9:13 BP CONTACTED SVC/RAY WHO TOLD ME SHIMS CAME IN, DLR WAS WORKING ON BIKE RIGHT NOW. THEY FOUND A TIGHT VALVE BUT ARE WORKING ON IT.

8/31/00 IF CUSTOMER CALLED IN AND CLAIMS THAT THE BIKE IS STILL MAKING THE SAME NOISES. CUSTOMER CLAIMS THAT HE HAS BEEN DOWN FOR 8 WEEKS.

8/31 2:44 BP CUST CALLED BACK AND TOLD ME THAT DLR STILL HAS PROB'S WITH BIKE. SVC/RAY TOLD CUST THAT TSM SAID TO INSTRUCT CUST TO PICK UP BIKE AND TAKE BACK TO ORIG REPAIRING DLR 238287. CUST IS VERY ANGRY ABOUT THIS, EXPLAINED THAT HIS BIKE HAS BEEN DOWN FOR 7 WEEKS, AND NOW SUZUKI EXPECTS HIM TO TAKE IT BACK TO DLR THAT HE HAS NO CONFIDENCE IT REPAIRING BIKE PROPERLY.

8/31 3:51 BP LEFT MSG ON TSM/CRAMER'S VM.

8/31 4:21 BP CUST CALLED BACK AND ASKED IF I CALLED DLR. I TOLD HIM I LEFT MSG FOR TSM, BUT WOULD CALL DLR TOMORROW.

8/31 4:31 BP TSM/CRAMER CALLED BACK AND WE DISCUSSED SITUATION. IT IS NOT CLEAR WHETHER ONGOING PROB



IS RESULT OF SUZUKI DEFECT OR REPAIR BEING PERFORMED INCORRECTLY AT 238287. TSM AGREED THAT BIKE SHOULD STAY AT DLR/243558 UNTIL FINISH, AND TO ADVISE DLR.

9/1 8:00 BP PICKED UP MSG FROM TSM/CRAMER WHO ASKED TO GET MORE DETAILS ABOUT REPAIR FROM 238287/DAVE.

9/1 8:20 BP CONTACTED SVC/DAVE WHO TOLD ME THAT BIKE WAS IN IN MAY @6000 MILES, AND AGAIN IN JULY FOR 7600 MILES. DAVE WASN'T SURE BUT THOUGHT BIKE HAD CARBON BUILDUP HOLDING VALVES OPEN. DLR R&R'D 3 INT VALVES, 4 INT GASKETS, AND HD GASKET. DAVE THINKS CUST DRAG RACES BIKE. IT HAS HAD TWO CLUTCH REPLACEMENTS.

9/1 8:46 BP SPOKE WITH SVC/RAY AND INFORMED THAT TSM SUGGESTED FINISHING BIKE THERE.

9/1 9:01 BP TRIED PRI#, LEFT MSG THAT REPAIR WOULD BE CONTINUING AT 243558.

9/1 BP RECEIVED MSG FROM TSM/CRAMER STATING THAT WE SHOULD AGREE TO NEW CAM CHAIN, GUIDES, AND WASH OUR HANDS OF BIKE SINCE IT IS OOW.

9/5 12:53 BP TRIED WORK#, LEFT MSG WITH RAYLEEN.

9/5 12:54 BP TRIED PRI#, NO ANSWER.

9/5 12:57 BP TRIED DLR, BUSY.

9/6 10:12 BP CONTACTED SVC/RAY AND TOLD HIM ABOUT MY MSG FROM TSM CRAMER. I ASKED SVC/RAY TO CONTACT CRAMER FOR MORE INFO.



16,714

LLOYD

RSA

BWRIGHT

ADDRESS [REDACTED]  
CITY [REDACTED]  
STATE [REDACTED]

NUMBER 245291  
SELLING GREEN COUNTY SUZUKI  
ADDRESS BROKEN ARROW OK  
PHONE 918/258-4774  
REPORT

MODEL GSX-R750 YEAR 1999 VIN 2X2103851

DOP    /    /     
DOF    /    /    MILRAGE/HOURS  
DOR    /    /   

OPENED 8/22/00  
CLOSED 8/31/00 4:0

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST SAYS CAM CHAIN HAS FAILED A COUPLE OF TIMES.

SPOKE TO DLR THEY HAD NOT CALLED TECH LINE WAS JUST REPLACING CAM CHAIN TENSIONER. GOT DLR TO CALL TECH LINE AND THEY HAVE DLR DOING MORE TESTS BEFORE THEY JUST CHANGE CAM CHAIN TENSIONER.

**CALL HISTORY**

BW 8/22 10:39

CUST SAYS THAT HE HAS HAD MANY PROBLEMS WITH THE CAM CHAIN TENSIONER. CUST SAYS THAT HE WANTS A NEW BIKE BECAUSE THIS IS A SAFETY ISSUE. TOLD CUST WE COULD NOT DO THAT HOWEVER I WILL CONTACT DLR AND SEE WHAT IS GOING ON AND GET BACK TO HIM.

BW 8/24 9:42

CALLED DLR WAS LEFT ON HOLD 4+ MIN

BW 3:54

CALLED DLR WAS LEFT ON HOLD 4+ MIN

BW 8/25 9:44

CALLED DLR TOLD RECP THAT I WAS LEFT ON HOLD YESTERDAY 2X ASKED HER IF THERE WAS ANY ONE THERE.

SPOKE TO KELLEY, HE TELLS ME THAT HE HAS NOT CALLED TECH LINE AND THERE IS JUST A NOISE THAT COMES BACK. TOLD DLR THAT THE UNIT WILL HAVE A SOUND COMING FROM THE TENSIONER AREA. DLR DID NOT KNOW THAT. ASKED DLR IF HE HAD CONTACTED TECH LINE DLR SAID NO. SUGGESTED TO DLR THAT HE CALL TODAY AND LET THEM KNOW WHAT IS GOING ON. HE SAID HE WOULD.

BW 8/29 3:18

CALLED KELLEY AT DLR ASKED HIM IF HE HAD SPOKEN TO TECH LINE AND WAS TOLD TO MORE EXSTENSIVE TEAR DOWN AND CALL THEM BACK. DLR SAYS THAT THEY WILL BE WORKING ON IN 8/30 OR 8/31

BW 3:20

CALLED CUST NO ANSW

BW 8/31 11:38

CALLED CUST NO ANSW.

BW 3:50

CALLED AND SPOKE TO CUST TOLD HIM THAT I HAVE SPOKEN TO DLR. TOLD CUST THAT THIS UNIT DOES HAVE A SOUND COMING FROM THE VALVE TRAIN AND IS NORMAL. HOWEVER THE DLR HAS CONTACTED TECH LINE AND IS GOING TO DO SOME MORE EXTENSIVE TEAR DOWN. AND SEE IF IT IS JUST THE NORMAL OR IF SOMETING IS

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY

[REDACTED]

GOING ON. TOLD CUST TO STAY IN CONTACT WITH DLR. CUST THANKED FOR MY HELP.

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

[REDACTED]



21,568

JOEY

RSA

MSCOTT

ADDRESS	[REDACTED]			NUMBER	241733		
CITY	[REDACTED]			SELLING	JERRY FERRELL		
STATE	[REDACTED]			ADDRESS	MEDINA, OH		
MODEL	GSX-R600	YEAR	1999	PHONE	330/723-3105		
			VIN	9X2100449	REPORT	241733	
DOP	///	MILEAGE/HOURS		4000	OPENED	12/4/00	
DOF	///					CLOSED	12/4/00 11:
DOR	///						

**CUSTOMER ALLEGES:**

CUSTOMER CLAIMS THAT THE UPDATED CAM CHAIN TENSIONER IN HIS BIKE IS MAKING NOISE.

**RESOLUTION:**

RECOMMENDED THE CUSTOMER TO TAKE HIS BIKE TO THE DEALER.

**CALL HISTORY**

CUSTOMER SAID THAT HE IS THE 2ND OWNER OF THE BIKE. CUSTOMER SAID THAT THE CAM CHAIN TENSIONER RECALL WAS PERFORMED, AND THE TENSIONER HAS TO BE REPLACED AGAIN. CUSTOMER SAID THAT HE SPOKE TO JERRY FARRELL AND GOODTIMES SUZUKI AND THEY BOTH TOLD HIM TO CALL ASMC. CUSTOMER ASKED WHAT HE SHOULD DO.

ADVISED CUSTOMER IF HE BELIEVES THERE IS A PROBLEM, I WOULD RECOMMEND TO TAKE THE BIKE TO A SUZUKI DEALER. ADVISED CUSTOMER THAT I WILL CALL HIS DEALER AND ASK THE DEALER TO CALL HIS TSM IF IT IS INDEED THE CAM CHAIN TENSIONER. CUSTOMER SAID THAT HE WILL TAKE THE BIKE TO JERRY FERRELL SUZUKI.

M.S. 12/4 10:44 SPOKE TO DEALER/BILL (SERVICE MANGER). ADVISED DEALER THAT THE CUSTOMER CLAIMS THAT HIS CAM CHAIN TENSIONER IS MAKING NOISE. ADVISED DEALER THAT THE CUSTOMER IS THE 2ND OWNER, BUT IT APPEARS AS PER OUR RECORDS THAT THE CAM CHAIN TENSIONER RECALL WAS COMPLETED. ASKED DEALER IF THE PROBLEM IS INDEED THE CAM CHAIN TENSIONER TO PLEASE CALL TECH-LINE OR JERRY MONROE. DEALER OK.

M.S. 12/4/00 11:04 E-MAILED TSM/MONROE AND ADVISED HIM OF THE CONTACT.:

Hello Jerry, I received a call from a customer that claims the cam chain tensioner on his bike was completed last year, but the tensioner is making noise now. The customer is the 2nd owner. The AS/400 indicates the recall was done on 6/21/00 by Midwest Motors (244902). The customer is going to take his bike into Jerry Ferrell. I spoke to Bill at Jerry Ferrell and asked him to call Tech-Line if it is the tensioner. Thanks.

Model: GSX-R600X  
VIN: 9X2100449  
Mileage: 4000

M.S. 12/15/00 1:56 CUSTOMER LEFT A MESSAGE FOR ME. LEFT A MESSAGE FOR THE CUSTOMER TO CALL ME.

M.S. 12/15/00 2:00 SPOKE TO THE CUSTOMER. CUSTOMER SAID THAT THE DEALER ORDERED THE CAM CHAIN TENSIONER ON 12/8/00, AND HE SAID THAT THE DEALER HAS NOT RECEIVED THE PARTS YET.

M.S. 12/15/00 2:01 SPOKE TO DEALER/BILL (SERVICE MANAGER). DEALER SAID THAT THE KIT ARRIVED TODAY, AND HE SAID THAT HE WILL HAVE THE BIKE DONE THE BEGINNING OF NEXT WEEK.

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY

[REDACTED]

M.S. 12/15/00 2:07 SPOKE TO THE CUSTOMER. ADVISED CUSTOMER THE DEALER HAS THE PARTS. CUSTOMER OK.

..

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*



22,629

MICHAEL

ESA

BWRIGHT

ADDRESS CITY STATE	[REDACTED]			NUMBER	241636
MODEL	GSX-R750	YEAR	1999	SELLING ADDRESS	DBA SUZ MTRSPTS OF C CHARLOTTE, NC
VIN	7X2100749			PHONE	704/394-6666
DOP	02/08/99	MILEAGE/HOURS	5000	REPORT	243388
DOF	__/__/__			OPENED	12/22/0
DOR	__/__/__			CLOSED	1/11/01 1:4

**CUSTOMER ALLEGES:**

CUSTOMER SAYS RECALL PART BAD, WANTS NEW ONE.

**RESOLUTION:**

TOLD CUSTOMER UNIT WOULD HAVE TO GO TO A SUZUKI AND THEY WOULD NEED TO VERIFY PROBLEM THEN THEY COULD CALL US AND REVIEW.

**CALL HISTORY**

12/22/00 AS CUSTOMER BELIEVES M & H SUZUKI HAS BEEN RUDE AND WOULD LIKE THE RECALL TO BE TAKEN CARE OF. IT SAYS IT HAS BEEN PERFORMED BUT IT STILL MAKES A RATTLING TICKING NOISE.

12-22 2:09\*dl\*LFT MSG AT CUST HOUSE #. ADVISED CUST THAT WE WILL NOT BE ABLE TO ASSIST UNTIL 01-02-01. ASKED THAT HE PLEASE TRY TO LOCATE ALTERNATE DEALER FOR SECOND OPINION.

BW 1/5/01  
CUSTOMER CALLED IN SAID THAT HE SOLD BIKE TO A COP AND IF HE CRASHES BECAUSE OF A BAD TESNIONER WE ARE GOING TO BE SUED. TOLD CUSTOMER THAT HE CAN TAKE TO DEALER IF DEALER IS ABLE TO VERIFY PROBLEM THEN THEY CAN CALL US AND WE WILL REVIEW



23,185

JASON

RSA

BPLATTE

ADDRESS				NUMBER	241903	
CITY				SELLING	DBA EXCEL MTRCYCS &	
STATE				ADDRESS	DENVER, CO	
MODEL	GSX-R750	YEAR	1999	PHONE	303/399-5447	
			VIN	9X2100266	REPORT	241903
DOP	05/22/99	MILEAGE/HOURS	16,000	OPENED	1/19/01	
DOF	___			CLOSED	1/24/01 3:1	
DOR	___					

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST COMPLAINING THAT ASMC WON'T COVER FORMER RECALL PART FAILURE.

DLR WILL CONTACT TECHLINE FOR FURTHER REVIEW.

**CALL HISTORY**

1/19/01 AS CUSTOMER CLAIMS HE ALREADY HAD CAM CHAIN RECALL SERVICED. NOW THE BIKE IS HAVING PROBLEMS THAT SEEM TO BE DUE TO THE CAM CHAIN. BIKE HAS BEEN AT DEALER'S FOR THREE WEEKS.

1/24/01 2:15 BP CONTACTED SVC/RICK WHO EXPLAINED THAT BIKE HAD RECALL REPAIR PERFORMED AT APPROX 160 MI, AND CUST BROUGHT BIKE BACK IN FOR NOISE. DLR FOUND NO ECCESSIVE FREEPLAY IN CHAIN WITH VALVE COVER OFF AND VALVES ADJUSTED WITHIN SPEC. DLR SET TENSION ADJUSTER AT 1/2 TRAVEL AND WAS ABLE TO GET FREEPLAY, SO THEY REPLACED TENSION ADJUSTER AND NOISE WENT AWAY. SVC/RICK TOLD ME CUST RIDES AGRESSIVELY, WHEELIES SOME, AND TEMSIONER SEEMED WORN MORE THAN FAILED. SVC/RICK CALLED TECHLINE WHO DENIED ASSISTANCE DUE TO TIME OOW BUT TOLD DLR THEY COULD CALL BACK FOR REVIEW IF CUST WAS DISSATISFIED. CUST WAS OK WITH THIS INITIALLY, BUT STILL CALLED CUST SERVICE. RICK AGREED TO CONTACT TECHLINE AGAIN AND I TOLD HIM I WOULD CALL CUST AND INFORM.

1/24/01 2:30 BP CALLED CUST AND INFORMED OF MY DISCUSSION WITH SVC/RICK. CUST SEEMED OK WITH THIS.



23,198

JEREMY

RSA

BWRIGHT

ADDRESS				NUMBER	240621
CITY				SELLING	DBA SAVANNAH KAW SUZ
STATE				ADDRESS	SAVANNAH, GA
MODEL	GSX-R600J	YEAR	1999	PHONE	912/352-7710
			VIN	REPORT	240621
DOP	07/27/00	MILEAGE/HOURS		OPENED	1/19/01
DOF	___			CLOSED	2/16/01 9:0
DOR	___				

**CUSTOMER ALLEGES:**

**RESOLUTION:**

DEALER CALLED WANTED HELP WITH UNIT MAKING SAME CALLED DON L ASKED HIM TO CONTACT DEALER. NOISE AFTER RECALL WAS DONE.

**CALL HISTORY**

1/19/01 AS DEALER CALLED IN FOR CUSTOMER (FRED--SERVICE MGR.) BECAUSE CAM CHAIN ADJUSTER HAS ALREADY BEEN SERVICED FOR RECALL. NOW THE UNIT IS MAKING THE SAME NOISE AND THE DEALER BELIEVES IT IS THE ADJUSTER AGAIN.

BW 1/22/01 8:21

CALLED DON L TOLD HIM THAT ONE OF HIS DEALERS CALLED IN AND SAID THAT THAT THEY DID A RECALL AND THE UNIT IS STILL MAKING SAME NOISE. ASKED DON TO CONTACT DEALER. NO CUSTOMER CONTACT.

bw 2/13/01 3:46

CUSTOMER LEFT MESSAGE ON VOICE MAIL WOULD LIKE FOR ME TO CALL HIM BACK.

BW 2/14/01 8:48

CHECKED TECH LINE DATA BASE NO RECORD OF VIN.

BW 1:15

CALLED DEALER FRED (SERVICE MGR) WAS GONE FOR THE DAY LEFT MESSAGE FOR CUSTOMER TO CALL ME.

BW 2/16/01 8:20

CALLED DEALER SPOKE TO FRED HE TELLS ME THAT THEY JUST HEARD THE UNIT. TOLD DEALER THAT THE CUSTOMER WILL HAVE TO AUTHO DEALER TO INSPECT UNIT, ONCE THE DEALER DOES THAT HE CAN THEN CONTACT TECH LINE AND LET THEM KNOW WHAT HE FOUND AND WILL LET THE DEALER KNOW IF WE CAN ASSIST IN THE REPAIR. TOLD DEALER I WOULD CONTACT CUSTOMER AND LET HIM KNOW WHAT HE NEEDED TO DO.

BW 8:24

CHECKED STATUS RECALL HAS BEEN DONE.

BW 8:53

CALLED CUSTOMER TOLD HIM THAT ACCORDING TO OUR RECORDS THE UNIT HAS HAD RECALL DONE. HOWEVER IF HE WANTED TO CONTACT DEALER AND GIVE HIS AUTHO FOR THE DEALER TO TEAR DOWN UNIT ONCE THE DEALER SEE'S WHATS GOING ON HE CAN CONTACT OUR TECH LINE AND SEE IF WE CAN BE OF ANY ASSISTANCE. TOLD CUSTOMER UNTIL WE KNOW WHATS GOING ON IN THE ENGINE I CAN NOT TELL HIM WEATHER OR NOT WE CAN COVER. CUSTOMER UNDERSTOOD AND THANKED ME FOR MY HELP.

[REDACTED]  
GAVE COPY OF CONTACT TO ANGELA FOR HER TO SEND OUT COPY OF WARRANTY.

..

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

[REDACTED]



23,781

SHAWN

RSA

DRIDDLE

ADDRESS				NUMBER	219100	
CITY				SELLING	RAY WILT SUZUKI INC	
STATE				ADDRESS	HANOVER, PA	
MODEL	GSX-R750	YEAR	1999	PHONE	717/632-8801	
			VIN	REPORT	219100	
DOP	06/17/99	MILEAGE/HOURS		8000	OPENED	01/31/2
DOF	///					
DOR	///					
					CLOSED	01/31/2001

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST CALLED IN STATING HAT HIS MOTOR WAS MAKING A NOISE THAT CONCERND HIM. CUST WANTED TO KNOW ABOUT RECALL.

EXPLAINED RECALL. ASKED THAT CUST PLEASE TAKE UNIT TO DEALER FOR CONFORMATION OF RECALL COMPLETION.

**CALL HISTORY**

CUST STATES THAT HE STORED BIKE FOR THE WINTER. HE EXPLAINED THAT HE WOULD GO TO START IT EVERY FEW MONTHS. HE SAID THAT HE WENT TO START IT JUST THE OTHER DAY AND HEARD A VERY LOUD NOISE COMING FORM THE WHAT HE THOUGHT WAS THE CAM CHAIN TENSION ADJUSTER. HE SAID THAT HE WAS CONCERNED THAT THE RECALLED PART WAS FAILING. CUST STATED THAT THE NOISE WAS COMING FROM THE TOP PORTION OF THE MOTOR ONTH LEFT SIDE AND ONLY WHEN THE BIKE WAS STARTED AND ON DECEL.

I EXPLAINED THAT THE NOISE MAY BE NORMAL. I EXPLAINED THAT THE NOISE WILL DISSIPATE WHEN THE MOTOR WARMS UP. I ALSO EXPLAINED THAT THE RATTLING ON DECEL WOULD BE THE CHAIN SLACK RUBBING ON THE GUIDES. CUST SEEMED TO UNDER STAND THIS. I DID SUGGEST THAT HE TAKE THE BIKE TO THE DEALER FOR INSPECTION JUST TO BE SURE THOUGH. HE SAID THAT HE WOULD. HE EXPLAINED THAT HE WOULD HAVE TO DO THIS IN APRIL THOUGH.

02-19 4:56\*dr\*CUST/ HE SAID THAT HE REMOVED THE CAM CHAIN TENSION ADJUSTER AND FOUND THAT THE FOOT END WOULD PUSH IN ABOUT THE HALF THE WAY. CUST STATED THAT HE WAS CONCERNED ABOUT THIS. I ASKED THAT CUST PLEASE TAKE BIKE TO DEALER AND CALL ME WHEN HE HAS DONE THIS. I WILL CALL THE DEALER AND GET THEM IN CONTACT WITH THEIR TSM. HE SAID THAT HE WOULD.



24,157

CHRIS

RSA

DRIDDLE

ADDRESS	[REDACTED]			NUMBER	243035
CITY	[REDACTED]			SELLING	SUZUKI OF SWANSEA
STATE	[REDACTED]			ADDRESS	SWANSEA, MA
MODEL	GSX-R750	YEAR	1999	PHONE	508/675-4111
			VIN	REPORT	243035
DOP	___/___/___	MILEAGE/HOURS		OPENED	2/8/01
DOP	___/___/___			CLOSED	02/16/2001
DOR	___/___/___				

[REDACTED]

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST STATES THAT HIS MOTOR IS MAKING NOISE AFTER RECALL. CUST ALSO STATES THAT ANTIFREEZE WAS LOW AND RADIATOR CAP WAS MISSING.

CUST NOT RETURNING CALLS. SENT LETTER TO PLEASE ADDRESS WITH HIS DEALER.

**CALL HISTORY**

2/8/01 AS CUSTOMER IS STILL HAVING PROBLEMS WITH CAM CHAIN TENSIONER. HE CLAIMS THAT WHEN HE PICKED THE BIKE UP IT WAS OUT OF ANTIFREEZE, THE RADIATOR CAP WAS OFF AND ONE SIDE OF THE ENGINE IS QUIET AND THE OTHER SIDE HAS VALVE NOISE.

M.S. 2/9/01 8:36 PLEASE HANDLE DAMON. SEE PRIOR CONTACT.

02-09 11:37\*dr\*CALLED CUST. LFT MSG TO PLEASE CALL.

02-13 9:14\*dr\*LFT MSG FOR CUST TO PLEASE CALL.

02-13 4:08\*dr\*CALLED CUST HOUSE. NO ANSWER.

02-16 \*dr\*SENT LETTER.

February 16, 2001



This letter is in response to your recent phone call to American Suzuki Motor Corp. concerning your 1999 Suzuki GSX-R750X. We have tried to reach you on several occasions without success. We apologize for this.

To properly address your concerns regarding your motorcycle, we suggest you contact your dealer and authorize it to address your concerns. Your dealer is very interested in you as a customer and will be willing to address any concerns you have.

Sincerely,  
American Suzuki Motor Corporation

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

[REDACTED]

Damon Riddle  
Customer Service Representative

DR/

03-06 4:40\*dr\*CUST CALLED BACK IN/ HE SAID THAT WHEN HE PICKED UP THE BIKE, HE NOTED THAT THE MOTOR SOUNDED VERY LOUD AND THE TEMP KEPT GOING UP. HE STATED THAT HE FOUND THAT THE UNIT HAD NOT COOLANT IN THE MOTOR. HE SAID THAT HE CALLED STEVE TO INFORM HIM OF THE NOISE AND STEVE ASKED HIM TO PLEASE RIDE THE BIKE AND THEY WILL ADDRESS IT. CUST STATED THAT HE IS NOT SURE THAT THE DEALER HAS PROPERLY SERVICED THE BIKE AND FEELS THAT IT MIGHT NOT HAVE REPLACED EVERYTHING IT SAID IT HAS REPLACED. CUST WAS VERY CONCERNED ABOUT THE DEALER WORKING ON HIS BIKE AND STATED THAT HE MIGHT WANT TO TAKE THE BIKE TO A TECH HE TRUSTS AND HAVE HIM WORK ON THE BIKE. CUST ALSO STATED THAT HE WAS UNHAPPY WITH THE DEALERS DECISION TO NOT REPLACE THE ENGINE CASES. CUST ALSO UPSET THAT THE DEALER HAS NOT SUPPLIED HIM WITH THE R.O.'S FROM HIS REPAIR.

I ADVISED THE CUST TO PLEASE CALL THE DEALER AND EXPLAIN THESE POINTS TO IT. IF HE IS UNABLE TO GET A RESOLUTION FROM THE DEALER HE COULD CALL US BACK AND WE CAN GET HIM THE R.O.'S I EXPLAINED THAT WAS ALL THAT WE WOULD BE ABLE TO DO. CUST STATED THAT HE UNDERSTOOD.

01/09/02 AS Mike Scott sent him a gift certificate for \$75.00 then he lost it and asked for a replacement one year later. Now he is saying that he has grounds to file a lawsuit if we don't make him a happy customer.

01/10/01 AS SENT CUSTOMER A DUPLICATE GIFT CERTIFICATE AND LETTER AS FOLLOWS:

January 10, 2002

[REDACTED]

Enclosed is a duplicate gift certificate in the amount of \$75.00 as a goodwill gesture. The gift certificate is valid for any parts, accessories, or labor at your authorized Suzuki dealer. Due to special circumstances this gift certificate will expire on March 1st 2002.

We wish to maintain customer satisfaction at Suzuki, and hope you will enjoy many trouble-free miles with your Suzuki motorcycle in the future.

Sincerely,  
American Suzuki Motor Corporation

Angela Sparks  
Customer Support Coordinator

**PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY**

[REDACTED]



25,600

ROBERT

RSA

DRIDDLE

ADDRESS				NUMBER	234636
CITY				SELLING	DBA K'S HUMBLE YAM S
STATE	ZIP	PHONE		ADDRESS	HUMBLE, TX
		WORK		PHONE	281/446-7165
MODEL	GSX-R750	YEAR	1999	REPORT	234636
		VIN	EX2100419		
DOP	01/27/99	MILEAGE/HOURS		OPENED	03/13/2
DOF	__			CLOSED	03/14/2001
DOR	__				

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST STATES THAT HE JUST HAD THE CAM CHAIN TENSIONS ADJUSTER RECALL PERFORMED ON HIS BIKE AND IT IS MAKING A RATTLING NOISE FROM THE TOP END.

DLR TO ADDRESS CUSTOMERS CONCERNS. DLR TO CALL TECHLINE

**CALL HISTORY**

CUST IS SECOND OWNER. CLAIMS THAT HE JUST HAD CAM CHAIN TENSION ADJUSTER RECALL PERFORMED JUST ABOUT 44mi AGO. HE STATED THAT JUST YESTERDAY, HE HEARD A VERY LOUD NOISE RATTLE COMING FROM THE TOP END OF HIS MOTOR. HE EXPLAINED THAT HIS DEALER HAS TOLD HIM THAT MOST OF THE RECALL KITS DON'T WORK. HE EXPLAINED HE WAS CONCERNED ABOUT THE BIKE AND WANTED TO BE COMFORTABLE ON IT. HE STATED THAT HIS DEALER HAS TOLD HIM THAT A MANUAL TENSION ADJUSTER WOULD WORK JUST FINE ON THE BIKE AND HE SHOULD PAY TO HAVE THAT INSTALLED. CUST ASKED IF THE GSX1300R CAM CHAIN RECALL KIT WOULD WORK? CUST STATED THAT AT THE TIME OF THE RECALL KIT BEING INSTALLED, HE HAD THE VALVES ADJUSTED. CUST STATED THAT THE BIKE IS NOT DOWN ON POWER AND DOES NOT FEEL AS IF IT RETARDED IN ANYWAY.

I EXPLAINED THAT IT WOULD NOT. I ALSO ADVISED HIM AGAINST INSTALLING THE MANUAL TENSIONER. I EXPLAINED THAT THE MOTORCYCLE SHOULD NOT BE MAKING THAT NOISE AND THAT HIS DEALER WOULD NEED TO CERTAINLY LOOK AT THE KIT IT INSTALLED AND MAKE SURE IT IS INSTALLED CORRECTLY AND THERE ARE NO PROBLEMS WITH IT. I ASKED THAT HE PLEASE CALL THE DEALER AND SCHEDULE AN APPOINTMENT WITH THE SERVICE DEPT. TO HAVE THE BIKE LOOKED AT AGAIN. I WOULD CALL THEM AS WELL AND ASK THAT IT PLEASE ADDRESS THIS WITH TECHLINE.

03-14 11:24\*dr\*JERMEY-SERVICE MANAGER/ HE SAID THAT THE CUST SHOULD BE BRINGING THE BIKEBY TONIGHT. HE SAID THAT HE THINKS THAT THE CUST IS JUST NOT USED TO THE NOISE THAT THE BIKE MAKES. HE EXPLAINED THAT THEY WILL ADDRESS THIS FOR THE CUSTOMER.



25,630

MICHAEL

BSA

DRIDDLE

ADDRESS [REDACTED]  
CITY [REDACTED]  
STATE [REDACTED]

NUMBER 245712  
SELLING P/S OF CLEARWATER  
ADDRESS CLEARWATER, FL  
PHONE 727/536-4791  
REPORT 245712

MODEL GSX-R750J YEAR 1999 VIN 8X2102574

DOP 05/21/99  
DOF 02/28/01 MILEAGE/HOURS 7700  
DOR / /

OPENED 3/14/01  
CLOSED 03/30/2001

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST STATES BIKE WAS BROUGHT TO DLR FOR CAM CHAIN CUST CALED IN CLAIMING UNIT WAS REPAIRED. RECALL. AFTER KIT WAS INSTALLED, MOTOR DEVELOPED A LOUD KNOCK. BIKE STILL AT DLR. RETURNED CUSTOMER CALLS MANY TIMES. UNABLE TO REACH CUST. SENT LETTER TO PLEASE CALL.

**CALL HISTORY**

CUSTOMER SAID THAT HE IS THE 2ND OWNER OF THE BIKE. CUSTOMER SAID THAT HE TOOK THE BIKE TO HAVE THE CAM CHAIN TENSIONER REPLACED. CUSTOMER SAID AFTER THE RECALL WAS DONE, THE BIKE STARTED MAKING A TERRIBLE KNOCKING NOISE. CUSTOMER SAID THAT THE DEALER CHARGED HIM \$100.00 TO CHANGE THE CAM CHAIN, AND IT IS STILL NOT FIXED. CUSTOMER SAID THAT HE ALSO HAS METAL DEBRIS IN HIS OIL.

03-15 3:19\*dr\*LFT MSG WITH CUST WIFE TO PLEASE CALL.

03-15 3:40\*dr\*CUST/ HE SAID THAT THE BIKE WENT IN FOR THE CAM CHAIN ADJUSTER RECALL. HE EXPLAINED THAT HE HEARD FROM THE DEALER ON SAT TWO WEEKS AGO. HE EXPLAINED THAT THE DEALER TOLD HIM THERE WERE HEARING A LOUD NOISE FROM THE MOTOR THAT SOUNDED LIKE THE CAM CHAIN. HE SAID THAT THE DEALER CHARGED HIM FOR \$100.00 TO CHECK THE CAM CHAIN. HE SAID THAT WHEN HE WENT TO PICK THE BIKE UP, THE DEALER STATED IT FOR HIM AND IT MAKE A LOUD NOISE LIKE THE ROD WAS KNOCKING AND THERE WAS NO SMOKE COMING FROM THE EXHAUST. HE SAID THAT THE TECH IMMEDIATELY SHUT THE BIKE. HE SAID THAT HE NOTICED THAT THERE WERE PARTS MISSING FROM HIS EXHUAST PIPE. THE DEALER TOLD HIM THAT IT HAD NOT REMOVED THE PIPE AT ALL. HE STATED THAT HE HAS WAITED SINCE LAST FRIDAY FOR THE DEALER TO CALL HIM TO LET HIM KNOW WHAT THE STATUS OF THE BIKE IS. HE SAID THAT HE HAS NOT HEARD FROM THE DEALER YET. HE SAID THAT WHEN THE BIKE WENT IN, IT HAD A VERY LIGHT METALIC TAPPING NOISE. IT NOW HAS A VERY LOUD KNOCK. HE SAID THAT HE WOULD LIKE TO FND OUT WHAT IS WRONG WITH HIS MOTOR. CST ADVISED THAT HE HAS A FRAM OIL FILTER ON THE MOTOR. WANTED TO KNOW IF THIS WOULD CAUSE A PROBLEM? CUST SAID THAT HIS NEXT STEP WITH THE DEALER IS TO CONTACT AN ATTORNEY.

I EXPLAINED TO HIM THAT I WOULD CALL THE DEALER AND TRY TO HELP FIND OUT WHAT THE NOISE IS THAT THE MOTOR IS MAKING. I EXPLAINED THAT I WOULD ALSO DISCUSS WITH THE DEALER A REIMBURSEMENT FOR THE CAM CHAIN. I EXPLAINED THAT SHOULD HAVE BEEN PART OF THE INSPECTION DURING THE RECALL. EXPLAINED TO CUST THAT ANY OIL FILTER OTHER THAN THE STOCK SUZUKI ONE WAS NOT RECOMMENDED.

03-16 11:58\*dr\*JOHN-SERVICE MANAGER/HE EXPLAINED THAT THE BIKE WAS STILL AT THE DEALERSHIP. HE SAID THAT AFTER THE RECALL KIT WAS INSTALLED, THE MOTOR BECAME LOUDER. HE SAID THAT THE SERVICE WRITER SHOULD BE CALLING THE TECHLINE TODAY.

I ASKED THAT HE PLEASE REIMBURSE THE CUSTOMER FOR THE INSPECTION TO THE CAM CHAIN, THAT SHOULD HAVE BEEN COVERED UNDER THE RECALL INSPECTION/INSTALLATION. HE AGREED AND SAID THAT HE WAS NOT AWARE THAT THE CUSTOMER WAS CHARGED FOR ANY INSPECTION. HE SAID THAT HE WOULD MAKE SURE THE

[REDACTED]

CUSTOMER IS REIMBURSED.

03-16 CUST CALLED AND LFT MSG. EXPLAINED THAT HE SPOKE TO HIS DEALER AND THE DEALER TOLD HIM THAT T SPOKE WITH US. CUST CLAIMS THAT THE DEALER TOLD HIM THAT THERE WAS NOTHING THAT WE COULD SUGGEST. HE STATED THAT HE WANTED TO SPEAK TO ME BEFORE HE SPOKE TO HIS LAWYER.

03-16 4:32\*dr\*SPOKE TO TSS JOE C. HE EXPLAINED THAT HE SPOKE TO THE DLR. HE SAID THAT THE DEALER IS NOT FOLLOWING PROPER DIAGNOSTIC PROCEDURES. HE SAID THAT HE HAS ASKED THAT THE DEALER LISTEN WITH A STETHOSCOPE TO TRY TO LOCATE THE NOISE.

CUST STATED THAT THE DEALER IS TELLING HIM THAT THEY ARE GOING TO CHARGE HIM 9.1hrs TO DISASSEMBLE THE MOTOR TO LOCATE THE NOISE. HE SAID THAT THE DEALER MENTIONED NOTHING ABOUT USING A STETHOSCOPE.

CUST SAID THAT HE DOES NOT FEEL HE CAUSED THIS. CUST CLAIMS THAT HE RODE THE BIKE WELL OVER 100mph THE DAY BEFORE HE BROUGHT IT IN. CUST STATES THE RODE THE BIKE THE DAY HE BROUGHT IT IN AND HEARD NO KNOCKING NOISE. CUST SAID THAT HE WAS GOING TO MOVE TO BARNEYS OF BRANDON.

I EXPLAINED THAT ASMC WOULD PAY FOR DAMAGES CAUSED BY THE DEFECTIVE CAM CHAIN TENSION ADJUSTER, THE DEALER WOULD HAVE TO ADDRESS ANY DAMAGES MADE TO THE BIKE FROM THEIR REPAIR AND ANY DAMAGES TO THE BIKE THAT HE CAUSED, HE WOULD HAVE TO PAY. CUST UNDERSTOOD. CUST ASKED HOW HE COULD HAVE DAMAGED UNIT. I EXPLAINED THAT THE DEALER CONTACT STATED THAT THE CUSTOMER ADMITTED HE RIDES A LOT OF WHEELIES. I EXPLAINED IF THE FRONT WHEEL IS NOT IN CONTACT WITH THE GROUND FOR LONG PERIODS OF TIME WHILE THE MOTOR IS RUNNING, IT COULD CAUSE THE OIL IN THE MOTOR TO MOVE AWAY FROM THE OIL PICK UP WHICH IS IN THE FRONT OF THE MOTOR. THIS WOULD BE HIS FAULT. CUST DID NOT DENY HE RODE WHEELIES, HOWEVER, HE DID NOT CONFIRM IT EITHER. CUST SIMPLY SAID THAT HE UNDERSTOOD AND WOULD PAY FOR ANY DAMAGES HE CAUSED. CUST WILL CALL BACK ON MONDAY TO ADVISE OF NEW LOCATION OF BIKE.

03-22 \*dr\*CUST CALLED AND LFT MSG. CLAIMS THAT DEALER STATES IT REPAIRED BIKE. CLAIMS THAT HE WOULD LIKE TO DISCUSS WHO WILL BE COMPENSATING HIM? CUST DID NOT SPECIFY WHICH DEALER WORKED ON BIKE.

03-23 10:46\*dr\*PAGED CUST.

03-26 3:34\*dr\*LFT MSG FOR CUST TO PLEASE CALL.

03-28 4:30\*dr\*CALLED CUST HOUSE. LFT MSG TO PLEASE CALL .

March 29, 2001

[REDACTED]

Recently, you contacted American Suzuki Motor Corporation regarding your 1999 Suzuki GSX-R750X and some concerns you had with Powersports of Clearwater and the repairs it made to your motorcycle.

We received a message from you stating the motorcycle had been repaired, but you did not leave information as to which dealer finalized those repairs. We have returned your phone calls in an attempt to reach you, but have not been able to speak with you directly. We apologize for this.

We are interested in the resolution you and your dealer were able to come to regarding your concerns. Please contact us at your convenience

**PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY**

[REDACTED]

[REDACTED]

so we may update your contact with that resolution. We can be reached at (714) 572-1490, Monday through Friday, 8:30am to 5:00pm PST.

We look forward to speaking with you again.

Sincerely,  
American Suzuki Motor Corporation

Damon Riddle  
Customer Service Representative

DR/

04-06 2:13\*dr\*CUST CALLED IN/ HE SAID THAT HE HAS RECEIVED HIS BIKE BACK NOW. CUST SAID THAT THE DEALER TOLD HIM THAT THE TECH HAD PUT THE BIKE BACK TOGETHER WRONG. HE SAID THAT THE DEALER TOLD HIM THAT THE TECH HAD PUT THE CAMS IN LEANING FORWARD. HE SAID THAT THE DEALER DID REFUND HIM HIS \$100.00. HE WAS ASKING FOR COMPENSATION FOR THE DOWN TIME. HE SAID THAT HE HAS HAD HIS BIKE BACK NOW FOR ABOUT THREE WEEKS.

I EXPLAINED TO HIM THAT SINCE THE DEALER WAS THE SUPPOSED CAUSE OF THE PROBLEM, IT WOULD HAVE TO ADDRESS ANY CONCERNS HE HAD WITH COMPENSATION. CUST THANKED ME.



26,217

CHRIS

RSA

MSCOTT

ADDRESS: [REDACTED]  
 CITY [REDACTED]  
 STATE [REDACTED]

MODEL GSX-R750 YEAR 1999 VIN 3X2102515

DOP 12/07/99  
 DOF [REDACTED] MILEAGE/HOURS 1200  
 DOR [REDACTED]

NUMBER 239011  
 SELLING MOTOPOST  
 ADDRESS MIAMI, FL  
 PHONE 305/264-4433  
 REPORT 239011

OPENED 3/28/01  
 CLOSED 3/29/01 1:0

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUSTOMER SAID THAT HIS CAM CHAIN TENSIONER MAKES CUSTOMER TO TAKE THE BIKE TO THE DEALER. NOISE.

**CALL HISTORY**

M.S. CUSTOMER SAID THAT HE HAD THE CAM CHAIN TENSIONER COMPLATED ON HIS MOTORCYCLE. CUSTOMER SAID THAT THE CAM CHAIN TENSIONER NEEDS TO BE REPLACED AGAIN, AND THE DEALER IS TRYING TO CHARGE HIM FOR THE REPAIR. CUSTOMER SAID THAT HE WANTS ASMC TO COVER THIS. CUSTOMER SAID THAT THE DEALER TOLD HIM TO CALL CUSTOMER SERVICE. CUSTOMER DOES NOT HAVE VIN, AND CLAIMS THE BIKE IS IN HIS COUSINS NAME (WILLADM EVAN WATSWORTH IV).

\*\*\*\*\*BIKE IS REGISTERED TO WILLIAM EVANS. A PERSON BY THE NAME OF DIANA LOTOW WHO CLAIMS TO BE WILLIAM EVANS GIRLFRIEND CALLED IN ABOUT THE BIKE ALSO. DIANA TOLD BRAD WRIGHT THAT CHRIS GOMEZ IS THE RIDER OF THE BIKE.\*\*\*\*\*

M.S. 3/29/01 11:20 SPOKE TO DEALER/ART (SERVICE MANAGER). DEALER SAID THAT THE OWNER OF THE BIKE IS FRIENDS WITH A SALES PERSON WHO WORKS AT THE DEALERSHIP. DEALER SAID THAT THE CUSTOMER SAID THAT THE BIKE IS MAKING NOISE FROM THE CAM CHAIN TENSIONER AGAIN. DEALER SAID THAT HE HAS NOT EVEN SEEN THE BIKE. DEALER SAID THAT HE EXPLAINED TO THE CUSTOMER HOW THE TENSIONER WORKS, AND THERE MAY NOT BE A PROBLEM. DEALER SAID THAT THE BIKE HAS BEEN IN STORAGE FOR SOME TIME. DEALER SAID THAT HE TOLD THE CUSTOMER IF THERE IS A PROBLEM WITH THE TENSIONER, THEN HE WILL CALL TECH-LINE. DEALER SAID IF IT IS NOT THE TENSIONER, THE CUSTOMER WILL HAVE TO PAY.

ADVISED DEALER THAT THE CUSTOMER SHOULD BRING THE BIKE IN IF THEY BELIEVE THAT THERE IS A PROBLEM, BUT THE WARRANTY IS EXPIRED.

M.S. 3/29/01 12:00 SPOKE TO THE CUSTOMER. ADVISED CUSTOMER THAT THE DEALER HAS NOT EVEN SEEN THE BIKE. ADVISED CUSTOMER THAT THE NOISE MAY BE NORMAL NOISE FOR THE CAM CHAIN TENSIONER. ADVISED CUSTOMER THAT THE WARRANTY HAS EXPIRED ON THE BIKE. ADVISED CUSTOMER IF HE FEELS IT IS A PROBLEM, THEN HE CAN CONTACT THE DEALER. ADVISED CUSTOMER HE WILL HAVE TO AUTHORIZE THE INSPECTION OF THE BIKE. ADVISED CUSTOMER IF THERE IS A PROBLEM WITH THE CAM CHAIN TENSIONER IN THE BIKE, THEN THE DEALER WILL CALL TECH-LINE, AND WE CAN REVIEW THE FACTS. ADVISED CUSTOMER IF IT IS ANYTHING OTHER THAN THE CAM CHAIN TENSIONER, THEN ASMC WILL NOT COVER THE REPAIR.

CUSTOMER SAID THAT HE WANTS A PROMISE THAT THE REPAIR IS GOING TO BE COVERED. CUSTOMER SAID THAT HE KNOWS IT IS THE CAM CHAIN TENSIONER. CUSTOMER SAID THAT HE WILL CALL THE DEALER. I MADE NO PROMISES TO THE CUSTOMER. CUSTOMER SAID THAT HE IS FRIENDS WITH DANNY AT THE DEALER.

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY

**26,885****MIKE****RSA****BWRIGHT**

ADDRESS	[REDACTED]			NUMBER	242942
CITY	[REDACTED]			SELLING	OTTO BROS HON SUZ
STATE	[REDACTED]			ADDRESS	LYONS IL
MODEL	GSX-R750J	YEAR	1999	PHONE	708/447-3040
			VIN	REPORT	242942
DOP	___	MILEAGE/HOURS		OPENED	4/9/01
DOF	___			CLOSED	4/24/01 11:
DOR	___				

[REDACTED]

**CUSTOMER ALLEGES:****RESOLUTION:**

CUSOTMER SAYS THAT HE WANTS WHOLE REPAIR COVERED UNDER WARRANTY.

UNIT HAS HAD RECALL DONE ALREADY. DEALER HAS NOT INSPECTED YET. WAS TOLD BY REP WHEN UNIT IS TORN DOWN TO CALL WITH DETAILS AND MAYBE WE COULD HELP MORE.

**CALL HISTORY**

BW 5/9/01 1:31  
 CUSOTMER SAYS THAT HE HERES A NOISE IN THE DRIVE TRAIN. CUSOTMER SAYS THAT DEALER HAS TOLD HIM THAT THEY WILL PAY FOR PARTS BUT HE HAS TO PAY FOR LABOR. CUSTOMER WOULD LIKE A CALL BACK AFTER 1:00 PM PST.

BW 4/13/01 8:45  
 CHECKED TECH LINE DATA

4/4/01 BG  
 CAM CHAIN NOISE EVEN THOUGH THE RECALL HAS BEEN DONE.

>PAS GIVEN FOR PARTS ONLY AS A GOOD WILL FOR THE ADJUSTER ONLY NO LABOR. I EXPLAINED HOW GOOD WILL IS TO BE HANDLED.

BW 4/16/01 10:07  
 CALLED DEALER SPOKE TO BILL HE TELLS ME THAT THE UNIT ONLY HAS 2320 MILES ON IT. SAYS THAT THE CUSTOMER HAS HAD ALL OF HIS SERVICES AND THE BIKE IS IN VERY GOOD SHAPE. NO RUBBER UNDER FENDER TIRE NOT BALD. DEALER SAYS CUSTOMER TAKE GREAT CARE OF HIS BIKE.

TOLD DEALER THAT WE WOULD NOT OVER TURN ANY DECISION MADE BY OTHER REP, HOWEVER I WILL CONTACT HIS TSM AND SER IF ALL THE FACTS HAVE BEEN REVIEWED. TOLD DEALER THAT I WOULD CONTACT HIM IN A FEW DAYS.

BW 10:20  
 CALLED DEREK S ASKED HIM TO CONTACT ME REGARDING THIS SITURATION.

BW 4/17/01 3:25  
 HEARD BACK FROM DEREK, HE TELLS ME THAT HE HAS CONTACTED DEALER AND THEY HAVE NOT INSPECTED THE TENSINONER YET.

DEREK TOLD DEALER TO FINISH TEAR DOWN, AND CONTACT HIM WITH WHAT HE FINDS.

BW 4/17/01 3:29

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

[REDACTED]

CALLER CUSTOMER TOLD HIM THAT THE DEALER NEEDS TO FINISH HIS INSPECTION OF THE MOTORCYCLE, AND WHEN THAT IS DONE HE WILL CONTACT US WITH THAT INFO. AT THAT TIME THE DEALER WILL HAVE A BETTER IDEA OF ANY TYPE OF ASSISTANCE WE COULD PROVIDE.

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*



28,327

HOWARD

RSA

BROSS

ADDRESS		PHONE		NUMBER	244856
CITY		WORK	( ) - -	SELLING	DBA RICHMOND SUZUKI
STATE	ZIP			ADDRESS	
MODEL	GSX-R750	YEAR	1999	PHONE	
		VIN	1X2102478	REPORT	248673
DOP	06/15/00	MILEAGE/HOURS	9700mi	OPENED	05/02/2
DOF	///			CLOSED	1/9/02 10:2
DOR	///				

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUSTOMER SAID THAT THERE IS A PROBLEM WITH THE CAM CHAIN TENSIONER.

TSM/KEATING FOUND THAT THE UNIT SIMPLY NEEDS A SERVICE.

1-8-02 by notice from court—case won

**CALL HISTORY**

CUST CALLED IN CLAIMING HE HAS HAD THREE CAM CHAIN TENSION ADJUSTER REPLACED ON HIS MOTOR. CUST CLAIMS HIS DEALER HAS THE BIKE AGAIN FOR ANOTHER REPAIR. CUST ASKED FOR A NEW MOTORCYCLE OR MONEY BACK.

ADVISED CUST ASMC WOULD NOT REIMBURSE HIM FOR HIS BIKE AND WOULD NOT REPALCE. WE WOULD CONTACT THE DEALER TO HELP ISLOTE PROBLEM. ADVISED DEALER MAY BE OVER LOOKING SOMETHING HERE. EXPLAINED I WOULD ALSO ASK DEALER WHY UNIT WAS MIS-REGISTERED.

05-03 12:35\*dr\*CUST CALLED IN AND ASKED IF HE COULD RECORD OUR CONVERSATION? I EXPLAINED THAT I DID NOT WANT HIM TO RECORD OUR CNVERSATION.

CUST STATED HE WAS NOT HAPPY WITH THE WAY THE DEALER WAS HANDLING HIS SITUATION. CUST ASKED TO SPEAK WITH MY SUPERVISOR.

05-03 2:50\*dr\*TONY-SERVICE MANAGER/HE SAID THE CUSTOMERS BIKE WAS AT HIS DEALER AROUND THE TIME THE DEALER WAS CHANGING HANDS. HE SAID THE OLD OWNERS MIGHT NOT HAVE FILED WARRANTY CLAIMS FOR PREVIOUS REPAIRS. HE EXPLAINED IN JANUARY THE CUSTOMER CAME IN AGAIN AND TONY REPLACED THE CAM CHAIN TENSIONER FOR THE CUSTOMER FOR FREE.

HE SAID THAT AFTER THE LAST REPAIR, THE CUSTOMER WOULD CALL HIM FROM TIME TO TIME CLAIMING THE BIKE WAS ON THE SIDE OF THE ROAD AS IT DIED. HE SAID HE INSTRUCTED THE CUSTOMER TO BRING THE BIKE IN. TONY EXPLAINED THE CUST NEVER BROUGHT THE BIKE IN BECAUSE IT WOULD START BACK UP AFTER IT COOLED DOWN.

HE EXPLAINED THE CUST FINALLY BROUGHT THE BIKE INTO HIS SHOP ON MONDAY AND TOLD TONY HE DIDN'T WANT THE BIKE ANYMORE AND NEEDED TO CALL SUZUKI TO HAVE US BUY THE BIKE BACK. HE EXPLAINED THE BIKE HAS HAD THREE CAM CHAIN TESNISON ADJUSTERS INSTALLED IN IT.

I ADVISED HIM THAT SOMETHING WAS BEING OVER LOOKED. I ASKED HIM TO PLEASE CALL TECHLINE AFTER THEY HAVE DIAGNOSED IT. HE SAID HE WOULD BE DOING THAT ON MONDAY.

05-04 4:05\*dr\*8LFT MSG FOR TSM ROB K. ADVISED HIM OF SITUATION AND ASKED THAT HE PLEASE CALL DLRT ON MONDAY TO REVIEW. ASKED THAT HE PLEASE CALL MIKE S.

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY

[REDACTED]

M.S. 5/7/01 2:29 SPOKE TO TSM/KEATING. TSM SAID THAT HE IS AT THE DEALER NOW. TSM SAID THAT THE DEALER FOUND THAT THE BIKE NEEDED A SERVICE. TSM SAID THAT THE CAM CHAIN TENSIONER IS WORKING PROPERLY. TSM SAID THAT THE AIR FILTER AND PLUGS LOOKED LIKE THEY WERE NEVER SERVICED. TSM SAID THAT THE OIL WAS ALSO VERY BLACK AND DIRTY. TSM SAID THAT THE BIKE SEEMS TO RUN VERY WELL NOW THAT THE SERVICE WAS COMPLETED.

ADVISED TSM OK. ASKED TSM TO MAKE SURE THAT THE DEALER CALLS THE CUSTOMER TO NOTIFY HIM OF THIS, AND I AM CLOSING MY CONTACT. TSM OK.

BW 5/8/01 4:47  
CALLED CUSTOMER HE GAVE ME THE CORRECT VIN #.

CUSTOMER SAYS THAT HE HAS BEEN TRYING TO GET A HOLD OF ROB.

5/15/01 12:10 BF CUST CALLED BACK AND I REITERATED SOME NOTES FROM TSM REPORT TO MIKE. I RECOMMENDED CUST CONTACT THE DLR FOR STATUS OF BIKE. (CUST DIDN'T SOUND WILLING DUE TO BRIDGE BURNING).

05-29 1:54\*drc\* CUST CALLED BACK IN. HE SAID HE SPOKE WITH THE DEALER AND WAS TOLD BY THE DEALER, IT WOULD TUNE UP BIKE AND GET IT BACK TO HIM. CUST STATED HE WOULD NOT ALLOW DEALER TO TUNE UP BIKE. CUST STATED HE WANTED ASMC TO CALL THE DEALER AND FIND OUT WHAT WAS GOING ON WITH THE REPAIR.

05-29 2:01\*drc\* TONY-SERVICE MANAGER/HE SAID THEY ARE JUST WAITING FOR A STARTER FOR THE CUSTOMER. HE SAID IT NOT ON BACKORDER AND SHOULD BE IN VERY SHORTLY.

I CHECKED PART ORDER AND SHOWED IT WAS NOT ORDER. I ADVISED HIM TO PLEASE REORDER THE PART. HE SAID THAT HE WOULD.

M.S. LETTER WAS SENT FROM THE TEXAS STATE DEPARTMENT OF TRANSPORTATION\*\*\*\*\*

M.S. 6/7/01 3:49 SPOKE TO DEALER/TONY FOURNIER (OWNER). DEALER SAID THAT HE IS FAMILIAR WITH THE CUSTOMER. DEALER SAID THAT THE CUSTOMER HAD THE BIKE IN RECENTLY. DEALER SAID THAT HE RECENTLY TOOK OVER THE DEALERSHIP. DEALER SAID THAT THE CUSTOMER HAS HAD SOME REPAIRS TO THE BIKE. DEALER SAID THAT HE DOES NOT HAVE THE CUSTOMERS OLD REPAIR ORDERS. DEALER SAID THAT THE CUSTOMER HAD THE CAM CHAIN TENSIONER REPLACED A COUPLE OF TIMES.

DEALER SAID THAT MOST RECENTLY, THE CUSTOMER CAME IN TO HAVE HIS STARTER MOTOR REPLACED. DEALER SAID THAT THE STARTER MOTOR WOULD NOT WORK WHEN THE BIKE WAS HOT. DEALER SAID THAT TSM/KEATING CAME OUT AND LOOKED AT THE BIKE. DEALER SAID THAT THE BIKE RAN VERY WELL, ONCE THE STARTER MOTOR WAS REPLACED. DEALER SAID THAT HE NOTICED THAT THE BIKE NEEDS TO HAVE A SERVICE DOWN, BECAUSE THE OIL, AIR FILTER AND SPARK PLUGS ARE VERY DIRTY. DEALER SAID THAT THE CUSTOMER HAS TOLD HIM THAT HE FREQUENTLY RIDES THE BIKE AT SPEEDS OF 170-180 MPH. DEALER SAID THAT HE BELIEVES THE CUSTOMER WANTS A NEW BIKE, BECAUSE HIS BIKE NOW ONLY DOES 160. DEALER SAID THE CUSTOMER TOLD HIM HIS BIKE ONLY WENT TO 160 WHEN HE WAS RACING ANOTHER MOTORCYCLE. DEALER SAID THAT HE OFFERED TO DO THE SERVICE ON THE BIKE, BUT THE CUSTOMER REFUSED. DEALER SAID THAT THE CHAIN AND THE SPROCKET ARE BOTH WORN. DEALER SAID THAT HE WOULD BE WILLING TO TAKE THE CUSTOMERS BIKE AND SELL IT ON CONTINGENCY IF THE CUSTOMER AGREES TO DO THE SERVICE AND CHANGES THE CHAIN AND SPROCKET.

M.S. 6/7/01 4:10 LEFT A MESSAGE FOR TSM/KEATING TO CALL ME.

M.S. 6/8/01 10:48 SPOKE TO TSM/KEATING. TSM SAID THAT THE CUSTOMER WAS COMPLAINING THAT HE BIKE WOULD START WHEN THE BIKE WAS HOT. TSM SAID THAT HE CHECKED THE CAM TIMING, THE BATTERY AND THE ELECTRICAL SYSTEM. TSM SAID THAT THE STARTER MOTOR WAS DRAWING EXCESSIVE CURRENT. TSM SAID THAT THE DEALER REPLACED THE STARTER MOTOR AND THE BIKE STARTED FINE. TSM SAID THAT HE PERSONALLY RODE THE BIKE, AND THE BIKE RAN VERY WELL. TSM SAID THAT THE BIKE IS IN NEED OF A SERVICE, AND THE CHAIN AND SPROCKETS ARE WORN. TSM SAID THAT HE GOT THE IMPRESSION FROM THE DEALER THAT THE CUSTOMER WAS JUST TRYING TO GET OUT OF THE MOTORCYCLE.

M.S. 6/8/01 1:10 TRIED TO CALL CUSTOMER. NO ANSWER.

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

[REDACTED]  
M.S. 6/11/01 11:01 TRIED TO CALL CUSTOMER. NO ANSWER.

M.S. 6/11/01 SENT LETTER TO TEXAS DEPARTMENT OF TRANSPORTATION. GAVE TO BRENT TO REVIEW.

June 11, 2001

Texas Department of Transportation  
Attention: John DuFour  
P.O. Box 2293  
Austin, TX. 78768

Re [REDACTED]  
Docket No. 010687

Dear Mr. DuFour:

This letter is in response to your recent correspondence to American Suzuki Motor Corporation regarding [REDACTED] 1999 GSX-R750X.

I have carefully reviewed [REDACTED]'s complaint. [REDACTED] indicated that his motorcycle frequently stalls on him.

On May 7, 2001, our Technical Service Manager (TSM) went to Richmond Suzuki and personally looked at [REDACTED] GSX-R750X. In addition, our TSM took [REDACTED] GSX-R750X for an extensive test ride. Our TSM determined that the motorcycle ran properly and was not stalling as [REDACTED] indicated.

Our TSM indicated that [REDACTED] GSX-R750X was in need of a routine service, but even in the poor state of tune, the engine did not stall. Our TSM found that the engine oil and the air filter were both excessively dirty. Our TSM also found that the spark plugs in [REDACTED] GSX-R750X needed replacement. Additionally, [REDACTED] drive chain had not been adjusted or lubricated, and was loose for some time.

I spoke with Anthony Fournier who is the owner of Richmond Suzuki. Mr. Fournier advised me that it has been some time since he spoke to Mr. Rogers. Mr. Fournier is under the belief that Mr. Rogers motorcycle is running properly. Mr. Fournier indicated that he offered to complete a service on Mr. Rogers GSX-R750X. Unfortunately, Mr. Rogers declined to have the service completed on his motorcycle.

[REDACTED] advised Mr. Fournier that he frequently operated the motorcycle at speeds upwards of 160-170 miles per hour. If [REDACTED] is using the motorcycle in this manner, it is recommended that he keep the motorcycle properly maintained, and not run at those speeds on public roads. Lack of proper maintenance can affect the performance, reliability, longevity and safety of the motorcycle. American Suzuki Motor Corporation recommends the safe operation of the motorcycle while obeying the posted speed limits.

I have attempted to contact [REDACTED] without success. Please have [REDACTED] contact me at (714) 572-1490 if he has an unresolved issue he would like to discuss.

Thank you for bringing this matter to our attention.

Sincerely,  
American Suzuki Motor Corporation

Michael Scott  
Senior Regional Service Administrator

MS/

M.S. 8/21/01 LETTER RECEIVED FROM THE STATE ATTORNEY GENERAL.

M.S. 8/23/01 11:17 SPOKE TO TSM/KEATING. TSM SAID THAT HE REMEMBERS THIS SITUATION. TSM SAID THAT HE WENT AND LOOKED AT THE CUSTOMERS MOTORCYCLE AND RODE THE MOTORCYCLE. TSM SAID THAT THE BIKE

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

[REDACTED]

WAS IN BAD SHAPE, AND NEEDED A SERVICE. TSM SAID THAT THE CUSTOMER ALSO TOLD THE DEALER THAT HE REGULARLY RIDES THE BIKE AT SPEEDS OF OVER 150 MPH. TSM SAID THAT THE BIKE RAN FINE WHEN HE RODE IT, BUT IT NEEDED A SERVICE. TSM SAID THAT HE CAN LOOK AT THE BIKE THIS WEEK. TSM SAID HE IS ON VACATION SOON, AND WITH THE DEALER SHOW, HE SHOULD GO TO THE DEALER THIS WEEK, OR ELSE IT WILL NOT BE UNTIL OCTOBER.

M.S. 8/27/01 4:00 SPOKE TO THE CUSTOMER. CUSTOMER CLAIMS THAT THE BIKE HAS JUMPED TIME. CUSTOMER CLAIMS THAT THE HE HAS NOT CHECKED THE COMPRESSION, LEAK-DOWN OR TIMING, BUT HE IS SURE THAT THE BIKE JUMPED TIME. CUSTOMER SAID THAT HE WANTED TO MEET WITH TSM/KEATING TO PROVE THAT THERE IS A PROBLEM WITH THE BIKE. CUSTOMER CLAIMS THAT HE HAS A HEARING SCHEDULED FOR SEPTEMBER 4TH, 2001 WITH THE TEXAS DEPARTMENT OF TRANSPORTATION.

ASKED CUSTOMER HOW HE CAN BE SURE THAT THE BIKE JUMPED TIME WITHOUT CHECKING THE COMPRESSION, LEAK-DOWN OR CAM TIMING. ADVISED CUSTOMER THAT OUR REP LOOKED AT THE BIKE ALREADY, AND THE BIKE IS RUNNING PROPERLY. ADVISED CUSTOMER THAT THE REP IS GOING TO BE IN THE AREA THIS WEEK, AND HE CAN LOOK AT THE BIKE.

CUSTOMER SAID THAT HE WILL HAVE TO CHECK HIS SCHEDULE AND ADVISE ME. CUSTOMER SAID THAT HE HAS A HEARING SCHEDULED FOR SEPTEMBER 4TH.

M.S. 8/27/01 4:07 SPOKE TO TSM/KEATING. ADVISED TSM THAT THE CUSTOMER IS CHECKING HIS SCHEDULE AND HE WILL ADVISE ME.

M.S. 8/28/01 2:36 LEFT A MESSAGE FOR JOHN DUPOUR ON HIS VOICE MAIL.

M.S. 8/30/01 1:02 SPOKE TO JOHN DUPOUR AT THE TEXAS DOT. EXPLAINED TO JOHN THE SITUATION, AND EXPLAINED THAT [REDACTED] BIKE RAN FINE WHEN OUR TSM RODE IT. ADVISED JOHN THAT THE BIKE IS OUT OF WARRANTY. ADVISED JOHN THAT WE ARE ATTEMPTING TO HAVE OUR TSM MEET WITH THE CUSTOMER, BUT THE CUSTOMER HAS NOT RESPONDED TO MY CONVERSATION WITH HIM. ADVISED JOHN THAT I ALSO HEARD FROM THE CUSTOMER THAT THERE IS A HEARING ON THIS MATTER SCHEDULED FOR SEPTEMBER 4TH.

JOHN SAID THAT THERE IS A HEARING SCHEDULED FOR SEPTEMBER 4TH. JOHN SAID THAT WE CAN TRY TO RESOLVE THIS MATTER UP UNTIL AND AFTER THE HEARING. JOHN SAID THAT THE HEARING WILL PROCEED REGARDLESS, AND IT IS IN OUR BEST INTEREST TO ATTEND.

ADVISED JOHN THAT WE NEVER RECEIVED A HEARING NOTICE, AND WE NEED MORE TIME TO PREPARE. ADVISED JOHN THAT THAT THE LETTER MAY HAVE BEEN LOST.

JOHN SAID THAT THE HEARING WILL PROCEED REGARDLESS.

M.S. 8/31/01 10:28 SPOKE TO TSM/KEATING AND RSM/NEUBAUER ON A CONFERENCE CALL. TSM/KEATING TO GO TO THE HEARING ON TUESDAY.

settlement not reached, so a second hearing will be attended

**PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY**



29,786

LAMON

RSA

DRIDDLE

ADDRESS				NUMBER	240834	
CITY				SELLING	SOUTHWEST KAWASAKI S	
STATE				ADDRESS	LAWTON, OK	
MODEL	GSK-R750J	YEAR	1999	PHONE	580/357-9929	
			VIN	6Y2101371	REPORT	240834
DOP	06/13/00	MILEAGE/HOURS		OPENED	05/23/2	
DOF	__			CLOSED	05/23/2001	
DOR	__					

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST STATES UNIT SMOKES AND TICKS AFTER CAM CHAIN TENSION ADJUSTER WAS REPLACED. CUST IS CONCERNED WARRANTY WILL EXPIRE.

ADVISED CUST AS LONG AS DEALER HAS CONCERNS DOCUMENTED BEFORE WARRANTY EXPIRES AND DIAGNOSIS TAKES PLACE W/IN REASONABLE AMOUNT OF TIME, ASMC WILL CONSIDER WARRANTY ASSISTANCE.

**CALL HISTORY**

CUST CALLED IN CLAIMING RIGHT AFTER HIS CAM CHAIN TENSION REPAIR, THE MOTOR STARTED TO TICK AND SMOKE. CUST ADVISED KENNY-TECH AT DEALER HAS TOLD HIM HE DOES HEAR THE NOISE AND SEE THE SMOKE. CUST STATED THE DEALER MADE AN APPOINTMENT FOR HIM ON 05-29-01. CUST ADVISED MOTORCYCLE WAS REAR ENDED. CUST STATED HE WAS CONCERNED THE WARRANTY WILL EXPIRE WHILE THE UNIT IS AT THE DEALER WAITING FOR THE CRASH REPAIRS AND THE SMOKING AND TICKING WILL NOT BE ADDRESSED.

ADVISED CUST AS LONG AS DEALER DOCUMENTS CONCERN PRIOR TO WARRANTY EXPIRING, ASMC WOULD REVIEW AND CONSIDER ANY WARRANTY REPAIR PAST THE EXPIRATION DATE.

6/05/01 AS MICHAEL AT DEALER #241679 CALLED IN TO DISCUSS ISSUES WITH THIS CUSTOMER. DEALER CLAIMS CUSTOMER'S UNIT IS DOWN ON POWER. DEALER NEEDS TO CONTACT TECH REP.

BW 6/8/01 10:44

CUSTOMER CALLED IN AGAIN SAYS THAT THE DEALER HAS FOUND SOME PROBLEMS AND NO ONE WILL TELL THEM TO FIX IT. CUSTOMER IS ALSO CONCERNED BECAUSE HIS WARRANTY EXPIRES MONDAY. ASKED CUSTOMER IF BIKE WAS IN SHOP NOW FOR THE PROBLEM CUSTOMER SAID YES. TOLD CUSTOMER THERE IS NO PROBLEM IF PROBLEM IS A DEFECT CUSTOMER HAD IT TO DEALER BEFORE THE WARRANTY EXPIRED. NO PROBLEM

06-26 10:29\*dr\*CUST CALLED IN/ HE CLAIMS THAT THE BIKE IS STILL AT THE DEALER AND NOTHING HAS BEEN DON EYET. CUSTOMER CLAIMS THAT THE DEALER HAS BEEN TELLING HIM IT NEEDS TO WAIT FOR THE TSM BEFORE IT CAN DO ANYTHING.

06-26 10:32\*dr\*CALLED MICHAEL-SERVICE MANAGER/ HE CLAIMS THAT HE IS WAITING FOR A PHONE CALL BACK FROM TSM ROB K. HE ADVISED THAT HE LEFT A MESSAGE FOR TSM ON 06-19-01. MICHAEL EXPLAINED THAT HE WAS WAITING FOR AUTH.

ADVISED MICHAEL THAT THE CUST SHOULD PROVIDE THE AUTH. EXPLAINED I WOULD HAVE THE CUSTOMER CALL WITH AUTHO. TO DIAGNOSE THE UNIT. I ASKED THAT HE THEN CALL TSM ROB K. WITH RESULTS.

06-26 10:38\*dr\*CALLED CUST/ ASKED THAT HE CALL DEALER TO AUTHO. DIAGNOSIS.

06-26 \*dr\*CALLED TSM ROB K. ASKED ROB IF HE HAD SPOKE WITH THE DEALER REGARDING SITUATION. HE ADVISED THAT HE HAD AWHILE AGO, BUT THE DEALER WAS SUPPOSED TO CALL HIM BACK. TSM ADVISED THAT HE WOULD

[REDACTED]

CALL DEALER. FROM DEALER. TSM SAID THAT HE WILL PAY FOR REPAIRS IF FAILURE IS FROM THE RECALL.

07-06 9:02\*dr\*CUST CALLED IN. CUST CLAIMS THAT THE DEALER HAS TOLD HIM THAT IT IS WAITING FOR A CALL FROM THE TSM.

07-06 9:08\*dr\*CALLED TSM ROB. K. HE ADVISED THAT HE HAD A MESSAGE FROM DEALER. TSM ADVISED THAT HE WOULD CALL DLR TODAY. ROB WAS CONCERNED THAT UNIT HAS NO PLASTICS OR DASH. ROB FELT THIS WAS A RACE BIKE. ROB ALSO MENTIONED THAT THE DEALER HAD TOLD HIM THAT THERE WAS A PREVIOUS WARRANTY REPAIR MADE ON THIS BIKE, BUT HE COULD NOT LOCATE IT IN OUR SYSTEM.

07-06 9:31\*dr\*CALLED DLR. SPOKE TO MICHAEL. I ADVISED HIM THAT TSM WOULD CALL HIM TODAY. MICHAEL STATED THAT THE CUST HAD CRASHED THE BIKE AND THAT WAS WHY THERE WERE NO PLASTICS. MICHAEL ADVISED THAT HE DOES HAVE THE DASHBOARD. MICHAEL ALSO ADVISED THAT THERE WAS A PREVIOUS WARRANTY REPAIR ON THIS UNIT.

SEE VC14.



29,849

LARRY

RSA

DRIDDLE

ADDRESS [REDACTED]  
CITY [REDACTED]  
STATE [REDACTED]

NUMBER \_\_\_\_\_  
SELLING \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
PHONE \_\_\_\_\_  
REPORT 241148  
OPENED 5/23/01  
CLOSED 06/04/2001

MODEL GSX-R750J YEAR 1999 VIN XX2101894  
DOP 03/23/99 MILEAGE/HOURS 5000mi  
DOF \_/\_/\_  
DOR \_/\_/\_

**CUSTOMER ALLEGES:**

CUST CLAIMS FREEZE PLUGS HAD BLOWN OUT AGAIN. CLAIMS THIS HAS HAPPEND BEFORE. SEE PREVIOUS CONTACT.

**RESOLUTION:**

ADVISED CUST TO VISIT ALT DEALER. ALT DLR TO CALL TECHLINE TO REVIEW DAMAGE TO MOTOR AND CAM CHAIN TENSION ADJUSTER DAMAGE.

**CALL HISTORY**

5/23/01 AS CUSTOMER CLAIMS HIS FREEZE PLUGS BLEW OUT WHILE HIS ENGINE WAS RUNNING.

05-25 4:57\*dr\* CALLED CUST/ CLAIMS AFTER THIS HAPPEND LAST YEAR, HE HAD TO TAKE TH EBIKE BACK TO THE DEALER FOR OIL LEAKS. CUST ADVISED THAT WHILE HIS FRIEND WAS OUT RIDING THE BIKE, THE FREEZE PLUGS BLEW OUT OF THE MOTOR. CUST CLAIMS TO HAVE PUT ON LESS THAN 1000mi SINCE HIS LAST REPAIR.

CUST CLAIMS HE HAS ALSO NOTICED THAT THE CAM CHAIN TENSION ADJUSTER HAS A HELIX COIL IN THE BODY OF THE CAM CHAIN TENSION ADJUSTER. CUST FEELS THE DEALER HAD INSTALLED THIS AT THE TIME OF THE RECALL. CUST STATED HE HAS HIS BIKE.

CUST ADVISED HE IS NOT VERY TECHNICALLY INCLINED. CUST SAID HE WOULD LIKE TO TAKE BIKE TO ANOTHER DEALER AND HAVE IT INSPECT FOR AN UNBIASED OPINION.

I EXPLAINED I WOULD CALL THE DEALER ON 05-30-01. I WOULD ASK IT TO ADDRESS HIS CONCERNS.

06-04 9:34\*dr\* JOHN SERVICE MANAGER/ HE EXPLAINED THAT THE BIKE WAS ALL READY THERE. HE STATED THE BIKE WAS COMPLETELY DISASSEMBLED. JOHN STATED THAT THE BIKE APPEARS TO HAVE BEEN CRASHED. HE EXPLAINED THAT THE CAM CHAIN TENSION ADJUSTER WAS BROKE ALMOST IN HALF AND ADVISED THAT SOMEONE HAD HELIX COILED ONE OF THE MOUNTING BOLTS.

I ASKED HIM TO PLEASE CONTACT TECHLINE IF HE NEEDED AN ANSWER AS TO WHY THE FREEZE PLUGS KEEP BLOWING OUT. I ALSO ASKED TO HIM TO PLEASE EXPLAIN THE CONDITION OF THE CAM CHAIN TENSION ADJUSTER TO THE TSM. HE SAID THAT HE WOULD.



**31,918**

**MATTHEW**

[REDACTED]

**RSA**

**DRIDDLE**

ADDRESS	[REDACTED]	NUMBER	200743
CITY	[REDACTED]	SELLING	DBA BETTENCOURT'S HO
STATE	[REDACTED]	ADDRESS	WEST BRIDGEWATER MA
MODEL	GSX-R7502	PHONE	508/587-1701
YEAR	1999	REPORT	200743
VIN	2X2103915	OPENED	06/20/2
DOP	04/24/99	CLOSED	06/20/2001
DOF	___		
DOR	___		
	MILEAGE/HOURS		

[REDACTED]

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST CLAIMS CAM CHAIN TENSION ADJUSTER IS MAKING NOISE. CUST STATED HE JUST WANTED TO NOTIFY ASMC. LOGGED CUSTOMERS CONCERNS.

**CALL HISTORY**

CUST CLAIMED ION CLAIMING THAT HIS CAMCHAIN TENSION ADJUSTER IS MAKING NOISE. CUST ADVISED HE WILL BE TAKING IT TO A SUZUKI DEALER FOR DIAGNOSIS. CUST WAS NOT SURE WHICH ONE.

ADVISED CUST THAT DEALER CAN CONTACT ASMC IF IT NEEDS ASSISTANCE IN DIAGNOSING OR ADDRESSING.

**32,008****KEN****RSA****DRIDDLE**

ADDRESS				NUMBER	243671
CITY				SELLING	GRIFFIN MOTORSPORTS
STATE	ZIP	PHONE	WORK	ADDRESS	SCHENECTADY NY
MODEL	GSX-R750J	YEAR	1999	PHONE	518/381-4883
DOP	06/19/99	MILEAGE/HOURS		REPORT	209678
DOF	__/__/__			OPENED	06/21/2
DOR	__/__/__			CLOSED	06/22/2001
		VIN	3X2101946		

**CUSTOMER ALLEGES:**

CUST CLAIMS HIS MOTORCYCLE IS MAKING CAM CHAIN NOISE. CUST FEARS ADJUSTER HAS FAILED. CUST CLAIMS FRIENDS HAVE ADVISED HIM NOISE IS CAM CHAIN TENSION ADJUSTER.

**RESOLUTION:**

ADVISED DLR. OF CUST. CONCERNS. ADVISED CUST MUST AUTHO. DLR TO DIAGNOSE. DLR TO CALL TECHLINE IF CAM CHAIN TENSION ADJUSTER HAS FAILED.

**CALL HISTORY**

CUST CALLED IN CLAIMING THAT HE PURCHASED HIS BIKE USED. CUST STATED THAT THE DEALER PROVIDED HIM WITH A 90 WARRANTY.

CUST CLAIMS THAT THE MOTOR STARTED TO MAKE A LOUD RATTLING NOISE. CUST ADVISED THAT HE HAD AN INDEPENDENT REPAIR SHOP INSPECT NOISE. CUST CLAIMS THAT INDEPENDENT DEALER TOLD HIM THAT THE CAM SHAFT WAS FAILING. CUST CLAIMS HE KNEW OF THE RECALL ON THE CAM SHAFTS BACK IN 1999. CUST STATED THAT HE BROUGHT BIKE TO SEYMOUR'S MTR SPTS, 209678, FOR A DIAGNOSIS. CUST CLAIMS THAT SEYMOURS TOLD HIM THAT THERE WAS NOTHING TO WORRY ABOUT WITH THE UNIT.

CUST STATES THAT THE NOISE HAS GOTTEN WORSE AND HE FEELS THAT THE DEALER AND ASMC NEED TO ADDRESS IT FOR HIM. CUST WAS UPSET THAT THE DEALER HAS TURNED HIM AWAY.

ADVISED CUST THAT THE RECALL WAS NOT FOR THE CAM SHAFT, BUT FOR THE CAM CHAIN TENSION ADJUSTER. ADVISED CUST THAT I COULD CONTACT DLR AND ASK IT TO ADDRESS HIS CONCERNS. EXPLAINED THAT THE CUSTOMER WOULD HAVE TO AUTHORIZE TO DIAGNOSIS. ADVISED THAT IF THE DEALER NEEDED TO CONTACT ASMC, IT WOULD DO SO THROUGH OUT TECHLINE. ADVISED CUST THAT DEALER WILL CALL IF REPLACEMENT PART HAS FAILED.

CUST NOT HAPPY WITH THIS AND WANTED ASMC TO MAKE DEALER REPAIR MOTOR. ADVISED WE WOULD NOT DO THAT, WE ASK DEALER TO ADDRESS HIS CONCERNS AFTER CUSTOMER AUTHORIZES DIAGNOSIS.

06-22 10:59\*dr\*GREG-SERVICE MANAGER/ I EXPLAINED CUSTOMER SITUATION TO HIM. I ASKED HIM TO PLEASE ADDRESS THE CUSTOMERS CONCERNS ONCE THE CUSTOMER HAS AUTHORIZED A DIAGNOSIS.

GREG STATED THAT HE WOULD. GREG ALSO STATED HE WOULD CALL TECHLINE IF THE CAM CHAIN TENSION ADJUSTER HAS FAILED.

**32,719****RICK****RSA****BWRIGHT**

<b>ADDRESS</b> CITY STATE				<b>NUMBER</b>	211320
<b>MODEL</b>	GSK-R600	<b>YEAR</b>	1999	<b>SELLING ADDRESS</b>	
			<b>VIN</b>	2K2100809	
<b>DOP</b>	05/12/00	<b>MILEAGE/HOURS</b>		<b>PHONE REPORT</b>	
<b>DOF</b>	___			<b>OPENED</b>	7/2/01
<b>DOR</b>	___			<b>CLOSED</b>	8/7/01 10:4

**CUSTOMER ALLEGES:**

CUSOTMER SAYS ENGINE MAKES VERY LOUD NOISE. WANTED TO KNOW IF RECALL HAS BEEN DONE.

**RESOLUTION:**

CHECKED RECALL HAS BEEN PERFORMED. TOLD CUSTOMER HE NEEDED TO TAKE TO DEALER FOR INSPECTION. TOLD CUSTOMER UNIT IS OUT OF WARRANTY HE IS SECOND OWNER DOES NOT LOOK LIKE ASMC WILL BE ABLE TO HELP.

**CALL HISTORY**

BW 7/3/01 9:42

CUSTOMER CALLED IN WANTED TO KNOW IF RECALL HAS BEEN DONE. TOLD CUSTOMER YES.

CUSTOMER SAY STHAT THERE IS A VERY LOUD NOISE. UNIT IS OUT OF WARRANTY NOW.

ASKED CUSTOMER IF HE HAD SERVICE RECORDS CUSTOMER SAID YES. CUSOTMER ALSO SAYS THAT HE COMPLAINED TO DEALER PRIOR TO THIS OF THE SAME NOISE.

TOLD CUSTOMER TO CONTACT DEALER MAKE APT, AUTHO DEALER TO DO A TEAR DOWN AND INSPECTION BASED ON INFORMATION THEY FOUND THEY CAN CALL SUZUKI FOR ANY POSIABLE ASSISTANCE.

TOLD CUSTOMER RECALL HAS BEEN DONE UNIT IS OUT OF WARRANTY. TOLD CUSTOMER ASMC MAY NOT BE ABLE TO ASSIST.

CUSTOMER SAID THAT HE WOULD TAKE TO DEALER.

7/17/01 MR

CUST CALLED: DLR IS CHKING WITH TECH SUPPORT BUT THINKS THIS MAY NOT BE COVERED UNDER WRNTY (EXPIRED) CUST FEELS THIS IS RESULT OF CAM CHAIN FX.

-ADVISED; WILL NOTE, WAIT FOR TECH DECISION.

08-02 4:13\*dr\* CUST CALLED IN/ CUST CLAIMS THAT THE TECH TOLD HIM THAT THE CAM CHAIN WORE UNEVEN. CUST CLAIMS THAT THE DEALER CHARGED HIM FOR THE REPAIRS. CUST CLAIMS THAT BILL IS OVER TWO HUNDRED DOLLARS. CUST CLAIMS THAT ASMC IS PAYING PARTS AND HE HAS TO PAY LABOR. CUST CLAIMS HE FEELS THAT THE CAM CHAIN RECALL WAS NOT PERFORMED CORRECTLY. CUST FEELS THAT HE COULDN'T HAVE CAUSED THIS TYPE OF WEAR.

CUST IS ASKING FOR MORE ASSISTANCE WITH THE REPAIR.

bw 8/7/01 8:05

GAVE COPY OF TECH LINE NOTES TO JOE TO SEE IF WE ARE PAYING FOR PARTS.

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

[REDACTED]

BW 8/7/01  
JOE SHOWED ME OTHER CONTACT 245526. JERRY AUTHO'D PARTS ONLY.

BW 8/7/01 10:45  
SPOKE TO CUSTOMER TOLD HIM THAT WE HAD REVIEWED AND PARTS IS ALL THAT ASMC IS GOING TO OFFER.

TOLD CUSTOMER THIS IS NOT A DEFECT, THIS IS WEAR AND EVEN IF THE UNIT WAS IN WARRANTY THIS WOULD NOT BE COVERED FOR WEAR ONLY DEFECTS.

TOLD CUSTOMER THAT IF HE IS NOT HAPPY WITH THE OFFER WE CAN GO AHEAD AND RETRACT OUR HELP AND CUSTOMER CAN PAY WHOLE BILL.

CUSTOMER SAID NO. SAYS THAT HE WILL NEVER BUY A SUZUKI AGAIN AND WANTS THE OFFER.

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*



34,886

GLENN

BSA

BWRIGHT

ADDRESS		PHONE		NUMBER
CITY				SELLING
STATE	ZIP	WORK	( ) -	ADDRESS
MODEL	GSX-R750	YEAR	1999	PHONE
		VIN	3X2103311	REPORT
DOP	__/__/	MILEAGE/HOURS		OPENED
DOF	__/__/			7/30/01
DOR	__/__/			CLOSED
				7/30/01 1:5

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUSTOMER SAYS NOISE FROM BOTTOM OF ENGINE, SAYS ITTOLD CUSTOMER I WAS SORRY BUT THE BIKE WAS  
 CCT WANTS REPLACED UNDER WARRANTY BECAUSE IT WAS RECALLED.

MORE THAN A YEAR OUT OF WARRANTY. WE NOT  
 BE ABLE TO PROVIDE FINICAL ASSISTANCE.  
 CUSTOMER WAS NOT HAPPY

**CALL HISTORY**

BW 7/30/01 1:51

CUSOTMER CALLED IN SECOND TIME, SAYS THAT HE IS HEARING A LOUD NOISE IN THE BOTTOM END OF THE  
 MOTOR. CUSOTMER WANTS CCT REPLACED BECAUSE HE KNOWS ITS BAD AND IT WAS RECALLED FOR THAT. TOLD  
 CUSTOMER THAT I WAS SORRY HOWEVER THE BIKE HAD A ONE YEAR WARRANTY ON IT. AND HE IS THE SECOND  
 OWNER. WE ARE UNABLE TO PROVIDE ANY FINICAL ASSTANCE TOWARDS THE REPAIR.

CUSTOMER WANTED BOSS, PRESIDENT. SOMB ONE THAT WOULD TELLHIM THAT WE WOULD TAKE CARE OF  
 PROBLEM.

TOLDCUSTOMER I WAS SORRY BUT NO ONE WILL BE ABLE TO TELL HIM THAT.

CUSTOMER SAID THAT HE SHOULD HAVE NEVER BOUGHT A SUZUKI AND WILL NEVER BUY AN OTHER ONE.



**40,502**

**KATIE**

[REDACTED]

**RSA**

**BWRIGHT**

<b>ADDRESS</b>	[REDACTED]	<b>PHONE</b>	[REDACTED]	<b>NUMBER</b>	212466
<b>CITY</b>	[REDACTED]	<b>WORK</b>	( ) - -	<b>SELLING ADDRESS</b>	
<b>STATE</b>	GA	<b>ZIP</b>	30623	<b>PHONE REPORT</b>	212466
<b>MODEL</b>	G5X-R750J	<b>YEAR</b>	1999	<b>OPENED</b>	10/15/0
		<b>VIN</b>	4X2100305	<b>CLOSED</b>	10/15/01 3:
<b>DOP</b>	06/12/99	<b>MILEAGE/HOURS</b>	30000		
<b>DOF</b>	__/__/				
<b>DOR</b>	__/__/				

[REDACTED]

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUSTOMER SAYS THAT EVERY YEAR THAT THEY ARE HAVING PROBLEMS WITH CCT OR CAM CHAIN.

TOLD CUSTOMER DEALER CAN CONTACT FIELD STAFF IF DEFECT IS FOUND. TOLD CUSTOMER UNIT IS WAY OUT OF WARRANTY, MAY NOT BE ABLE TO PROVIDE ANY ASSISTANCE.

**CALL HISTORY**

BW 10/15/01 9:13

CUSTOMER HAS QUESTIONS ABOUT RECALL. SAYS THAT THEY HAD RECALL DONE THEN ABOUT A YEAR LATER THEY HAD TO HAVE IT REPLACED AGAIN. NOW THE CAM CHAIN IS WORN CUSTOMER WANTS TO KNOW COULD RECALL HAVE CAUSED THIS. TOLD CUSTOMER NO.



**40,510**

**ROBERT**

**RSA**

**BPLATTE**

ADDRESS		PHONE		NUMBER	234656
CITY		WORK		SELLING	DBA K'S HUMBLE YAM S
STATE	ZIP	( ) - -		ADDRESS	HUMBLE, TX
MODEL	GSX-R750J	YEAR	1999	PHONE	281/446-7165
		VIN	8X2100419	REPORT	234656
DOP	01/27/99	MILEAGE/HOURS		OPENED	10/15/0
DOF	///			CLOSED	10/15/01 H
DOR	///				

[REDACTED]

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST COMPLAINING THAT BIKE STILL MAKES NOISE AFTER RECALL.

ASSURED CUST THAT I HAVE RECEIVED NO POST REPAIR PROBS.

**CALL HISTORY**

10/15/01 10:00 BP CUST CALLED STILL CONCERNED ABOUT NOISE THAT BIKE STILL MAKES (SEE PREVIOUS CONTACT) AND I REASSURED HIM THAT I HAVEN'T HAD REPORT OF FAILURE AFTER REPLACEMENT. CUST ALSO REPORTED THAT BIKE IS GIVING FI CODE AND OPERATING IN LIMP MODE AND WANTED TECH ASSIST. I REFERRED TO DLR AND/OR SVC MANUAL.

**46,191****TOM****RSA****DRIDDLE**

ADDRESS	[REDACTED]			NUMBER	242020	
CITY	[REDACTED]			SELLING	DBA R&S KAW KTM SUZ	
STATE	[REDACTED]			ADDRESS	ALBUQUERQUE, NM	
MODEL	GSX-R750	YEAR	1999	PHONE	505/292-6692	
			VIN	2X2103011	REPORT	242020
DOP	__/__/__	MILEAGE/HOURS	18,100	OPENED	1/24/02	
DOF	__/__/__			CLOSED	01/25/2002	
DOR	__/__/__					

[REDACTED]

**CUSTOMER ALLEGES:****RESOLUTION:**

CUST CLAIMS THAT RECALL REPLACEMENT PART HAS FAILED. CUST ASKING FOR GOODWILL ASSISTANCE.

TSM PHIL B. OFFERED GOODWILL ASSISTANCE.

**CALL HISTORY**

RECALLED PART HAS FAILED AGAIN. THINKS MAY BE A TENSIONER SPRING, BUT UNSURE. ORIGINAL RECALL WAS PER SUZUKI AND WAS DONE @ SELLER DEALERSHIP. BIKE IS NOW AT LAS CRUCES MOTORSPORTS IN LAS CRUCES, NM. (TOM'S SON LIVES THERE). THIS DEALER HAS TOLD HIM IT WILL COST \$500.00 - \$600.00 TO REPAIR, BUT SELLING DEALER TOLD HIM TO CALL US TO SEE IF THIS MIGHT BE TAKEN CARE OF BY SUZUKI.

01-25 \*d\* PER TECHLINE ASMC WILL COVER AS GOODWILL. SEE TECHLINE CONTACT # 46216.



47,403

CORY

RSA

MCARTER

ADDRESS  
CITY  
STATE

[REDACTED]

NUMBER  
SELLING  
ADDRESS  
PHONE  
REPORT

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

MODEL GSX-R750 YEAR 1999 VIN 7X2102145

DOP    /    /     
DOF    /    /    MILEAGE/HOURS  
DOR    /    /   

OPENED 2/13/02  
CLOSED 2/19/02 11:

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST CALLED COMPLAINING THAT BIKE IS MAKING NOISE, ADVISED CUST TO SEE AN AUTHORIZED DLR FOR LIKEKY CAM CHAIN TENSIONER. CUST ASKING FOR GOODWILL CONSIDERATION

ADVISED CUST TO SEE AN AUTHORIZED DLR FOR WARRANTY CONSIDERATION HOWEVER, IF NO WARRANTY COVERAGE IS PROVIDED, CUST WILL RESPONSABLE FOR CHARGES.

**CALL HISTORY**

2/13/02 4:21 BP CUST CALLED COMPLAINING THAT BIKE IS MAKING NOISE, LIKEKY CAM CHAIN TENSIONER. CUST ASKING FOR GOODWILL CONSIDERATION AND WILLING TO GO TO DLR. I ASKED FOR TIME TO CONSIDER SINCE AS400 DOWN. CUST CLAIMS TO HAVE A BUSA AND A GSX-R1000, TOO.

RECALL REPAIR PERFORMED 8/30/00 @ 4029 MILES BY 242934 (SUZ OF VAN NUYS)  
BIKE SOLD NEW TO BRUCE CAMPBELL.

2/19/02 MC  
CALLED CUST LEFT MSG THAT THE RECALL WAS PREFORMED, THE BIKE HE BOUGHT WAS USED AND TO SEE AN AUTHORIZED DLR FOR WARRANTY CONSIDERATION HOWEVER, IF NO WARRANTY COVERAGE IS PROVIDED, CUST WILL RESPONSABLE FOR CHARGES.



**51,277**

**MIKE**

[REDACTED]

**RSA**

**BWRIGHT**

<b>ADDRESS</b>		<b>NUMBER</b>	240613
<b>CITY</b>		<b>SELLING</b>	
<b>STATE</b>	<b>ZIP</b>	<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750J	<b>PHONE</b>	
<b>YEAR</b>	1999	<b>REPORT</b>	
<b>VIN</b>	XK2102978		
<b>DOP</b>	12/31/99	<b>OPENED</b>	4/15/02
<b>DOF</b>	___	<b>MILEAGE/HOURS</b>	
<b>DOR</b>	___	<b>CLOSED</b>	4/15/02 4:1

[REDACTED]

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUSTOMER SAYS THAT THE CCT IS GOING BAD. WANTS TO KNOW IF IT IS COVERED UNDER WARRANTY BECAUSE THERE WAS RECALL.

CHECKED SYSTEM RECALL HAS BEEN PERFORMED. TOLD CUSTOMER HE CAN HAVE DEALER LOOK AT. THEY CAN CONTACT OUR FIELD STAFF TO SEE IF WE CAN PROVIDE ANY GOODWILL.

**CALL HISTORY**

WARNED CUSTOMER BIKE IS WAY OUT OF WARRANTY, RECALL HAS BEEN PERFORMED, AND LASTED SEVERAL THOUSAND MILES.

BW 4/15/02  
CUSTOMER SAYS THAT HIS CCT IS GOING BAD, WANTS TO KNOW IF IT WILL BE WARRANTY.

CHECKED SYSTEM RECALL HAS BEEN DONE CUSTOMER SAYS THAT THE BIKE HAS OVER 8000 MILES ON IT.

TOLD CUSTOMER LOOKS LIKE BIKE HAD JUST OVER 600 MILES WHEN RECALL WAS DONE. IF DEFECTIVE HOW COULD IT HAVE LASTED 8000 MILES.

TOLD CUSTOMER THAT HE CAN GIVE DEALER AUTHO TO TEAR DOWN THE DEALER CAN CALL OUR FIELD STAFF TO REQUEST GOOD WILL.



53,114

NICK

RSA

CUST1

ADDRESS				PHONE		NUMBER	
CITY				WORK		SELLING	
STATE	ZIP					ADDRESS	
MODEL	GSX-R750	YEAR	1999	VIN	7X2102453	PHONE	
DOP	___	MILEAGE/HOURS				REPORT	
DOF	___					OPENED	5/7/02
DOR	___					CLOSED	5/8/02 2:23

**CUSTOMER ALLEGES:**

CUST. REPORTS NOISE FROM MOTOR. WANTS TO KNOW IF THIS HAS ANYTHING TO DO WITH THE RECALL HE HAS HEARD ABOUT.

**RESOLUTION:**

MAY 8, 2002CM  
CALLED CUSTOMER AND LEFT VOICE MSG FOR HIM THAT HIS M/C WAS AFFECTED BY THE CAM CHAIN ADJUSTER RECALL, AND THIS WAS PERFORMED ON HIS BIKE ON 6/24/99 (AS PER MIKE CARTER).  
ADV'D HIM TO CONTACT A SUZUKI DLR TO HAVE THE NOISE PROBLEM LOOKED INTO.

**CALL HISTORY**

MAY 7, 2002CM - CUST. CALLED. HE IS REPORTING A NOISE IN THE MOTOR. HE SAID HE HAD HEARD OF RECALL BUT DIDNT KNOW IF THIS CONCERNED HIS M/C WHICH HE PURCHASED FROM SOMEONE ELSE.

**57,753****KEVIN****RSA****BRIDDLE**

ADDRESS	[REDACTED]			NUMBER	246662
CITY	[REDACTED]			SELLING ADDRESS	PRO SOURCE
STATE	[REDACTED]			PHONE	TECUMSCH MI
MODEL	GSX-R750	YEAR	1999	REPORT	517/423-7300
DOP	08/11/99	MILEAGE/HOURS	11000 MILES	OPENED	7/2/02
DOF	___			CLOSED	07/11/2002
DOR	___				

[REDACTED]

**CUSTOMER ALLEGES:****RESOLUTION:**

CUSTOMER SAID THAT HE IS UNHAPPY WITH THE GOODWILL DECESSION MADE OF HAVING TO PAY FOR THE LABOR ON HIS CAM CHAIN TENSIONER JOB.

TSM HAS DECLINED ANY FURTHER AUTH. AS400 SHOWS ONLY ONE CAM CHAIN TENSION REPAIR, THAT WAS THE RECALL. TSM STANDS BY OFFER OF TENSIONER ONLY AUTH.

**CALL HISTORY**

7/02/02 9:00 RC  
 THE CUSTOMER CALLED AND SAID THAT HE BOUGHT HIS MOTORCYCLE NEW AFTER THE CAM CHAIN TENSIONER RECALL WAS PERFORMED.  
 THE CUSTOMER SAID THAT HE HAD IT DONE AGAIN AT A UNKNOWN DATE. APX. 3000 MILES.  
 CUSTOMER SAID THAT NOW IT HAS HAPPENED AGAIN AND THAT THE DEALER SAID THAT ASMC WOULD PAY FOR THE PARTS BUT NOT THE LABOR.  
 THE CUSTOMER SAYS THAT THIS IS UNEXCEPTABLE. HE SAID THAT ASMC HAS A BAD PROBLEM AND THE CONSUMER SHOULD NOT HAVE TO PAY FOR THEIR MISTAKES.

I TOLD THE CUSTOMER THAT I WOULD RESEARCH HIS PROBLEM AND GET BACK TO HIM.

7/02/02 3:50 RC  
 I CALLED THE CUSTOMER BACK AND HE HAD TOLD ME THAT HE HAD PICKED THE MOTORCYCLE UP FROM THE DEALER.

07-08 \*dr\*SEE TECHLINE CONTACT # 57729.

07-08 2:31 \*dr\*CALLED TO SPEAK WITH RANDY-SERVICE MANAGER/ HE HAS LEFT FOR THE DAY.

07-08 3:21 \*dr\*LFT MSG FOR TSM JERRY M. ASKED THAT HE PLEASE CALL DEALER. ASKED THAT HE PLEASE CONFIRM OFFER TO PROVIDE PARTS ONLY FROM DAVE RAMSEY.

07-09 \*dr\* MSG FROM TSM JERRY M.  
 DAMON,  
 IN RESPONSE TO YOUR INQUIRY ABOUT THE GSXR750X WITH A FAILED CAM CHAIN TENSIONER. WE WILL CONTINUE WITH THE REPAIR AS DIRECTED BY DAVE RAMSEY. I DON'T KNOW HOW THIS CUST. HAS BEEN USING THIS M/C, BUT THE TENSIONER RATCHET HAS BROKEN. WE WILL SUPPLY THE PART, HE CAN PAY THE LABOR.  
 JERRY MONROE  
 JMONROE@SUZ.COM

07-11 3:44 \*dr\*LFT MSG FOR CUST/ ADVISED HIM OF BOTH TSM'S COMMENTS. I EXPLAINED THAT THERE IS NO FURTHER ASSISTANCE HERE THAT ASMC WILL OFFER. I EXPLAINED THAT WE SUGGESTED HE CONTACT THE DEALER AND AUTHORIZE THE REPAIRS AT THIS POINT.



58,850

ANTHONY

RSA

BPLATTE

ADDRESS		PHONE		NUMBER	241792
CITY		WORK	( ) -	SELLING	BROADWAY YAM SUZ INC
STATE	ZIP			ADDRESS	TYLER, TX
MODEL	GSX-R750J	YEAR	1999	PHONE	903/595-6288
		VIN	6X2102556	REPORT	241792
DOP	03/26/99	MILEAGE/HOURS		OPENED	7/16/02
DOF	__/__/			CLOSED	7/17/02 10:
DOR	__/__/				

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST CALLED STATING THAT DLR PERFORMED CAM CHAIN TENS ADJ RECALL REPAIR AND CUST HAS EXPERIENCED REPEAT FAILURE TWICE NOW. CUST WANTS TO KNOW IF HE SHOULD GO TO ANOTHER DLR. CUST ADDED THAT BIKE WAS FINE FOR 3 1/2 MO AFTER INITIAL REPAIR, AND DLR SAID TENS ADJ STUCK, AND THEY FIXED IT. NOW IT IS MAKING THE SAME NOISE AGAIN AND CUST WANTS TO KNOW IF I THINK HE SHOULD RETURN TO SAME DLR. I EXPLAINED THAT IF PROB WAS WORKMANSHIP RELATED THIS DLR WOULD BE RESPONSIBLE, AND CUST WOULD HAVE TO PAY ANY OTHER DLRS. CUST WILL RETURN TO REPAIRING DLR.

**CALL HISTORY**

7/16/02 9:00 BP CUST CALLED STATING THAT DLR PERFORMED CAM CHAIN TENS ADJ RECALL REPAIR AND CUST HAS EXPERIENCED REPEAT FAILURE TWICE NOW. CUST WANTS TO KNOW IF HE SHOULD GO TO ANOTHER DLR. CUST ADDED THAT BIKE WAS FINE FOR 3 1/2 MO AFTER INITIAL REPAIR, AND DLR SAID TENS ADJ STUCK, AND THEY FIXED IT. NOW IT IS MAKING THE SAME NOISE AGAIN AND CUST WANTS TO KNOW IF I THINK HE SHOULD RETURN TO SAME DLR. I EXPLAINED THAT IF PROB WAS WORKMANSHIP RELATED THIS DLR WOULD BE RESPONSIBLE, AND CUST WOULD HAVE TO PAY ANY OTHER DLRS. CUST WILL RETURN TO REPAIRING DLR.



60,414

DAVID

RSA

RCOLMAN

ADDRESS				NUMBER	
CITY				SELLING	
STATE	ZIP	PHONE	WORK	ADDRESS	
MODEL	GSX-R750J	YEAR	1999	PHONE	
		VIN	2X2104109	REPORT	
DOP	07/10/02	MILEAGE/HOURS		OPENED	08/01/2
DOF	__/__/			CLOSED	8/2/02 10:5
DOR	__/__/				

**CUSTOMER ALLEGES:**

CUSTOMER CALLED TO TALK ABOUT THE SOUND IN HIS ENGINE.

**RESOLUTION:**

I CALLED THE DEALER AND HAD IT VISUALLY VERIFIED THAT THE CAM CHAIN TENSIONER HAD BEEN DONE.

**CALL HISTORY**

CUST CLAIMS THAT HE JUST PURCHASED THE BIKE AND THERE IS A LOUD TICKING NOISE ON IT. CUST STATED THAT THE TICKING NOISE HAS GOTTEN WORSE AND IS OW VERY LOUD EVERY TIME HE REV'S THE MOTOR.

CUST STATED THAT HE IS NOW VERY AFRAID TO RIDE THE BIKE.

ADVISED CUST THAT NOISE MAY DISAPATE ONCE CAM CHAIN TENSION ADJUSTER CLICKS OVER TO NEW SETTING.

ADVISED CUST THAT ASMC WILL CALL DEALER TOMORROW TO VERIFY THAT CAM CHAIN TENSION ADJUSTER HAS BEEN REPLACED. WE WILL ASK DEALER TO MAKE SURE IT HAS VISUALLY INSPECTED THE PART.

8/02/02 10:50 RC

I CALLED THE DEALER TO VERIFY THAT THEY DID DO A VISUAL TO INSPECT THE CAM CHAIN TENSIONER RECALL. THEY SAID YES IT HAD BEEN DONE.



63,406

TRI

BSA

RCOLMAN

ADDRESS				NUMBER	239976
CITY				SELLING	CYCLE SPECIALTIES
STATE				ADDRESS	TAYLORS SC
MODEL	GSX-R600J	YEAR	1999	PHONE	864/244-5447
			VIN	9X2101522	REPORT
DOP	07/08/99	MILEAGE/HOURS	5700	OPENED	9/9/02
DOF	___/___/___			CLOSED	10/9/2002
DOR	___/___/___				

**CUSTOMER ALLEGES:**

CUSTOMER THINKS THAT HE HAS A BAD CAM CHAIN TENSIONER.

**RESOLUTION:**

I CALLED THE DEALER AND ASKED THE DEALER TO LOOK AT THE CUSTOMERS MOTORCYCLE. I ASKED THE CUSTOMER TO TAKE THE MOTORCYCLE TO THE DEALER FOR ASSESSMENT.

**CALL HISTORY**

9/09/02 10:30 RC

CUSTOMER CALLED AND WANTED TO KNOW WHAT TO DO ABOUT THE SOUND THAT HIS MOTORCYCLE IS MAKING.

HE SAID THAT HE HAS A FREIND WHO IS A MOTORCYCLE MECHANIC AND TOLD HIM THAT THE SOUND WAS A CAM CHAIN TENSIONOR.

THE CUSTOMER STATED THAT HE HAS HAD THE MOTORCYCLE TO THE DEALER TWICE AND WAS TOLD THAT THEY HADE CHANGED THE OIL AND THAT THE MOTORCYCLE WAS O.K.

I CHECKED ON AS 400 AND FOUND THAT THERE HAD BEEN A CLAIM MADE FOR THE CAM CHAIN TENSIONOR.

I TOLD THE CUSTOMER THAT I WOULD CALL THE DEALER AND RESEARCH HIS SITUATION.

9/10/02 10:30 RC

CUSTOMER CALLED BACK.

I TOLD HIM THAT I WOULD HAVE TO CALL THE DEALER AND RETURN HIS CALL.

I FOUND NO TECH. LINE CALL REFF. NUMBERS.

9/10/02 10:55 RC

I CALLED "RICK" @ THE DEALER AND WAS TOLD THAT THEY DID NOT HAVE THE SERVICE RECORDS THERE AND THAT THEY HAD NO SERVICE MANAGER @ THIS TIME AND THAT HE COULD NOT PERSONALY REMEMBER THIS CUSTOMER.

DEALER SAID THAT HE WOULD LIK UP PREVIOUS RECORDS AND CALL ME BACK.

9/10/02 2:30 RC

I CALLED THE CUSTOMER AND TOLD HIM THAT I HAD SPOKE TO THE DEALER AND THAT THEY WERE WAITING THE MOTORCYCLE.

I TOLD THE CUSTOMER TO SEE "RICK" AND THAT ONCE THE MOTORCYCLE WAS THERE THAT IT WOULD BE ASSESSED ACCORDINGLY.

10/09/02 9:25 RC

[REDACTED]

CUSTOMER CALLED AND SAID THAT THE DEALER TOLD HIM THAT HE WAS TO CALL CUSTOMER SERVICE.

CUSTOMER STATED THAT THE CAM CHAIN ADJUSTER HAD BROKE AND THAT THE CUSTOMER HAS TO PAY FOR IT.

10/09/02 11:05 RC

I CALLED "RICHARD" @ THE DEALER AND WAS TOLD THAT HE FOUND A BAD CAM CHAIN TENSIONER.

THE DEALER TOLD ME THAT THEY HAD CALLED THE TECH. LINE AND WAS TOLD THAT ASMC WOULD OFFER A GOODWILL FOR THE PARTS ONLY.

AUTHORIZATION # DLP000X5506

ESTIMATED LABOR OF AN HOUR AND A HALF.

10/09/02 11:15 RC

I CALLED THE CUSTOMER AND EXPLAINED THAT THE PARTS ONLY WAS A "GOOD WILL" GESTER.

I ALSO EXPLAINED THAT I WAS TOLD THAT THE LABOR WAS NOMINAL.

CUSTOMER SAID THAT HE WAS HAPPY WITH THIS AND WILL CALL THE DEALER FOR AUTHORIZATION.

*PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY*

[REDACTED]



68,848

DAVID

RSA

DRIDDLE

ADDRESS		PHONE		NUMBER	249009
CITY		WORK	( ) -	SELLING	DBA YAM SUZ OF TEXAS
STATE	ZIP			ADDRESS	HURST, TX
MODEL	GSX-R750J	YEAR	1999	PHONE	817/285-9999
		VIN	2X2102392	REPORT	249017
DOP	10/02/99	MILEAGE/HOURS		OPENED	12/02/2
DOF	__/__/			CLOSED	12/04/2002
DOR	__/__/				

**CUSTOMER ALLEGES:**

**RESOLUTION:**

CUST CLAIMS CAM CHAIN TENSION ADJUSTER FAILED AND DLR MIS-DIAGNOSED AND IS CHARGING CUST TO REASSEMBLE MOTOR. SAMC PAYING FOR INSTALLATION OF ADJUSTER. DLR ONLY CHARGING CUST 6hrs LABOR. CUST VERY HAPPY.

**CALL HISTORY**

AT TIME OF CALL UNIT IS @ 249017  
SEE TECHLINE CONTACT # 68097. DEALER CLAIMS CAM CHAIN TENSION FAILURE, NO DAMAGE TO VALVES, RODS OR CRANK.

-CUST CLAIMS HE IS SECOND OWNER, PURCHASED LAST YEAR SOMETIME.

-CUST CLAIMS UNIT HAS BEEN AT 249017 FOR THREE MONTHS, BECAUSE OF LOW PERFORMANCE AND A KNOCKING NOISE.

-CUST CLAIMS 249017 ADVISED HIM CAM CHAIN TENSION ADJUSTER FAILED. CUST CLAIMS ASMC IS PAYING FOR A PORTION OF REPAIR, BUT DEALER HAS TOLD HIM THAT HE MUST PAY FOR \$1500.00 TO HAVE MOTOR REPAIRED. CUST CLAIMS 249017 HAS TOLD HIM IT HAS ALREADY REPLACED ONE TENSIONER DURING THE THREE MONTHS UNIT HAS BEEN AT ITS DEALERSHIP.

-CUST CLAIMS 249009, TOLD HIM THAT IT HAD PERFORMED THE RECALL FOR HIM LAST YEAR WHEN HE PURCHASED THE UNIT. CUST CLAIMS NO PERFORMANCE ISSUES WITH UNIT PRIOR TO OR AFTER 249009 CLAIMS IT PERFORMED RECALL.

-CUST ASKING ASMC TO ADDRESS TENSION ADJUSTER FAILURE AND HELP LOWER SERVICE COST TO HIM.

\*dr\*ADVISED CUST THAT 249009 NEVER CLAIMED SECOND CAM CHAIN TENSION ADJUSTER FAILURE. NO IS THERE ANY RECORD OF 249017 PERFORMING CAM CHAIN TENSION ADJUSTER REPLACEMENT. ADVISED CUST ASMC WILL CALL BOTH DEALERS INVOLVED TO RESOLVE ADJUSTER ISSUE. ADVISED WILL CALL CURRENT DEALER TO INVESTIGATE CHARGES. ADVISED CUST OF TECHLINE COMMENTS AND ASMC PARTICIPATION.

12-02 11:55\*dr\*CALLED DALE-SERVICE MANAGER@249017. LFT MSG TO PLEASE CALL.

12-03 3:13\*dr\*RETURNED CALL TO DALE-SERVICE MANAGER@249017  
DALE EXPLAINED THAT HIS TECH WAS TRYING TO LOCATE THE CAUSE OF THE KNOCKING SOUND. DALE EXPLAINED THAT HIS TECH DID NOT CONSIDER THE CAM CHAIN TENSION ADJUSTER AS THE CAUSE AND DISASSEMBLED THE MOTOR TO LOCATE DAMAGE INTERNALLY. DALE EXPLAINED THAT THE TECH DID NOT LOCATE ANY PROBLEMS WITH THE CRANK, RODS OR BEARINGS, SO THEY CALLED TECHLINE. DALE EXPLAINED THAT WAS WHEN THEY WERE

[REDACTED]

INSTRUCTED TO INSPECT THE CAM CHAIN TENSION ADJUSTER.

DALE EXPLAINED THAT THEY ARE CHARGING THE CUST 11.5hrs FOR THE DISASSEMBLY AND REASSEMBLY. THIS CHARGE DOES NOT INCLUDE THE 4hrs AUTHORIZED BY TECHLINE.

DALE ADVISED THAT HIS DEALER HAS NOT PREVIOUSLY REPLACED THE CAM CHAIN TENSION ADJUSTER.

12-03 3:40\*dr\*CALLED RUSSELL-SERVICE MANAGER@249009.

HE EXPLAINED THAT HIS DEALER REPLACED THE CAM CHAIN TENSION ADJUSTER ON 03-30-02. HE EXPLAINED THAT THE REPAIR WAS SUPPOSED TO BE UNDER WARRANTY.

RUSSELL FAXED ME COPY OF CLAIM. RUSSELL STATED THAT HE DOES NOT EXPECT TO BE PAID FOR THE CLAIM AT THIS POINT.

12-03 4:39\*dr\*RETURNED CALL TO TSM DAVE W.

DAVE WILL CALL DEALER 249017 AND ASK IT TO DROP OR LOWER LABOR CHARGE.

12-04 12:32\*dr\*TSM DAVE W. CALLED.

ADVISING THAT DALE WILL LOWER LABOR TO 6hrs.

12-04 4:25\*dr\*CALLED CUST.

ADVISED OF DEALERS OFFER TO CHARGE CUST ONLY 6hrs LABOR.

CUST VERY HAPPY.

12-06\*dr\*CUST CALLED IN CLAIMING THAT DEALER IS GOING TO CHARGE HIM MORE THAN THE PROPOSED AMOUNT.

CALLED DALE-SERVICE MANAGER@249017// HE EXPLAINED THAT THE DEALER OWNER IS UPSET ABOUT THE DISCOUNT AND WILL NOT LOWER THE CHARGE.

DALE STATED THAT WHILE IT WAS NOT MENTIONED BEFORE, THE TECH HAD FOUND THAT SOME BEARINGS SHOWED ABNORMAL WEAR.

ADVISED DALE THAT HE HAD TOLD CUSTOMER SERVICE THAT THERE WAS NOTHING WRONG AND NOTHING OUT OF SPEC IN THE MOTOR OTHER THAN THE CAM CHAIN TENSION ADJUSTER AND RELATED PARTS.

DALE AGREED AND HAD NO EXCUSE AS TO WHY IT WAS NOT MENTIONED.

ADVISED DALE THAT ASMC WILL PAY FOR AUTHORIZED PORTION ONLY. ADVISED DALE CUST WILL BE INSTRUCTED TO DISCUSS THIS ISSUE AT LENGTH WITH DEALER OWNER.

12-06\*dr\*ADVISED CUST OF CONVERSATION.

12-06 \*dr\*ADVISED TSM DAVID WITHERSPOON.

1-14 3:11\*dr\*CUST CALLED.

CLAIMING THAT HIS DEALER HAS TOLD HIM THAT IT ORDERED THE WRONG PART TO REPAIR HIS BIKE.

1-14 3:14\*dr\*CALLED DALE-SERVICE

DALE ADVISED THAT HE IS TRYING TO ORDER CAM TENSION ADJUSTER PART #S:

99103-11146

99103-11144.

\*dr\*ADVISED DALE THAT HE SHOULD ORDER TENSION ADJUSTER AND GUIDE STRIPS OFF MICROFICHE. ADVISED 99103 PART #S ARE RECALL KIT #S AND NO LONGER AVAILABLE.

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY

Type	SR #	Caller First Name	Caller Last Name	Product	Year	VIN#	Date of Purchase	Incident Date	Odometer Reading	Description
Consumer	1-183557513			GSX-R/50X	1999	JS1G1R7DA2X2104711	8/10/99 17:00	7/2/03	13,000	cam chain tensioner

Description	Dealer/Account	Dealer #	Home Phone #	Work Phone #	Created By	Created	Owner	Closed	Status
customer claims has had cam chain tensioner replaced three times, each time paying labor only—now claims needs again , and is upset—wants the parts upgraded—advised of SR # and advised take to dealer	PRO-SOURCE MTRBPTS INC - 248982	246662			MEALDWIN	7/3/03 13:57	MEALDWIN	8/18/03 14:21	Closed

Attachment  
B1



12964



TSM JCANNON

CUSTOMER NAM	PHONE	NUMBER	241903
CITY	WORK	NAME	EXCELL M/C & WATERCRAFT
STATE	ZIP	ADDRESS	
MODEL GSX-R750X	YEAR	PHONE	
	VIN 9X2100266	OWNER'S NAME	RICHARD SARTORE
DOP	DOR	MILEAGE/HOUR	9794
DOF		SERVICE MGR	
OPCALCDAT	4/25/2000		
CLCALCDAT	4/25/2000		

**PROBLEM DESCRIPTION:**

CAM CHAIN TENS. NOISE, SEE NOTES

**RESOLUTION:**

PROPERLY REINSTALL THE CAM CHAIN TENS.

**CALL HISTORY**

TENS. RECALL DONE ON 6/1/99, NEW TENS. STAYS IN THE FULLY EXTENDED POSITION CAUSING A HIGH PITCH WHIN IN THE TOP END.

JC, 4/25 DOES NOT KNOW HOW A TENS. WORKS, MISSUNDERSTOOD PREVIOUS INSTRUCTIONS, EXPLAINED HOW THE TENS. WORKS & HOW TO REINSTALL. GUIDES OK. DEALER REINSTALLED THE TENS. AND IT WORKS FINE NOW.



13519



TSM JCANNON

CUSTOMER NAM	PHONE	NUMBER	246492
CITY	WORK	NAME	BARNEYS Y,S OF BRANDON
STATE	ZIP	ADDRESS	
MODEL GSX-R600X	YEAR	PHONE	(813)628-9418
	VIN 1X2103085	OWNERS NAME	HEMPSTEAD/J OHNSON/WO
DOP	DOR	MILEAGE/HOUR	
DOF			
OPCALCDAT	5/9/2000	SERVICE MGR	
CLCALCDAT	5/17/2000		

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

RECALL CAM CHAIN TENS.  
POSSIBLY FAILED

**CALL HISTORY**

RECALL CAM CHAIN TENS. MAKING NOISE AGAIN, BEEN REPLACED TWICE ALREADY.  
NEEDS TO CALL TECH LINE

JC 5/10 THE FIRST RECALL TENS. WAS INSTALLED ON 6/11/99, SECOND ON 1/14/00 AT THIS TIME THE TECH DIDN'T CHECK THE TENS. BLADES FOR DAMAGE, TOLD HIM TO PROPERLY INSPECT THE UNIT BEFORE REPLACING THE TENS. AGAIN.

JC 5/11 DEALER HAS NOT INSPECTED THE UNIT YET.

JC 5/17 DEALER STILL HAS NOT INSPECTED THE UNIT.



14219



TSM JCANNON

<b>CUSTOMER NAM</b>	<b>PHONE</b>	<b>NUMBER</b>	244856
<b>CITY</b>	<b>WORK</b>	<b>NAME</b>	RICHMOND
<b>STATE</b>	<b>ZIP</b>		SUZUKI
		<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>PHONE</b>	(281)342-5005
	<b>YEAR</b>		
		<b>OWNERS NAME</b>	G STOVALL/V
<b>DOP</b>			MORALES
<b>DOF</b>	<b>DOR</b>	<b>SERVICE MGR</b>	
	<b>MILEAGE/HOUR</b>		4109
<b>OPCALCDAT</b>	6/2/2000		
<b>CLCALCDAT</b>	6/2/2000		

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

SEE NOTES

REPLACE TENS.

**CALL HISTORY**

CAM CHAIN TENS NOISE, RECALL TENS.

IC 62 GAVE THEM AN AUTH # TO REPLACE THE TENS AND ASKED THEM TO SENDIT IN TO US.



14382

TSM JCANNON

CUSTOMER NAM	PHONE	NUMBER	244872
CITY	WORK	NAME	CALMES SUZ.
STATE	ZIP	ADDRESS	
MODEL GSX-R750X	YEAR	VIN	8X2104616
DOP		PHONE	(225)791-2277
DOF	DOR	MILEAGE/HOUR	3780
OWNERS NAME		EDMOND	CALMES JR
OPCALCDAT	6/8/2000	SERVICE MGR	
CLCALCDAT	6/8/2000		

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

SEE NOTES

REPLACE FAILED PART

**CALL HISTORY**

IC 6/8 DEALER HAD TO REPLACE A RECALL CAM CHAIN TENSIONER FOR THE THIS UNIT. NEEDED AN AUTH #.



**14715 RON & BRIANS  
MTRSPTS**

**RON & BRIANS  
MTRSPTS**

TSM JCANNON

<b>CUSTOMER NAM</b>	<b>PHONE</b>	<b>NUMBER</b>	234362
<b>CITY</b>	<b>WORK</b>	<b>NAME</b>	RON & BRIANS MTRSPTS
<b>STATE</b>	<b>ZIP</b>	<b>ADDRESS</b>	
<b>MODEL</b> GSX-R600X	<b>YEAR</b>	<b>VIN</b> OX2101389	
<b>DOP</b>	<b>DOR</b>	<b>MILEAGE/HOUR</b> 1438	
<b>DOF</b>			
<b>OPCALCDAT</b>	6/20/2000	<b>PHONE</b>	(847)623-2004
<b>CLCALCDAT</b>	6/22/2000	<b>OWNERS NAME</b>	R TRECKER/B PARPAN
		<b>SERVICE MGR</b>	

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

SEE NOTES

REPLACED FAILED PART.

**CALL HISTORY**

CAM CHAIN TENS RECALL PROBLEM.

JC 6/20 DEALER NEEDED TO TALK TO THE WARR LINE, TROUBLE SENDING A CLAIM THROUGH ON SCAT.



**15339 MARATHON CORPORATION**

**HONDA SUZUKI NORTH**

**TBM JCANNON**

<b>CUSTOMER NAM</b>	<b>PHONE</b>	<b>NUMBER</b>	240761
<b>CITY</b>	<b>WORK</b>	<b>NAME</b>	MARATHON CORPORATION
<b>STATE</b>	<b>ZIP</b>	<b>ADDRESS</b>	
<b>MODEL</b> GSX-R750X	<b>YEAR</b>	<b>VIN</b> 9X2101109	
<b>DOP</b>	<b>DOR</b>	<b>MILEAGE/HOUR</b>	
<b>DOF</b>			
<b>OPCALCDAT</b>	7/11/2000		
		<b>PHONE</b>	(972)241-4623
		<b>OWNERS NAME</b>	FREDERICK W. BOWMAN
		<b>SERVICE MGR</b>	BOB / SERVICE WRITER

**CLCALCDAT** 7/11/2000

**PROBLEM DESCRIPTION:**

SEE NOTES

**RESOLUTION:**

REPLACE CAM CHAIN TENSIONER

**CALL HISTORY**

RECALL CAM CHAIN TENSIONER HAS FAILED.

JC 7/11 GAVE THEM AN AUTH # TO REPLACE THE TENSIONER ASSY. AND ASKED THEM TO SEND BACK THE FAILED PART.



**15397 AVE'S SPORT  
CENTER INC**

**AVE'S SPORT  
CENTER INC**

TSM JCANNON

<b>CUSTOMER NAM</b>	<b>PHONE</b>	<b>NUMBER</b>	246727
<b>CITY</b>	<b>WORK</b>	<b>NAME</b>	AVE'S SPORT CENTER INC
<b>STATE</b>	<b>ZIP</b>	<b>ADDRESS</b>	
<b>MODEL</b> GSX-R750X	<b>YEAR</b>	<b>PHONE</b>	(715)561-2720
	<b>VIN</b> 6X2103657	<b>OWNERS NAME</b>	LARRY HANKE
<b>DOP</b>	<b>DOR</b>	<b>MILLAGE/HOUR</b>	2888
<b>DOF</b>		<b>SERVICE MGR</b>	
<b>OPCALCDAT</b>	7/13/2000		
<b>CLCALCDAT</b>	8/15/2000		

**PROBLEM DESCRIPTION:**

SEE NOTES

**CALL HISTORY**

CAM CHAIN TENS PROBLEM, UNIT HAS HAD THE RECALL DONE AND KNOW THE RECALL PART HAS FAILED

JC 7/13 ASKED THEM TO PROPERLY INSPECT THE TENSIONER AND RELATED PARTS AND TO CALL ME BACK WITH THE RESULTS AND I WILL GIVE THEM AN AUTH # AT THAT TIME.

JC 7/17 UPON INSPECTION THIS DEALER FOUND THAT THIS UNIT NEVER HAD THE RECALL PERFORMED ON IT.

JC 8/15 QUESTION ABOUT RETURNED CLAIM ON THIS UNIT.  
THEY NEED TO USE THE REGULAR PART NUMBERS NOT THE RECALL PART NUMBERS.

**RESOLUTION:**

REPLACE FAILED PARTS.



15832 HON. - SUZ. OF  
ROME

HON. - SUZ. OF  
ROME

TSM JCANNON

CUSTOMER NAM	PHONE	NUMBER	215813
CITY	WORK	NAME	HON. - SUZ. OF ROME
STATE	ZIP	ADDRESS	
MODEL GSX-R750X	YEAR	PHONE	(706)232-2624
	VIN 9X2104690	OWNERS NAME	B L BREWER
DOP	DOR	MILEAGE/HOUR	4631
DOF		SERVICE MGR	
OPCALCDAT	7/26/2000		
CLCALCDAT	7/27/2000		

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

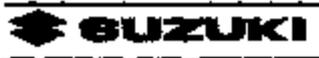
SEE NOTES

REPLACE FAILED PART

**CALL HISTORY**

UNIT HAS A FAILED RECALL CAM CHAIN TENSIONER, DEALER NEEDS AN AUTH NUMBER TO REPLACE THE FAILED PART.

IC 7/27 GAVE JOHN AN AUTH # FOR THE REPAIR, THE TENSIONER WAS THE ONLY DAMAGED PART.



17027 MISCHLER'S  
CYCLE SUZUKI

MISCHLER'S  
CYCLE SUZUKI

TSM JCANNON

CUSTOMER NAM	PHONE	NUMBER	224570
CITY	WORK	NAME	MISCHLER'S CYCLE SUZUKI
STATE	ZIP	ADDRESS	
MODEL GSX-R600X	YEAR	PHONE	(920)885-6552
	VIN 8X2100734	OWNERS NAME	LARRY W MISCHLER
DOP	DOR	MILEAGE/HOUR	3677
DOF		SERVICE MGR	
OPCALCDAT	8/30/2000		
CLCALCDAT	8/30/2000		

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

SEE NOTES

REPLACE FAILED PART

**CALL HISTORY**

CAM CHAIN TENSIONER PROBLEM

JC 8/30 THE UNIT CAME IN WITH THE RECALL CAM CHAIN TENSIONER ADJUSTER MAKING NOISE.



17203 GOODTIMES  
KAW.-SUZ.

GOODTIMES  
KAW.-SUZ.

TSM JCANNON

CUSTOMER NAM	PHONE	NUMBER	238910
CITY	WORK	NAME	GOODTIMES
STATE	ZIP		KAW.-SUZ.
		ADDRESS	
MODEL GSX-R750X	YEAR	VIN	OX2101736
DOP	DOR	MILEAGE/HOUR	
DOF			
OPCALCDAT	9/6/2000	PHONE	(916)344-2141
CLCALCDAT	9/20/2000	OWNERS NAME	SHERMAN & ARDELLA WA
		SERVICE MGR	ROB LASSEN (S/M) LA

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

RECALL CAM CHAIN ADJUSTER  
FAILED

**CALL HISTORY**

RECALL TENSION ADJUSTER FAILED

JC 9/6/00 I ASKED JOHN TO INSPECT THE UNIT FOR ANY OTHER POSSIBLE DAMAGE AND CALL ME BACK FOR AN AUTH #.

JC 9/20 STEVE WOLF IS DOING A DEALER VISIT AND WILL TAKE CARE OF THIS CONTACT.

THIS IS AN INCORRECT VIN NUMBER



17791 SEYMOUR'S MTR  
SPTS INC

SEYMOUR'S MTR  
SPTS INC

TSM PBUSCH

CUSTOMER NAM		PHONE	NUMBER	209678
CITY		WORK	NAME	SEYMOUR'S MTR
STATE	ZIP			SPTS INC
MODEL GSX-R750X YEAR			ADDRESS	
VIN 1X2102079			PHONE	(518)785-1004
DOP	DOR	MILEAGE/HOUR	OWNERS NAME	JOHN &
DOF		8773		JEFFREY
				SEYMO
OPCALCDAT	9/26/2000		SERVICE MGR	GREG
<del>ECALCDAT</del>	<del>9/26/2000</del>			

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

RECALL TENSIONER FAILURE

**CALL HISTORY**

PB 9/26/00 BIKE HAD THE RECALL TENSIONER INSTALLED ON 6/16/99. FAILURE OF RECALL TENSIONER. JUMPED TIMING AND BENT INTAKE VALVES. BIKE IS IN GOOD CONDITION. DLR TO REPAIR AS NEEDED. REPLACE TENSIONER , VALVES, TIMING CHAIN. DLR TO CALL FOR AUTH. WHEN COMPLETE.



17811

LAND AIR

TSM PBUSCH

CUSTOMER NAM	[REDACTED]	PHONE		NUMBER	247826
CITY		WORK		NAME	
STATE	ZIP			ADDRESS	
MODEL	GSX-R750X	YEAR		PHONE	(802)878-5052
		VIN	9X2103457	OWNERS NAME	
DOP		MILEAGE/HOUR	4300	SERVICE MGR	PAUL
DOF	DOR				
OPCALCDAT	9/26/2000				
CLCALCDAT	9/26/2000				

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

CAM CHAIN NOISE

REPLACE RECALL  
TENSIONER.

**CALL HISTORY**

PB 9/26/00 CAM CHAIN NOISE, RECALL PERFORMED PRIOR. REPLACE RECALL TENSIONER.



17997

**ACTION M/S**

TSM FEUSCH

<b>CUSTOMER NAM</b>		<b>PHONE</b>		<b>NUMBER</b>	243507
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R600X	<b>YEAR</b>		<b>PHONE</b>	(717)757-2688
			<b>VIN</b>	3X2101175	
<b>DOP</b>			<b>MILEAGE/HOUR</b>	8283	<b>OWNERS NAME</b> C.BEAR/J. YUREJEPCIC
<b>DOF</b>	<b>DOR</b>				<b>SERVICE MGR</b>
<b>DPCALCDAT</b>	9/29/2000				
<b>ELCALCDAT</b>	9/29/2000				

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

RECALL TENSIONER FAILURE

REPLACE TENSIONER

**CALL HISTORY**

PB 9/29/00 RECALL TENSIONER FAILURE DISCUSSED W/ CRAMER PRIOR. EXCESSIVE ENGINE NOISE



18076 R & S SUZUKI

R & S SUZUKI

TSM JCANNON

CUSTOMER NAM	PHONE	NUMBER	242020
CITY	WORK	NAME	R & S SUZUKI
STATE	ZIP	ADDRESS	
MODEL GSX-R750X	YEAR	PHONE	(505)292-6692
	VIN 6X2100810	OWNERS NAME	RICK & ELUID ALCON
DOP	DOR	MILEAGE/HOUR	8191
DOF		SERVICE MGR	JIM JOHNSON
OPCALCDAT	10/2/2000		
CLCALCDAT	10/4/2000		

**PROBLEM DESCRIPTION:**

RATTLE NOISE FROM THE  
ENGINE

**RESOLUTION:**

DO A PROPER INSPECTION,  
REPLACE THE ADJUSTER

**CALL HISTORY**

WANTS TO KNOW IF THE RECALL HAS BEEN DONE FOR THE CAM CHAIN ADJUSTER. ( YES )  
THIS DEALER TOOK THIS UNIT IN ON TRADE

JC 10/2/00 I TOLD FRANK TO INSPECT THE TENSIONER PROPERLY INSTEAD OF JUST LISTENING TO IT AND  
GUESSING BEFORE CHANGING IT.

I TOLD HIM TO CALL US BACK AFTER THEY HAVE DONE THE INSPECTION.

JC 10/4/00 I TALKED TO JEFF, HE SAID THEY TESTED THE ADJUSTER AND FOUND IT TO BE THE CAUSE OF THE  
NOISE.

I GAVE HIM AN AUTH # FOR REPLACBMENT OF THE ADJUSTER.



18664 HUDSON VALLEY  
MC SLS INC

HUDSON VALLEY  
M/C SALES

TSM PBUSCH

CUSTOMER NAM		PHONE		NUMBER	206644	
CITY		WORK		NAME	HUDSON VALLEY MC SLS INC	
STATE	ZIP			ADDRESS		
MODEL	GSX-R750X	YEAR	VIN	9X2101532	PHONE	(914)762-2722
DOP		DOR	MILEAGE/HOUR	3561	OWNERS NAME	RICHARD J ALEXANDER
DOF					SERVICE MGR	
OFCALCDAT		10/17/2000				
CLCALCDAT		10/17/2000				

**PROBLEM DESCRIPTION:**

RECALL CAM CHAIN  
TENSIONER FAILURE

**CALL HISTORY**

PB 10/17/00 RECALL CAM CHAIN TENSIONER FAILURE, INSTALL NEW TENSIONER, 2 GUIDES AT \$73.00  
SUBLET, #4 VALVES, NEW CAM CHAIN AND GUIDES

**RESOLUTION:**

INSTALL NEW TENSIONER  
REPAIR AS NEEDED



**18673 CYCLE POWER  
INC**

**CROSSBAY SUZUKI**

TSM PBUSCH

<b>CUSTOMER NAM</b>		<b>PHONE</b>		<b>NUMBER</b>	239232
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	CYCLE POWER INC
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>		<b>PHONE</b>	(718)738-7618
		<b>VIN</b>	9X2101448	<b>OWNERS NAME</b>	SALVATORE CIRASOLA
<b>DOP</b>		<b>MILEAGE/HOUR</b>	11906	<b>SERVICE MGR</b>	JOE
<b>DOF</b>	<b>DOR</b>				
<b>OPCALCDAT</b>	10/17/2000				
<b>CLCALCDAT</b>	11/6/2000				

**PROBLEM DESCRIPTION:**

CAM CHAIN NOISE, RECALL  
TENSIONER ALREADY  
INSTALLED. NOW UNIT WILL  
NOT START, IT JUMPED CAM  
TIMMING.

**RESOLUTION:**

INSTALL NEW TENSIONER. /  
RESET CAM TIMMING

**CALL HISTORY**

PB 10/17/00 CAM CHAIN NOISE, RECALL TENSIONER ALREADY INSTALLED. INSTALL NEW TENSIONER. DLR TO  
CALL BACK FOR FINAL AUTH.

RK 11/06/00 DEALER SPOKE TO PB AND NOW JUST NEEDS AUTHO.# FOR CLAIM.



18799 SEYMOUR'S MTR  
SPTS INC

SEYMOUR'S MTR  
SPTS INC

TSM PEUSCH

CUSTOMER NAM	PHONE	NUMBER	209678
CITY	WORK	NAME	SEYMOUR'S MTR SPTS INC
STATE	ZIP	ADDRESS	
MODEL GSX-R600X	YEAR	VIN	1X2102079
DOP	DOR	MILEAGE/HOUR	8777
DOF		PHONE	(518)785-1004
OPCALDAT	10/19/2000	OWNERS NAME	JOHN & JEFFREY SEYMO
<del>CLCALDAT</del>	<del>10/19/2000</del>	SERVICE MGR	GREG

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

INSTALLED A NEW  
TENSIONER AND VALVES

**CALL HISTORY**

PB 10/19/00 TENSIONER RECALL WAS PERFORMED ON 6/16/99 AT 2094ML AND FAILED ON 9/11/00 BENDING ALL THE INTAKE VALVES. DLR INSTALLED A NEW TENSIONER AND VALVES



**19031 GOODTIMES KAW  
SUZUKI**

**GOODTIMES  
KAW.- SUZ.**

TSM SWOLF

<b>CUSTOMER NAM</b>		<b>PHONE</b>	<b>NUMBER</b>	238910
<b>CITY</b>		<b>WORK</b>	<b>NAME</b>	GOODTIMES KAW SUZUKI
<b>STATE</b>	<b>ZIP</b>		<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>	<b>VIN</b>	2X2103526
<b>DOP</b>		<b>MILEAGE/HOUR</b>		4789
<b>OPCALCDAT</b>	10/24/2000		<b>PHONE</b>	(916)344-2141
<b>CLCALCDAT</b>	12/14/2000		<b>OWNERS NAME</b>	SHERMAN & ARDELLA WA
			<b>SERVICE MGR</b>	ROB LASSEN (S/M) LA

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

RECALL CAM CHAIN  
TENSIONER FAILED. ENGINE  
JUMPED TIME AND DEBRIS  
FROM WORN GUIDES IN  
BOTTOM OF ENGINE.

OVERHAUL ENGINE.  
REPLACE TENSIONER, CHAIN,  
GUIDES, AND NEW BEARINGS  
FOR BOTTOM END.

**CALL HISTORY**

RECALL CAM CHAIN TENSIONER FAILED. SW 11/2/00 JUMPED TIME, BUT NO BENT VALVES. SPROCKET ON CRANK AND END OF CAMS WORN.

REPLACE TENSIONER, CHAIN, GUIDE, SPROCKETS. DEALER TO CALL ME WHEN DONE. DEBRIS IN BOTTOM END FROM WORN GUIDES.

SW 12/12/00 LAURA CALLED ON 12/7 SAYS BIKE DONE AND NEEDS AUTHO. RETURNED CALL TO FIND OUT PARTS AND LABOR TOTAL AND PROVIDE AUTHO.

SW 12/14/00 FAXED AUTHO NUMBER, CLAIM NUMBER AND CAUSAL PART NUMBER LIST TO LAURA.



**19060 BEST CYCLE  
CENTER INC**

**BEST CYCLES**

TSM PBUSCH

<b>CUSTOMER NAM</b>		<b>PHONE</b>	<b>NUMBER</b>	246395
<b>CITY</b>		<b>WORK</b>	<b>NAME</b>	BEST CYCLE CENTER INC
<b>STATE</b>	<b>ZIP</b>		<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R600X	<b>YEAR</b>	<b>VIN</b>	XX2102260
<b>DOP</b>			<b>PHONE</b>	(603)889-0928
<b>DOF</b>	<b>DOR</b>	<b>MILEAGE/HOUR</b>	<b>OWNERS NAME</b>	BASIL J. COUGHLAN, I
<b>OPCALCDAT</b>	10/25/2000		<b>SERVICE MGR</b>	CHRIS
<b>CLCALCDAT</b>	11/3/2000			

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

CAM CHAIN NOISE

RECALL PERFORMED ON  
6/10/99. DLR TO CHECK THE  
GUIDES, CHAIN AND CHECK  
CAM TIMING. INSTALL A  
NEW TENSIONER.

**CALL HISTORY**

PB 10/25/00

CAM CHAIN NOISE, RECALL PERFORMED ON 6/10/99. DLR TO CHECK THE GUIDES, CHAIN AND CHECK CAM TIMING. INSTALL A NEW TENSIONER AND CALL FOR AUTE WHEN JOB IS COMPLETE.

PB 11/3

DLR REPLACED TENSIONER. BIKE IS FINE.



**1967 PERF PLUS MC  
SPEC INC**

**PERFORMANCE  
PLUS SUZUKI**

T8M DDALE

CUSTOMER NAM	[REDACTED]	PHONE	NUMBER	241644
CITY		WORK	NAME	PERF PLUS MC
STATE	ZIP			SPEC INC
MODEL GSX-R750X YEAR			ADDRESS	
VIN 6X2104646			PHONE	(901)385-8296
DOP	DOR	MILEAGE/HOUR	OWNERS NAME	JERRY SIANO
DOF		9932	SERVICE MGR	
OPCALCDAT	11/2/2000			
CLCALCDAT	11/2/2000			

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

RECALL CAM CHAIN  
TENSIONER FAILED

REPLACE TENSIONER.

**CALL HISTORY**

DLR/MARVIN CALLED TO BE SURE THAT SUZUKI WAS AWARE THAT A RECALL CAM CHAIN TENSIONER HAD FAILED.

11/02/00 DD I ASKED IF HE HAD REMOVED AND INSPECTED THE TENSIONER. HE HAD AND SAID THAT THE PLUNGER WOULD JUST PUSH BACK INTO THE TENSIONER EASILY WITH HIS FINGERS. ASKED IF ANY OTHER DAMAGE. NO OTHER DAMAGE.



19831 3 DB CYCLES INC

DBA BARGER'S  
ALLSPORTS

TSM RKEATIN  
G

CUSTOMER NAM		PHONE	NUMBER	241253
CITY		WORK	NAME	3 DB CYCLES INC
STATE	ZIP		ADDRESS	
MODEL	GSX-R600X	YEAR	VIN	4X2100097
DOP		MILEAGE/HOUR	PHONE	(254)662-1717
DOF	DOR	11051	OWNERS NAME	ROBERT D. BARGER
OPCALCDAT	11/6/2000		SERVICE MGR	
CLCALCDAT	11/8/2000			

**PROBLEM DESCRIPTION:**

CAM CHAIN TEN. THAT WAS  
REPLACED UNDER RECALL  
FAILED AGAIN.

**RESOLUTION:**

REPLACE WITH NEW  
CAMCHAIN TEN.

**CALL HISTORY**

JC 11/06/00 RECALL CAM CHAIN TENS. HAS FAILED

THIS ONE WAS IN VOICE MAIL, I AM FORWARDING IT TO YOU AS PER MARK N., ANY QUESTIONS CALL ME.

RK 11/08/00 CALLED DEALER AND GAVE AUTHO. # FOR REPAIR.



**25037 MONSOUR  
MOTOR SPORTS  
INC**

**DBA JACKSON  
MTR SPT CTR**

TSM BGR0TH

<b>CUSTOMER NAM</b>	[REDACTED]	<b>PHONE</b>		<b>NUMBER</b>	243396
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	MONSOUR MOTOR SPORTS INC
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>		<b>PHONE</b>	(601)933-1145
		<b>VIN</b>	1X2102383	<b>OWNERS NAME</b>	FREDDY & RONNIE MONS
<b>DOP</b>		<b>MILEAGE/HOUR</b>	8376	<b>SERVICE MGR</b>	
<b>DOR</b>					
<b>OPCALCDAT</b>	2/28/2001				
<b>ELCALCDAT</b>	4/6/2001				

**PROBLEM DESCRIPTION:**

THE CAM TIMING HAD JUMPED  
A TOOTH.

**RESOLUTION:**

RECALL HAS BEEN PAID TO  
THIS DEALER ON 8/30/99  
INV#001610641 MC HAD 748  
MILES AT THE TIME. THEY  
WILL RESERCH THE  
SITUATION AND CALL BACK  
IF NEED BE.  
2/28/01 BG A PAS WAS GIVEN  
FOR THE PART ONLY.

**CALL HISTORY**

2/28/01 BG

MC CAME INTO THE SHOP RUNNING POOR. DLR FOUND THE CAM TIMING HAD JUMPED A TOOTH. THE  
RECALL HAS BEEN PAID TO THIS DEALER ON 8/30/99 INV#001610641 MC HAD 748 MILBS AT THE TIME.

I FAXED PAGE 7/19 FOR REFERENCE.

THIS MECHANIC HAS ONLY BEEN AT THE STORE A FEW MONTHS. HE IS GOING RESERCH THE SITUATION  
AND CALL BACK IF NEED BE!

2/29/01 BG 3:58

BILLY: IT DOES HAVE THE RECALLED ADJUSTER IN IT.

>REMOVE THE ADJUSTER AND DETERMINE IF THE PLUNGER CAN BE PUSHED IN.

THE PLUNGER CAN BE PUSHED IN BY HAND.

AS A GOOD WILL GESTURE A PAS WAS GIVEN FOR THE PART ONLY.

DLR. REPLACED THE CAM CHAIN TENSIONER. ENGINE STILL "RATTLES". DLR. WAS LOOKING FOR CAM  
TIMING SPECS FOR THIS X MODEL. THEY DON'T HAVE A SER. MAN. FOR THIS UNIT. THERE MAY BE  
ADDITIONAL DAMAGE INTERNALLY. DLR. WILL INVESTIGATE FURTHER.



**25773 HARLINGEN  
MOTOR SPTS INC**

**HARLINGEN  
MOTOR SPTS INC**

TSM BCRAMER

<b>CUSTOMER NAM</b>		<b>PHONE</b>	<b>NUMBER</b>	245658
<b>CITY</b>		<b>WORK</b>	<b>NAME</b>	HARLINGEN
<b>STATE</b>	<b>ZIP</b>			MOTOR SPTS INC
			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>		
		<b>VIN</b>	4X2102930	
<b>DOP</b>		<b>MILEAGE/HOUR</b>	12938	
<b>DOF</b>	<b>DOR</b>			<b>PHONE</b>
				(956)440-7088
<b>OPCALCDAT</b>	3/19/2001			<b>OWNERS NAME</b>
<b>CLCALCDAT</b>	3/28/2001			JOHN WOODARD JR
				<b>SERVICE MGR</b>

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

MODIFIED CAM TENSIONER  
FAILED.

R&R CAM CHAIN TENSIONER.

**CALL HISTORY**

NOT RUNNING. NO CODES SHOWING. PLUGS WERE ORIGINALLY GETTING VERY WET TPS CHANGED AND ADJUSTED NO DIFFERENCE COMPRESSION 180 - 190. DRAINED AND REFILLED FUEL NO CHANGE. BROTHER INLAW WAS OPERATING WHEN PROBLEM OCCURRED. HE CHANGED THE SPARK PLUGS BUT NO SUCCESS. OLD ONES WERE VERY CARBONED UP. UNIT HAS A K&N FILTER. ASK TECH TO MAKE SURE EXHAUST WAS NOT FULL OF FUEL, CLEAN AND DRY PLUGS AND CYLINDERS SQUIRT A SMALL AMOUNT OF CLEAN FRESH FUEL IN THROUGH EACH THROTTLE BODY AND LET ME KNOW THE RESULTS. POSSIBLY A TIMING PROBLEM AS THIS AM THE UNIT TRIED TO START RUNNIG VERY ROUGH LIKE MISSING A CYLINDER OR TWO. THROTTLE HAD TO BE SLIGHTLY CRACKED OPEN TO ACCOMPLISH THIS . IT TRIED TO RUN FOR ABOUT 10 sec. THEN STOPPED.HB WILL ALSO CHECK FUEL PRESSURE, AND CAM TIMING.

3/20 BC - EXHAUST CAM WAS OFF 4 TEETH RETARDED. I INSTRUCTED CARLOS TO CALL BACK FOR AN APPROVAL IF THE MODIFIED TENSIONER WAS DEFECTIVE FOR AN APPROVAL. UNIT HAS NOT BEEN STARTED TO THIS POINT.

3/20/12:58 BC NOT IN CALL BACK IN 1 hr. 3.08 PM CARLOS TOLD ME AFTER TIMING IT IT STARTED UP THEN MADE A LOT OF NOISE. HE RECHECKED TIMING AND IT HAD JUMPED AGAIN, HE STARTED AFTER ADJUSTMENT AND STILL MADE A LOT OF NOISE BUT DIDN'T JUMP THAT TIME. I INSTRUCTED HIM TO REPLACE THE TENSIONER AND CALL ME FOR THE APPROVAL.

3/21 BC - CARLOS CALLED TO ASK IF THE 600 TENSIONER HE INSTALLED WOULD WORK AS IT LOOKS THE SAME. I TOLD HIM NO. I INSTRUCTED HIM TO LOOK ON SCAT AND SEE IF THE RECALL WAS EVER DONE IF N OT DO IT AND OTHER WISE JUST ORDER A NEW 750 TENSIONER AND INSTALL IT.



**29316 ALLEMAN KAW  
SUZ INC**

**ALLEMAN KAW  
SUZ INC**

**TSM RKEATIN  
G**

<b>CUSTOMER NAM</b>		<b>PHONE</b>		<b>NUMBER</b>	237930
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	ALLEMAN KAW SUZ INC
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>		<b>PHONE</b>	(318)742-8704
		<b>VIN</b>	9X2102499	<b>OWNERS NAME</b>	GENB ALLEMAN
<b>DOP</b>		<b>MILEAGE/HOUR</b>	8045	<b>SERVICE MGR</b>	
<b>DOR</b>					
<b>OPCALCDAT</b>	5/16/2001				
<b>CLCALCDAT</b>	5/16/2001				

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

REPLACE CAM CHAIN TEN.  
ADJSTR. AND GASKET

**CALL HISTORY**

05/16/01      RK      UNIT HAS LOUD TICKING NOISE FROM TOP END BUT HAD RECALL DONE. I TOLD HIM TO REPLACE CAM CHAIN TEN. ADJSTR. AND GASKET.



29317 ALLEMAN KAW  
SUZ INC

ALLEMAN KAW  
SUZ INC

TSM RKEATIN  
G

CUSTOMER NAM	[REDACTED]	PHONE		NUMBER	237930
CITY		WORK		NAME	ALLEMAN KAW
STATE	ZIP				SUZ INC
				ADDRESS	
MODEL	GSX-R750X	YEAR		PHONE	(318)742-8704
		VIN	3X2104488	OWNERS NAME	GENE
DOP					ALLEMAN
DOF	DOR	MILEAGE/HOUR	9502	SERVICE MGR	
OPCALCDAT	5/16/2001				
CLCALCDAT	5/16/2001				

**PROBLEM DESCRIPTION:**

LOUD ENGINE NOISE

**RESOLUTION:**

REPLACE CAM CHAIN TEN.  
ADJSTR. AND GASKET

**CALL HISTORY**

05/16/01 RK UNIT HAS LOUD TICKING NOISE FROM TOP END BUT HAD RECALL DONE, I TOLD HIM TO REPLACE CAM CHAIN TEN. ADJSTR. AND GASKET.



**29467 WHOLECYCLE  
INC**

**DBA STATE 8  
SUZUKI**

TSM PBLBCH

<b>CUSTOMER NAM</b>		<b>PHONE</b>		<b>NUMBER</b>	245925
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	WHOLECYCLE INC
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>		<b>PHONE</b>	(330)929-8123
		<b>VIN</b>	7X2102422	<b>OWNERS NAME</b>	KIRK/PAUL/G AR COMPTO
<b>DOP</b>		<b>MILEAGE/HOUR</b>	2560	<b>SERVICE MGR</b>	ERIC
<b>DOR</b>					
<b>OPCALCDAT</b>	5/18/2001				
<b>CLCALCDAT</b>	5/18/2001				

**PROBLEM DESCRIPTION:**

BIKE HAS NO POWER THROUGH  
REV RANGE

**RESOLUTION:**

5/18/01 CAM TIMING OFF TWO  
TEETH ON EX CAM NO WARR  
APPLIES

**CALL HISTORY**

5/18/01 EM

CUST COMP BIKE HAS NO POWER THROUGH REV RANGE, STARTED ALL OF A SUDDEN.

COMP TEST 165# 1,2,3 160# 4 FUEL PRESS 3.0 KG.ON, EGA .5% CO

ACC -RS3 FULL SYSTEM RETURN TO STOCK PROBLEM IS WORSE.

NO CODES PRESENT, SWAPPED ECU NO CHANGE, THROTTLE SYNCH

CHECKED TPS ADJUSTMENT, OKAY.

IDLES LOFY, 8,000 HITS REV LIMITER, ANT GEARS

RECOMMEND SVC MGR TO GET DATE OF PURCHASE RECALL INFO BEFORE CALLING BACK.

RECOMMEND TECH TO PERFORM LEAK DOWN TEST AND THEN CHECK CAM TIMING.

5/18/01 EM CAM TIMING OFF TWO TEETH NO WARR

PB

CAM CHAIN TENS MODE PERFORMED ON 6/2/00

2-5 % LEAKDOWN ON 1-4 CYL.



**31094 SEYMOUR'S MTR  
SPTS INC**

**SEYMOUR'S MTR  
SPTS INC**

TSM EMADSEN

CUSTOMER NAM		PHONE	NUMBER	209678
CITY		WORK	NAME	SEYMOUR'S MTR SPTS INC
STATE	ZIP		ADDRESS	
MODEL	GSX-R750X	YEAR	PHONE	(518)785-1004
		VIN	XX2101510	
DOP		MILEAGE/HOUR	7266	OWNERS NAME
DOF	DOR			JOHN & JEFFREY SHYMO
OPCALCDAT	6/11/2001			SERVICE MGR
ELCALCDAT	6/12/2001			GREG

**PROBLEM DESCRIPTION:**

TENSIONER FAILED

**RESOLUTION:**

GOODWILL AUTH TO  
REPLACE TENSIONER DLR TO  
PAY HALF OF LABOR

**CALL HISTORY**

06/11/01 RK CUSTOMER HAD A NEW CAM CHAIN TEN. ADJSTR. INSTALLED BEFORE. NOW HE WAS RIDING UP TO A STOP LIGHT AND THE ENGINE MADE A LOUD NOISE AND STOPPED RUNNING. HE CRANKED IT OVER AND IT JUST MADE A GRINDING NOISE. THE DEALER PULLED OUT THE TEN. ADJSTR. ASSY. AND IT HAS FAILED. THE DEALER SAID THE ENGINE HAS ALMOST NO LEAK ON ALL 4 CYL. SO HE DOES NOT THINK IT BENT ANY VALVES. (HOW COULD THAT BE!!?) DEALER HAS CALL NUMBER AND IS HOLDING THIS R/O UNTILL HE GETS A CALL BACK FROM HIS TSM. FORWARDING CALL TO ERIK MADSEN FOR REVIEW AND POS. INSPECTION.

6/11/01 EM TENSIONER FAILED BUT UNIT DID NOT BEND ANY VALVES, DLR WILLING TO EAT 1/2 LABOR FOR CSI AND CUSTOMER HAS PURCHASED 2 SUZUKI PRODUCTS IN THE PAST. GOODWILL AUTH FOR 1.8 HOURS AND A TENSIONER. NEED TO SEND GOODWILL FORM TO HIM TO SIGN.



**31242 HONDA OF FLORENCE**

**HONDA OF FLORENCE**

**TSM SWOLF**

<b>CUSTOMER NAM</b>	<b>PHONE</b>	<b>NUMBER</b>	210722
<b>CITY</b>	<b>WORK</b>	<b>NAME</b>	HONDA OF FLORENCE
<b>STATE</b>	<b>ZIP</b>	<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>	
		<b>VIN</b>	8X2101313
<b>DOP</b>		<b>PHONE</b>	(859)371-1212
<b>DOF</b>	<b>DOR</b>	<b>OWNERS NAME</b>	GEORGE WHITTON
		<b>SERVICE MGR</b>	
<b>OPCALCDAT</b>	6/12/2001		
<b>CLCALCDAT</b>	6/12/2001		

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

CAM CHAIN TENSIONER ADJUSTER IS RATTLING. HAS RECALL BEEN CLAIMED?

REPLACE TENSIONER ADJUSTER. YES CLAIM SUBMITTED. YOU CAN CHECK FOR YOURSELF ON SCAT.

**CALL HISTORY**

6/12/01 SW BILL SAYS THIS IS A USED BIKE IN THEIR INVENTORY. WANTS TO SEE IF RECALL IS CLAIMED. YES IT IS CLAIMED AND YOU CAN FIND SAME INFO ON SCAT. HE THEN SAID THE TENSIONER RATTLES BADLY. TOLD HIM THE PART, LIKE ANY, MAY HAVE FAILED. HE SAID HE WILL REPLACE IT. REVIEWED TENSIONER BODY BOOS HEIGHT IDENTIFICATION TO MAKE SURE HE HAS CORRECT PART.



**32629 EPM PARTNERS  
LLC**

**DBA BELLEVUE  
SUZ DUC POL**

**TSM BCRAMER**

<b>CUSTOMER NAM</b>		<b>PHONE</b>		<b>NUMBER</b>	247995
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	EPM PARTNERS LLC
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>		<b>PHONE</b>	(425)747-7360
		<b>VIN</b>	9X2100722	<b>OWNERS NAME</b>	CASEY/THAIN/ LEWIS
<b>DOP</b>		<b>MILEAGE/HOUR</b>	2038	<b>SERVICE MGR</b>	
<b>DOF</b>	<b>DOR</b>				
<b>OPCALCDAT</b>	6/29/2001				
<b>CLCALCDAT</b>	6/29/2001				

**PROBLEM DESCRIPTION:**

RECALL TENSIONER WENT BAD.  
DEALER REPAIRED WITH A NEW  
ONE.  
CUSTOMER ALLEGES UNIT  
STARTED NOT RUNNING OVER  
6000 RPM AT THE SAME TIME.

**RESOLUTION:**

I TOLD HIM IF IT WAS  
RELATED TO THE TENSIONER  
HE COULD CALL TECHLINE  
FOR CONSIDERATION. IF  
UNRELATED HE WOULD  
HAVE TO CALL HIS PERSOAL  
TSM.

**CALL HISTORY**

RECALL TENSIONER WENT BAD. DEALER REPAIRED WITH A NEW ONE.  
CUSTOMER ALLEGES UNIT STARTED NOT RUNNING OVER 6000 RPM AT THE SAME TIME. DEALER WANTED  
TO KNOW IF WE WOULD HELP. I TOLD HIM IF IT WAS RELATED TO THE TENSIONER HE COULD CALL  
TECHLINE FOR CONSIDERATION. IF UNRELATED HE WOULD HAVE TO CALL HIS PERSOAL TSM.



**34971 LEIGHTON'S  
KAWASAKI INC**

**DBA LEIGHTON'S  
SUZUKI**

TSM SWOLF

<b>CUSTOMER NAM</b>		<b>PHONE</b>		<b>NUMBER</b>	233722
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	LEIGHTON'S KAWASAKI INC
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>		<b>PHONE</b>	(603)868-7550
		<b>VIN</b>	9X2104611	<b>OWNERS NAME</b>	ERIC LEIGHTON
<b>DOP</b>		<b>MILEAGE/HOUR</b>	4630	<b>SERVICE MGR</b>	Dan
<b>DOF</b>	<b>DOR</b>				
<b>OPCALCDAT</b>	7/31/2001				
<b>CLCALCDAT</b>	7/31/2001				

**PROBLEM DESCRIPTION:**

RATTLE SOUNDS FROM CAM  
TENSIONER ADJUSTER AREA.  
RECALL ALREADY DONE.

**RESOLUTION:**

REPLACE CAM CHAIN  
TENSIONER ADJUSTER.  
REGULAR CLAIM.

**CALL HISTORY**

7/31/01 SW DAN CALLING ABOUT RECALL. CANNOT SUBMIT CLAIM SAYS ALREADY DONE.

CORRECT, CLAIM SUBMITTED. RECALL DONE IN WAREHOUSE.

DAN SAID BIKE HAD RATTLE SOUNDS FROM TENSIONER ADJ AREA, SO THEY REPLACED IT. THIS FIXED BIKE.

GAVE DAN AUTHO NUMBER FOR REGULAR CLAIM/2ND REPAIR. ALSO TOLD HIM NOT TO USE RECALL P/N ON THIS CLAIM. US P/N FROM FICHE.



**38116 BETTENCOURT  
MACHINE CO**

**DBA  
BETTENCOURT'S  
HON SUZ**

TSM JMONROE

<b>CUSTOMER NAM</b>	[REDACTED]	<b>PHONE</b>		<b>NUMBER</b>	200743
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	BETTENCOURT MACHINE CO
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R600X	<b>YEAR</b>		<b>PHONE</b>	(508)587-1701
		<b>VIN</b>	3X2102651	<b>OWNERS NAME</b>	DAVID BETTENCOUR T
<b>DOP</b>		<b>MILEAGE/HOUR</b>	8736	<b>SERVICE MGR</b>	CHAD
<b>DOF</b>	<b>DOR</b>				
<b>OPCALCDAT</b>	9/10/2001				
<b>CLCALCDAT</b>	9/10/2001				

**PROBLEM DESCRIPTION:**

ENGINE IS MAKING LOTS OF  
TOP END NOISE--SOUNDS LIKE  
THE CAM CHAIN TENSIONER IS  
FAILING--IS THIS A  
WARRANTY?

**RESOLUTION:**

NO---THIS IS THE CUST  
RESPONSIBILITY--RECALL  
WAS DONE THREE YEARS  
AGO.

**CALL HISTORY**

9-10-01, JM: CAME IN WITH LOUD ENGINE NOISE. SOUNDS LIKE CAM CHAIN TENSIONER. RECALL WAS COMPLETED IN '99.

IS THIS A WARRANTY? DOES IT HAVE S.E.P. ? DLR. DOESN'T KNOW.

NO-THIS ISN'T A WARRANTY. THIS CUSTOMER JUST NEEDS TO HAVE THE ENGINE REPAIRED. ADVISED DLR ON METHOD TO VERIFY THE CAM CHAIN TENSIONER IS THE PROBLEM.



**43084 K'S HUMBLE  
YAMAHA INC**

**DBA K'S HUMBLE  
YAM SUZUKI**

TSM EMADSEN

<b>CUSTOMER NAM</b>		<b>PHONE</b>		<b>NUMBER</b>	234636
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	K'S HUMBLE YAMAHA INC
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>		<b>PHONE</b>	(281)446-7165
		<b>VIN</b>	8X2100419	<b>OWNERS NAME</b>	K & DIANNE FRANKS
<b>DOP</b>		<b>MILEAGE/HOUR</b>	4645	<b>SERVICE MGR</b>	JERRIMY
<b>DOF</b>	<b>DOR</b>				
<b>OPCALCDAT</b>	11/16/2001				
<b>CLCALCDAT</b>	11/16/2001				

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

CUST HAD CAM CHAIN  
TENSIONER REPLACED 3/5/01  
AND NEW TENSIONER HAS  
FAILED , UNIT HAS CAM CHAIN  
NOISE

DLR WANTS GOODWILL ON  
THIS TO BE COVERED  
DLR TO INSPECT CAM CHAIM  
AND DETERMINE IF IS AN  
UPDATED TENSIONER, IF SO  
AND IT HAS FAILED REPLACE  
UNDER GOODWILL IF NOT  
PARTS WARR, NOT SHIPPING  
UPDATED TENSIONER

**CALL HISTORY**

11/16/01 EM

CUST HAD CAM CHAIN TENSIONER REPLACED 3/5/01 AND NEW TENSIONER HAS FAILED , UNIT HAS CAM CHAIN NOISE

DLR WANTS GOODWILL ON THIS TO BE COVERED

DLR TO INSPECT CAM CHAIM AND DETERMINE IF IS AN UPDATED TENSIONER, IF SO AND IT HAS FAILED REPLACE UNDER GOODWILL IF NOT PARTS WARR, NOT SHIPPING UPDATED TENSIONER

12/4/01 DL. UNIT HAS UPDATED TENSIONER

GOODWILL AUTHO TO REPLACE



**51541 WOODY'S CYCLE  
SHOP**

**WOODY'S CYCLE  
SHOP**

TSM FBUSCH

<b>CUSTOMER NAM</b>		<b>PHONE</b>		<b>NUMBER</b>	232394
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	WOODY'S CYCLE SHOP
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>		<b>PHONE</b>	(843)662-9031
		<b>VIN</b>	5X2104721	<b>OWNERS NAME</b>	ELWOOD A BRINSON
<b>DOP</b>		<b>DOR</b>		<b>SERVICE MGR</b>	
<b>DOF</b>		<b>MILEAGE/HOUR</b>	9582		
<b>OPCALCDAT</b>	4/17/2002				
<b>CLCALCDAT</b>	4/18/2002				

**PROBLEM DESCRIPTION:**

RECALL WAS PERFORMED ON THE UNIT AND IT HAS STARTED MAKING CAM CHAIN NOISE AGAIN.

**RESOLUTION:**

INSTALL A NEW TENSIONER, ONE TIME GOODWILL.

**CALL HISTORY**

4/17/02 PB

RECALL WAS PERFORMED ON THE UNIT AND IT HAS STARTED MAKING CAM CHAIN NOISE AGAIN. DLR CALLING FOR GOODWILL.

4/18/02 PB

INITIAL REPAIR DATE 7/20/00, 3548MI. DLR TO INSTALL A NEW TENSIONER, ONE TIME GOODWILL.



**52757 WOODY'S CYCLE  
SHOP**

**WOODY'S CYCLE  
SHOP**

TSM BCRAMER

<b>CUSTOMER NAM</b>		<b>PHONE</b>		<b>NUMBER</b>	232394
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	WOODY'S CYCLE SHOP
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>		<b>PHONE</b>	(843)662-9031
		<b>VIN</b>	9X2101658	<b>OWNERS NAME</b>	ELWOOD A BRINSON
<b>DOP</b>		<b>MILEAGE/HOUR</b>	8666	<b>SERVICE MGR</b>	
<b>DOF</b>	<b>DOR</b>				
<b>OPCALCDAT</b>	5/2/2002				
<b>CLCALCDAT</b>	5/2/2002				

**PROBLEM DESCRIPTION:**

MODIFIED CAM CHAIN  
TENSIONER IS RATTLING. IVE  
AGREED TO PARTS ONLY.

**RESOLUTION:**

I GAVE DEALER A PAS.

**CALL HISTORY**

MODIFIED CAM CHAIN TENSIONER IS RATTLING. IVE AGREED TO PARTS ONLY.  
I GAVE DEALER A PAS.



29,646

231479

VILLAGE CYCLE CENTER INC

TSM

BGROTH

<b>DEALER CONTACT:</b>		PHONE	MODEL GSX-R600X	VIN	OX2103790
SCOTT / JOE (TECH)		(662)323-1555	MILEAGE/HOURS	5281	
<b>CUSTOMER NAME:</b>		OPENED 5/22/01 1	DOP	SYSTEM	M - MOTOR, INTERNAL
		CLOSED 5/31/01 1	DOF	TOPIC	TECHNICAL TROUBLESHK
			DOR	CAUSE	REPAIR ERROR DEALER
AGE	WEIGHT		FUEL		
			ENGINE OIL		
			TRANS OIL		

**PROBLEM DESCRIPTION:**

CAN NOT GET THE CAMS TIMED CORRECTLY

**PROBLEM RESOLUTION**

>CK DRIVE SPROCKET TIMING AND THE STARTER CLUTCH TIMING. TIME TDC #1&#4. ( THIS WASN'T BEING DONE ORIGINALLY)

**CALL HISTORY**

5/22/01 BG  
CAN NOT THE CAM TIMING CORRECT. THE TIMING MARKS ON THE STARTER CLUTCH DO NOT LINE UP AT TDC.

>CK DRIVE SPROCKET TIMING AND THE STARTER CLUTCH TIMING. TIME TDC #1&#4. ( THIS WASN'T BEING DONE ORIGINALLY)

5/24/01 JC UNIT IS MAKING A NOISE LIKE THE CAM CHAIN ADJUSTER HAS FAILED. DEALER REPLACED ADJUSTER WITH A NEW PART AND IT STILL MAKES THE SAME NOISE. JOE SAID THAT HE CAN APPLY A LITTLE PRESSURE WITH A SCREW DRIVER TO THE ADJUSTER AND THE NOISE GOES AWAY. THIS UNIT HAS JUST HAD THE HEAD REBUILT.

I TOLD JOE TO RE-INSPECT HIS WORK (TOP-END ASSY.) MAKE SURE THAT THE CAM CHAIN IS ALIGNED PROPERLY AND IF NEEDED TRY ANOTHER NEW CAM CHAIN ADJUSTER.

BC 5/31 SCOTT IS STILL HAVING PROBLEMS WITH NOISE. I TOLD HIM TO REPLACE THE CHAIN THAT IT POSSIBLY HAS A STRECHED HIGH SPOT IN IT THAT DRIVES THE TENSIONER BACKWARDS AT HIGHER RPM'S. IF THAT DOES NOT FIX IT R&R THE TENSIONER AGAIN. CALL TECHLINE BACK WTH RESULTS AND FOR APPROVAL.

**CLAIM/PAS/SOURCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



**16129 CHAMPION CYC  
CENTER**

**CHAMPION CYC  
CENTER**

T8M JCANNON

<b>CUSTOMER NAM</b>	<b>PHONE</b>	<b>NUMBER</b>	240737
<b>CITY</b>	<b>WORK</b>	<b>NAME</b>	CHAMPION CYC CENTER
<b>STATE</b>	<b>ZIP</b>	<b>ADDRESS</b>	
<b>MODEL</b> GSX-R750X	<b>YEAR</b>	<b>VIN</b> 5X2104671	
<b>DOP</b>	<b>DOR</b>	<b>MILEAGE/HOUR</b> 1981	
<b>DOF</b>			
<b>OPCALCDAT</b>	8/4/2000	<b>PHONE</b>	(773)528-6500
<b>CLCALCDAT</b>	8/4/2000	<b>OWNERS NAME</b>	LARRY WOLFE/MICH AEL
		<b>SERVICE MGR</b>	

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

SEE NOTES

REPLACE FAILED PART

**CALL HISTORY**

CAM CHAIN TENSIONER FAILED, NEEDS AN AUTH #. ALLREADY REPLACED THE TENSIONER.

JC 8/4 GAVE MANNY AN AUTH # AND EXPLAINED TO HIM TO GET THE AUTH # BEFORE HE DOES A REPAIR THAT NEEDS ONE NEXT TIME.



17794

BAREFOOT CYCLE

TSM PBUSCH

CUSTOMER NAM		PHONE	NUMBER	230952
CITY		WORK	NAME	
STATE	ZIP		ADDRESS	
MODEL	GSX-R750X	YEAR	PHONE	(704)983-1125
		VIN	1X2101945	
DOP		MILEAGE/HOUR	14239	OWNERS NAME
DOF	DOR			GRADY/BEVE RLY SEUE
OPCALCDAT	9/26/2000			SERVICE MGR
CLCALCDAT	9/26/2000			TONY

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

NOISE FROM THE CAM CHAIN

REPLACE TENSIONER.

**CALL HISTORY**

PB 9/26/00 ENGINE MAKING NOISE FROM THE CAM CHAIN. THE DLR CHECKED THE TENSIONER AND FOUND IT TO BE BACKING OF AND NOT HOLDING TENSION. DLR TO REPLACE TENSIONER. DLR TO CALL FOR AUTH WHEN COMPLETED



27896 HONDA OF  
FLORENCE

HONDA OF  
FLORENCE

TSM JMONROE

CUSTOMER NAM		PHONE	NUMBER	210722
CITY		WORK	NAME	HONDA OF FLORENCE
STATE	ZIP		ADDRESS	
MODEL	GSX-R600X	YEAR	VIN	XX2102632
DOP		MILEAGE/HOUR	4500	PHONE (859)371-1212
DOB	DOR		OWNERS NAME	GBORGE WHITTON
OPCALCDAT	4/25/2001		SERVICE MGR	
CLCALCDAT	4/25/2001			

**PROBLEM DESCRIPTION:**

ENGINE IS DOWN ON POWER --  
HAS BEEN REBUILT NOT TOO  
LONG AGO

**RESOLUTION:**

SUGGESTED THEY LOOK  
INTO THE CAM CHAIN  
TENSIONER & CAM TIMING--  
THIS MAY HAVE SLIPPED  
FROM THE EXTREME USE.--  
TECH MIKE IS AN  
EXCELLENT MECH.

**CALL HISTORY**

4/25/01, JM: TECH ASKING ABOUT THE VALVE SEATS BEING SO WIDE.  
DLR REPLACED THE VALVES. DOESN'T HAVE AS MUCH POWER, SOUNDS LIKE IT HAS JUMPED CAM TIMING.

THE CAM CHAIN TENSIONER MAY BE AT FAULT. THE CHAIN MAY HAVE JUMPED. THIS CUSTOMER IS  
KNOWN FOR RUNNING THIS M/C AS HARD AS IT CAN BE RUN.



**33881 JAY'S SPORT  
SHACK INC**

**JAY'S SPORT  
SHACK INC**

TSM DDALE

<b>CUSTOMER NAM</b>	[REDACTED]	<b>PHONE</b>	<b>NUMBER</b>	244201
<b>CITY</b>		<b>WORK</b>	<b>NAME</b>	JAY'S SPORT SHACK INC
<b>STATE</b>	<b>ZIP</b>		<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>	<b>VIN</b>	1X2101444
<b>DOP</b>		<b>DOR</b>	<b>MILEAGE/HOUR</b>	
<b>OPCALCDAT</b>	7/17/2001		<b>PHONE</b>	(701)838-4877
<b>CLCALCDAT</b>	7/17/2001		<b>OWNERS NAME</b>	JAY WIEDEMAN
			<b>SERVICE MGR</b>	

**PROBLEM DESCRIPTION:**

RUNS POORLY

**CALL HISTORY**

RUNS POORLY. WON'T REV

**RESOLUTION:**

CHECK CAM TIMING.

07/17/01 DD DLR/SCOTT BIKE RUNS OK AT LOWER RPM. WON'T REV OUT OVER APPROX. 6000 RPM. SCOTT THINKS ELECTRICAL.  
TOLD HIM TO DO COMPRESSION TEST, POSSIBLE CAM TIMING ISSUE. OUT OF TIMB. TENSIONER RECALL



34234 **CAPITOL CYCLE**  
**CO**

**CAPITOL CYCLE**  
**CO**

TSM BCRAMER

<b>CUSTOMER NAM</b>		<b>PHONE</b>		<b>NUMBER</b>	248037
<b>CITY</b>		<b>WORK</b>		<b>NAME</b>	CAPITOL CYCLE CO
<b>STATE</b>	<b>ZIP</b>			<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>		<b>PHONE</b>	(912)475-5711
			<b>VIN</b>	9X2101756	
<b>DOP</b>		<b>DOR</b>		<b>OWNERS NAME</b>	D BANKS SR/D BANK JR
<b>DOF</b>		<b>MILEAGE/HOUR</b>	7750	<b>SERVICE MGR</b>	
<b>OPCALCDAT</b>	7/23/2001				
<b>CLCALCDAT</b>	7/23/2001				

**PROBLEM DESCRIPTION:**

POOR ACCELERATION  
SLUGISH PERFORMANCE

**RESOLUTION:**

HE SAID HE SINCE HAS  
FOUND THE BULLETIN AND  
THE CALL WAS UNNESSARY.

**CALL HISTORY**

POOR ACCELERATION SLUGISH PERFORMANCE. NOT ORIGINAL OWNER. UNIT SHOWS AS BEING MODIFIED. TECH MEASURED BODY OF TENSIONER AT MY REQUEST AND IT HAS BEEN. THERE ARE 19 PINS BETWEEN CAM GEARS SO IT OBVIOUSLY JUMPED TIME. BILL WAS NOT LOOKING FOR GOOD WILL. HE COULDN'T FIND THE BULLETING AND WANTED SOME INFO ON THE RECALL. HE SAID HE SINCE HAS FOUND THE BULLETIN AND THE CALL WAS UNNESSARY.



**46058 ALLEMAN KAW  
SUZ INC**

**ALLEMAN KAW  
SUZ INC**

TSM DLEARN

<b>CUSTOMER NAM</b>	<b>PHONE</b>	<b>NUMBER</b>	237930
<b>CITY</b>	<b>WORK</b>	<b>NAME</b>	ALLEMAN KAW SUZ INC
<b>STATE</b>	<b>ZIP</b>	<b>ADDRESS</b>	
<b>MODEL</b> GSX-R750X	<b>YEAR</b>	<b>VIN</b> 9X2102499	
<b>DOP</b>	<b>DOR</b>	<b>MILEAGE/HOUR</b> 13647	<b>PHONE</b> (318)742-8704
<b>DOF</b>			<b>OWNERS NAME</b> GENE ALLEMAN
<b>OPCALCDAT</b> 1/23/2002			<b>SERVICE MGR</b>
<b>CLCALCDAT</b> 1/23/2002			

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

TENSIONER FAILURE

GOODWILL PARTS ONLY

**CALL HISTORY**

1/23/02 DE. TENSIONER NOISE

REPLACE TENSIONER AS GOODWILL GESTURE

NO AFTERMARKET PARTS/ NO SIGNS OF ABUSE  
DEALER HAS SERVICE HISTORY



32,314

210625

DAL-KAWA CYCLE CENTER

TSM

BCRAMER

**DEALER CONTACT:**

WARREN

**PHONE**

(828)692-4035

**CUSTOMER NAME:**

OPENED 6/27/01 1

CLOSED 6/27/01 1

AGE

WEIGHT

MODEL GSX-R600X

VIN

3X2101639

MILEAGE/HOURS

11195

DOP 2/12/99

SYSTEM

DOF 6/26/01

TOPIC

DOR

CAUSE

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

**PROBLEM RESOLUTION**

**CALL HISTORY**

CAM CHAIN TENSIONER IS RATTLING. THE THE TENSIONER SEEMS TO WORK ONLY PART TIME. I HAVE AGREED TO PARTS AND LABOR.

**CLAIM/PAS/SEQUENCE**

20008999 RCB000N2314

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



34,645

245526

ASHLAND CYCLE CENTER INC

TSM

JMONROE

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R600X	<b>VIN</b>	2X2100809
RICK (OWNER)		(606)329-2944	<b>MILEAGE/HOURS</b>	14,774	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	<b>DOP</b>	5-12-00	<b>SYSTEM</b>
		7/26/200	<b>DOF</b>	7-16-01	M - MOTOR, INTERNAL
		<b>CLOSED</b>	<b>DOR</b>		<b>TOPIC</b>
		7/26/200			GOODWILL
<b>AGE</b>	24	<b>WEIGHT</b>	<b>FUEL</b>		<b>CAUSE</b>
			ENGINE OIL		DECISION NEEDED GOOD
			TRANS OIL		

**PROBLEM DESCRIPTION:**

CAM CHAIN HAS WORN BEYOND LIMITS--MAKING LOTS OF NOISE--CAN THIS BE A GOODWILL?

**PROBLEM RESOLUTION**

NEEDS A CHAIN & GUIDES--OFFERED PARTS ONLY-- ISSUED A P.A.S.# FOR THIS REPAIR--PARTS ONLY--

**CALL HISTORY**

7/26/01, JM: CAM CHAIN HAS STRECHED--CUST IS HEARING LOUD NOISES--TECH FOUND CAM CHAIN HAS STRETCHED OVER THE LIMIT.

**CLAIM/PAS/SEQUENCE**

38490,1 JMP000G 4645

**PARTS LOCATION**

DLR--M/C

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



51,714

249262

E W BRIDGE LTD

TSM

DLEARN

<b>DEALER CONTACT:</b>		PHONE	MODEL GSX-R750X	VIN	XX2102799
ED		(315)592-5311	MILEAGE/HOURS	6568	
<b>CUSTOMER NAME:</b>		OPENED 4/19/02 1	DOP 3/6/01	SYSTEM	M - MOTOR, INTERNAL
		CLOSED 4/19/02 1	DOB 4/18/02	TOPIC	P A S
			DOR	CAUSE	PART FAILED
AGE	WEIGHT		FUEL		
			ENGINE OIL		
			TRANS OIL		

**PROBLEM DESCRIPTION:**

TENSIONER FAILURE

**PROBLEM RESOLUTION**

REPLACE TENSIONER

**CALL HISTORY**

4/19/02 DL. UNIT MAKING CAM CHAIN NOISE.  
TENSIONER HAS FAILED

REPLACE TENSIONER

**CLAIM/PAS/SEQUENCE**

DLB000X1714

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



57,729

246662

PRO-SOURCE MTRSPTS INC

TSM

DRAMSEY

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	2X2104711
randy-serv mgr.		(517)423-7300	<b>MILEAGE/HOURS</b>	11032	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	<b>DOP</b>	<b>SYSTEM</b>	M - MOTOR, INTERNAL
		7/2/02 LC	8/11/99	<b>TOPIC</b>	WARRANTY COVERAGE
		<b>CLOSED</b>	<b>DOF</b>	<b>CAUSE</b>	PART FAILED
		7/9/2002	<b>DOR</b>		
<b>AGE</b>			<b>FUEL</b>		
<b>WEIGHT</b>			<b>ENGINE OIL</b>		
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

TENSIONER FAILED.

**PROBLEM RESOLUTION:**

REPLACE TENSIONER.  
 7/9/02, JM: REVIEWED WHAT D.R. HAD TOLD THE DLR. AS PER DAMON RIDDLE REQUEST --YES, THE TENSIONER HAS FAILED AGAIN. DLR HAS FIXED THIS UNIT AS PER DAVE'S INSTRUCTION. DLR FOUND THE RACHET BROKEN ON THIS UNIT. WE WILL CONTINUE WITH D.R.'S PATH OF REPAIR.

**CALL HISTORY:**

DLR STATED THAT CAM CHAIN TENSIONER HAS FAILED.  
 7/2/02 DLR ASKING FOR MOST UPDATED PART FOR TENSIONER.  
 DLR STATED THAT THEY HAD SEVERAL TENSIONERS THERE THAT WERE AUTO SHIPPED I TOLD THEM TO USE 1 OF THOSE TENSIONERS AND LET CUSTOMER PAY LABOR.  
 7/9/02, JM: REVIEWED WHAT D.R. HAD TOLD THE DLR. --- YES, THE TENSIONER HAS FAILED AGAIN. DLR HAS FIXED THIS UNIT AS PER DAVE'S INSTRUCTION. DLR FOUND THE RACHET BROKEN ON THIS UNIT.

**CLAIM/PAS/SOURCE:**

**PARTS LOCATION:**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



68,932

245801

CONCEPTION ENTER INC

TSM

GEVANS

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	4X2103186
LARRY (ASST MGR)		(540)366-8500	<b>MILEAGE/HOURS</b>	6,576	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	12/3/200	<b>DOP</b>	10-16-99
		<b>CLOSED</b>	12/3/200	<b>DOF</b>	11-19-02
<b>AGE</b>		<b>WEIGHT</b>		<b>DOR</b>	
				<b>FUEL</b>	
				<b>ENGINE OIL</b>	
				<b>TRANS OIL</b>	
				<b>SYSTEM</b>	M - MOTOR, INTERNAL
				<b>TOPIC</b>	GOODWILL
				<b>CAUSE</b>	DECISION NEEDED GOOD

**PROBLEM DESCRIPTION:**

DLR LOOKING FOR GOODWILL ON THE CAM CHAIN TENSIONER

**PROBLEM RESOLUTION**

GAVE AUTHO PARTS ONLY

**CALL HISTORY**

12-03-02,GE:CAM CHAIN UPDATE  
UNIT HAS A NOSIE IN THE CAM CHAIN. THE TENSIONER IS NOT HOLDING AJUSTMENT DLR LOOKING FOR GOODWILL ON THE TENSIONER

ADVISED DLR WE HAVE NOT BEEN HAVING A PROBLEM WITH THIS BUT I WILL DO A ONE TIME GOODWILL ON THE PARTS ONLY GAVE PAS

12/13/02 DL. DEALER RECIEVED OLD STLE TENSIONER.  
FORWARD TO PARTS DEPT.

**CLAIM/PAS/SEQUENCE**

083801,1 GEP000G8932

**PARTS LOCATION**

DLR

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



19,927

244961

MOTOSPORTS INC

TSM

DRAMSEY

<b>DEALER CONTACT:</b>		PHONE	MODEL GSX-R750X	VIN	4x2100305
SCOTT		(770)761-9040	MILEAGE/HOURS	20256	
<b>CUSTOMER NAME:</b>		OPENED 11/7/00	DOP 6-12-99	SYSTEM	M - MOTOR, INTERNAL
		CLOSED 11/21/00	DOF 10-7-00	TOPIC	TECHNICAL TROUBLESHOOTING
			DOR	CAUSE	TRAINING NEEDED FOR I
AGE	WEIGHT		FUEL		
			ENGINE OIL		
			TRANS OIL		

**PROBLEM DESCRIPTION:**

noise in starter clutch area, HE THINKS. NOISE SOUNDS LIKE A "RATTLING GEAR".

**PROBLEM RESOLUTION**

tsm 9 told dlr to inspect cam chain tensioner . starter clutch area , bearings and shafts.

**CALL HISTORY**

DR, 11/7:dlr stated that unit made noise from starter gear area. tsm 9 instructed dlr to inspect cam chain tensioner. bearings, and run out in crank and idle gear shafts. this unit has been wrecked hard on this side.

JM, 11/7: DLR. FOUND BEARING BOSS IN CASE THAT HOLDS THE STARTER IDLER GEAR TO BE LOOSE. THE NOISE HAPPENS @ IDLE & DURING DECELERATION, INTERMITTENTLY. INSPECTION OF CAM CHAIN TENSIONER LOOKS GOOD. DLR. REPLACED THE STARTER CLUTCH. NO DIFFERENCE.

DLR. MAY NEED TO CHECK THE DRIVE GEAR ASSY. (CLUTCH BASKET), CUSH SPRINGS ON THE REAR OF THE BASKET MAY BE MAY BE DAMAGED. DLR. SAYS IT APPEARS THIS RIDER IS FAIRLY AGGRESSIVE.

JC 11/7/00 11:06pst I TOLD SCOTT HOW TO PROPERLY TEST THE CAM CHAIN ADJUSTER WITH A FLAT BLADE SCREW DRIVER WITH THE ADJUSTER IN PLACE AND THE ENGINE RUNNING.

11/7/00DL. SPOKE WITH SCOTT. RETRACTING AND TIGHTENING THE TENSIONER WITH THE UNIT RUNNING HAS DUPLICATED THE NOISE CUSTOMER WAS COMPLAINING ABOUT.

I TOLD SCOTT TO REPLACE THE TENSIONER AND CAM GUIDE VIA THE BULLETIN. DO THE REPAIR AS IF IT HAD NEVER BEEN DONE.

JC 11/21/00 TINA CALLED IN HAVING TROUBLE WITH ENTERING THE WARR. CLAIM ON THIS UNIT, THEY ALSO NEEDED AN AUTH #.

**CLAIM/PAS/SEQUENCE**

06909,1 JCB000R 9927

**PARTS LOCATION**

DEALER



28,619

239232

CYCLE POWER INC

TSM

DRAMSEY

**DEALER CONTACT:**

JOE

**PHONE**

(718)738-7618

MODEL GSX-R750X

VIN

2X2102831

MILEAGE/HOURS

8978

DOP 5/3/99

SYSTEM

M - MOTOR, INTERNAL

DOF 4/24/01

TOPIC

GOODWILL

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 5/8/01 1C

CLOSED 5/8/01 1C

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

RELUCTOR BOLT CAME OUT, TENSIONER FAILED

**PROBLEM RESOLUTION:**

REPLACE TENSIONER, REPAIR RELUCTOR

**CALL HISTORY**

DLR SAID THAT CAM CHAIN TENSIONER HAS FAILED, DLR ALSO STATED THAT RELUCTOR BOLT FELL OFF.

**CLAIM/PAS/SEQUENCE**

02691.1 DRB000G8619

**PARTS LOCATION**

DLR

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



28,982

243795

OFM CORPORATION

TSM

JCANNON

**DEALER CONTACT:**

CHRIS

PHONE

(925)687-7742

MODEL GSX-R750X

VIN

9X2103541

MILEAGE/HOURS

DOP 5/5/99

SYSTEM

M - MOTOR, INTERNAL

DOF

TOPIC

RECALL

DOR

CAUSE

TRAINING NEEDED FOR I

**CUSTOMER NAME:**

OPENED 5/11/01 :

CLOSED 5/11/01 :

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

CUSTOMER CLAIMS THAT ANOTHER DEALER HAS TOLD HIM THAT HIS CAM CHAIN ADJUSTER IS BAD AND NEEDS TO BE REPLACED.

**PROBLEM RESOLUTION**

CUSTOMER WOULD NEED TO BRING THE BIKE INTO THEM FOR INSPECTION .

**CALL HISTORY**

5/11/01 JC

CUSTOMER CLAIMS THAT ANOTHER DEALER HAS TOLD HIM THAT HIS CAM CHAIN ADJUSTER IS BAD AND NEEDS TO BE REPLACED.

THE DEALER HAS TRIED TO ORDER A RECALL KIT THROUGH THE NORMAL PARTS SYSTEM AND CANNOT GET THE PARTS.

I EXPLAINED TO CHRIS THAT THEY NEED TO JUST ORDER THE ADJUSTER OFF OF THE MICROFICHE, NOT THE RECALL KIT.

HE ALSO ASKED ABOUT THE POSSIBILITY OF GOODWILL TOWARD THIS REPAIR, I TOLD HIM THE CUSTOMER WOULD NEED TO BRING THE BIKE INTO THEM FOR INSPECTION BEFORE WE WOULD CONSIDER ANYTHING.

I GAVE HIM THE CALL TICKET NUMBER AND TOLD HIM TO CALL AFTER THEY HAVE INSPECTED THE UNIT.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



30,896

231479

VILLAGE CYCLE CENTER INC

TSM

SCHOEBERL

**DEALER CONTACT:**

SCOTT

**PHONE**

(662)323-1555

MODEL GSX-R600X

VIN

0X2103798

MILEAGE/HOURS

5681

DOP

SYSTEM

M - MOTOR, INTERNAL

DOF 5/16/01

TOPIC

RECALL

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 6/7/01 4:

CLOSED 6/7/01 4:

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

TENSIONER IS MAKING ALOT OF NOISE

**PROBLEM RESOLUTION**

REPLACE TENSIONER WITH NEW STYLE IN RECALL KIT

**CALL HISTORY**

6/7/01 UNIT IS MAKING A NOISE FROM THE CAM TENSIONER AREA. DLR REPLACED THE TENSIONER AND RECALL KIT, NOISE IS GONE. DLR ASKING FOR ASSISTANCE ON THE REPAIR.

I ASKED FOR THE R.O. TO BE FAXED TO ME FOR REVIEW OF PROBLEM AND PARTS USED TO FIX THE UNIT. I WILL CONTACT DLR AFTER REVIEW OF THE PAPERWORK

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



23,051

241644

PERF PLUS MC SPEC INC

TSM

JCANNON

<b>DEALER CONTACT:</b> MARVIN	<b>PHONE</b> (901)385-8296	<b>MODEL</b> GSX-R750X	<b>VIN</b>
<b>CUSTOMER NAME:</b>	<b>OPENED</b> 1/11/01 1	<b>MILEAGE/HOURS</b> 6700	<b>DOP</b> SYSTEM M - MOTOR, INTERNAL
<b>AGE</b>	<b>CLOSED</b> 1/18/01 1	<b>DOP</b> TOPIC REPORT A FAILURE	<b>DOR</b> CAUSE PRODUCT DESIGN PROBL
<b>WEIGHT</b>		<b>FUEL</b>	
		<b>ENGINE OIL</b>	
		<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

CAM CHAIN ADJUSTER MAKING NOISE

**PROBLEM RESOLUTION:**

REPLACE THE CAM CHAIN ADJUSTER

**CALL HISTORY:**

FAILED CAM CHAIN ADJUSTER

1/11/01 JC LEFT ON HOLD

1/11/01 JC BUSY 1:33pm.

1/18/01 JC THE CAM CHAIN ADJUSTER WAS MAKING NOISE AND MARVIN WANTED TO KNOW IF WE WERE GOING TO HAVE ANOTHER RECALL ON THE PARTS AS WITH THE GSX1300R.

NO

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**



**18457 CYCLE CITY  
OKLAHOMA INC**

**GREEN COUNTRY  
HON SUZ**

T6M JCANNON

<b>CUSTOMER NAM</b>	<b>PHONE</b>	<b>NUMBER</b>	245291
<b>CITY</b>	<b>WORK</b>	<b>NAME</b>	CYCLE CITY
<b>STATE</b>	<b>ZIP</b>		OKLAHOMA INC
		<b>ADDRESS</b>	
<b>MODEL</b>	GSX-R750X	<b>YEAR</b>	
		<b>VIN</b>	
<b>DOP</b>			
<b>DOF</b>	<b>DOR</b>	<b>MILEAGE/HOUR</b>	
<b>OPCALCDAT</b>	10/11/2000		
<b>CLCALCDAT</b>	10/12/2000		
		<b>PHONE</b>	(918)258-4774
		<b>OWNERS NAME</b>	RONALD BRAY
		<b>SERVICE MGR</b>	

**PROBLEM DESCRIPTION:**

**RESOLUTION:**

CAM CHAIN ADJUSTER MAKING NOISE

REPLACE CAM CHAIN ADJUSTER

**CALL HISTORY**

CAM CHAIN ADJUSTER MAKING NOISE

JC 10/12/00 HE DIDN'T LEAVE A MESS. WHEN HE CALLED TECHLINE AND WHEN I GOT AHOLD OF HIM HE SAID HE WAS TOO BUSY TO TALK RIGHT NOW COULD I CALL HIM BACK.  
ALL I GOT OUT OF HIM WAS THAT HE WAS CALLING ABOUT CAM CHAIN ADJUSTER NOISE ON A GSX-R750.

JC 10/12/00 STEVE WAS TOO BUSY TO TALK AGAIN, HE'S GOING TO CALL US BACK LATER.



18462 GILROY MC  
CENTER INC

GILROY M/C  
CENTER

TSM JGANNON

CUSTOMER		PHONE		NUMBER	237442
CITY		WORK		NAME	GILROY MC CENTER INC
STATE	ZIP			ADDRESS	
MODEL	GSX-R750X	YEAR	VIN	PHONE	(408)842-9955
DOP		DOR	MILEAGE/HOUR	OWNERS NAME	STEPHEN SCHAUB
DOF				SERVICE MGR	
OPCALCDAT		10/11/2000			
CLCALCDAT		10/11/2000			

**PROBLEM DESCRIPTION:**

PARTS ON BACK ORDER

**RESOLUTION:**

ORDER THE CORRECT PART  
NUMBER

**CALL HISTORY**

CAM CHAIN ADJUSTER FAILED AND THE DEALER IS HAVING TROUBLE ORDERING THE PART.

JC 10/11/00 I GAVE RICK THE PART NUMBER FOR THE PART HE WAS ASKING ABOUT AND TOLD HIM THAT IT IS IN STOCK SO ALLEN MUST BE TRYING TO ORDER THE RECALL PARTS THROUGH THE SERVICE DEPT.



14,946

246928

C & W MOTORS INC

TSM

JCANNON

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	2X2103171
ALEX		(623)925-8800	<b>MILEAGE/HOURS</b>	2700	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	6/27/00 2	<b>DOP</b>	3/17/00
		<b>CLOSED</b>	7/12/00 1	<b>SYSTEM</b>	M - MOTOR, INTERNAL
<b>AGE</b>	<b>WEIGHT</b>		<b>DOF</b>	<b>TOPIC</b>	RECALL
			<b>DOR</b>	<b>CAUSE</b>	PART FAILED
			<b>FUEL</b>		
			<b>ENGINE OIL</b>		
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

SEE NOTES

**PROBLEM RESOLUTION**

REPLACE FAILED PART

**CALL HISTORY**

NEEDS TO KNOW IF THE CAM CHAIN TENSIONER HAS BEEN CHANGED; CAM CHAIN TENSIONER IS MAKING NOISE.

YES THE TENS. HAS BEEN CHANGED

JC 6/27 DEALER IS GOING TO INSPECT THE UNIT FOR ANY INTERNAL DAMAGE AND CALL IN WITH THE RESULTS.

JC 7/12 DEALER FOUND NO INTERNAL DAMAGE AND ONLY NEEDED TO REPLACE THE CAM CHAIN TENSIONER.

**CLAIM/PAS/SEQUENCE**

7004102 JCB000R 4946

**PARTS LOCATION**

DEALER

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



18,617

244139

COMMONWEALTH CYCLES INC

TSM

PBUSCH

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	OX2102617
RACHAEL		(781)648-1300	<b>MILEAGE/HOURS</b>	3373	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	10/16/00	<b>DOP</b>	3/19/00
		<b>CLOSED</b>	10/16/00	<b>DOF</b>	10/14/00
<b>AGE</b>		<b>WEIGHT</b>		<b>DOR</b>	
				<b>FUEL</b>	
				<b>ENGINE OIL</b>	
				<b>TRANS OIL</b>	
				<b>SYSTEM</b>	M - MOTOR, INTERNAL
				<b>TOPIC</b>	RECALL
				<b>CAUSE</b>	

**PROBLEM DESCRIPTION:**

CAM CHAIN NOISE

**PROBLEM RESOLUTION**

INSTALL A NEW TENSIONER.

**CALL HISTORY**

PB 10/16/00 CAM CHAIN NOISE, THE DLR PERFORMED THE RECALL ON 2/7/00 AND IT HAS FAILED FOR THE SECOND TIME. DLR TO INSTALL A NEW TENSIONER.

**CLAIM/PAS/SEQUENCE**

36098,1

PBB000W8617

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



18,861

243558

BOB TRACEY INC

TSM

PBUSCH

<b>DEALER CONTACT:</b>		PHONE	MODEL GSX-R600X	VIN	2X2100521
ADAM		(412)269-9999	MILEAGE/HOURS	6700	
<b>CUSTOMER NAME:</b>		OPENED 10/20/00	DOP	SYSTEM	
		CLOSED 10/20/00	DOF 9/20/00	TOPIC	
AGE		WEIGHT	DOR	CAUSE	
			FUEL		
			ENGINE OIL		
			TRANS OIL		

**PROBLEM DESCRIPTION:**

RECALL CAM CHAIN TENSIONER FAILURE

**PROBLEM RESOLUTION**

INSTALL TENSIONER, AND CHECK CAM TIMING.

**CALL HISTORY**

PB 10/20/00

RECALL CAM CHAIN TENSIONER INSTALLED 7/26/00 HAS NOW FAILED. THE DLR CHANGED THE TENSIONER, AND CHECKED THE CAM TIMING.

**CLAIM/PAS/SEQUENCE**

14613,1

PBB00W8861

**PARTS LOCATION**



19,271

240664

P & A MOTORCYCLES INC

TSM

JMONROE

<b>DEALER CONTACT:</b>		PHONE	MODEL GSX-R750X	VIN	7K2103392
KEITH MAKI		(937)294-1577	MILEAGE/HOURS	6168	
<b>CUSTOMER NAME:</b>		OPENED 10/30/00	DOP 12-17-99	SYSTEM	M - MOTOR, INTERNAL
		CLOSED 10/30/00	DOF 10-26-00	TOPIC	WARRANTY COVERAGE
			DOR	CAUSE	PRODUCT DESIGN PROBL
AGE	WEIGHT		FUEL		
			ENGINE OIL		
			TRANS OIL		

**PROBLEM DESCRIPTION:**

2nd FAILURE OF CAM CHAIN TENSIONER.

**PROBLEM RESOLUTION**

DLR. HAS REPLACED AGAIN.

**CALL HISTORY**

JM, 10/30: UNIT CAME IN WITH A FAILED CAM CHAIN TENSIONER. RECALL HAS BEEN DONE @ ANOTHER SHOP.

DLR. INQUIRING ABOUT 2ND REPLACEMENT OF A TENSIONER. WONDERING IF THERE IS ANY RECALL OR WHATEVER. THE GSX1300 RECALL ANNOUNCEMENT PROMPTED THIS CALL.

**CLAIM/PAS/SEQUENCE**

59965,1

JMT018W103B

**PARTS LOCATION**

DLR.

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



20,537

241342

YAM SUZUKI OF TEXAS INC

TSM

JCANNON

<b>DEALER CONTACT:</b>		PHONE	MODEL GSX-R600X	VIN	5X2101274
MATT			MILEAGE/HOURS	1108	
<b>CUSTOMER NAME:</b>		OPENED 11/14/00	DOP	SYSTEM	M - MOTOR, INTERNAL
		CLOSED 11/17/00	DOF 9/2/00	TOPIC	P A S
AGE	WEIGHT		DOR	CAUSE	TRAINING NEEDED FOR I
			FUEL		
			ENGINE OIL		
			TRANS OIL		

**PROBLEM DESCRIPTION:**

CAM CHAIN ADJUSTER MAKING NOISE

**PROBLEM RESOLUTION**

CHECK WARR. HISTORY OF UNIT, INSPECT UNIT AND GET A PAS NUMBER FOR THE REPAIR

**CALL HISTORY**

JC 11/14/00 THIS DEALER HAS REPLACED THE CAM CHAIN ADJUSTER BECAUSE HE CLAIMS HIS TECH INSPECTED THE UNIT (IT WAS MAKING A NOISE FROM THE TENSIONER) AND SAID IT STILL HAD THE ORIGINAL ADJUSTER ON IT AND THE RECALL HAD NOT BEEN DONE YET.

AS 400 SHOWS THE RECALL DONE ON 10/30/99 AT DEALER #227951

I'M HAVING MATT SEND ME THE PARTS FROM THIS UNIT FOR INSPECTION.

I TOLD MATT TO INVESTIGATE THIS TYPE OF REPAIR A LITTLE MORE IN THE FUTURE AND TO GET A PAS NUMBER BEFORE HE STARTS ON THE JOB.

I TALKED TO ROB KEATING ABOUT THIS MATTER.

**CLAIM/PAS/SEQUENCE**

03989,1

JCB000R

0537

**PARTS LOCATION**

DEALER



21,894

241733

JERRY FERRELL INC

TSM

JMONBOE

<b>DEALER CONTACT:</b>	<b>PHONE</b>	<b>MODEL</b> GSX-R600X	<b>VIN</b>	9X2100449
BILL	(330)723-3105	<b>MILEAGE/HOURS</b>	4852	
<b>CUSTOMER NAME:</b>	<b>OPENED</b>	12/7/00 :	<b>DOP</b>	12/4/00
	<b>CLOSED</b>	2/26/01 :	<b>DOR</b>	
<b>AGE</b>	<b>WEIGHT</b>	<b>FUEL</b>	<b>SYSTEM</b>	M - MOTOR, INTERNAL
		<b>ENGINE OIL</b>	<b>TOPIC</b>	RECALL
		<b>TRANS OIL</b>	<b>CAUSE</b>	PRODUCT DESIGN PROBL

**PROBLEM DESCRIPTION:**  
 CAM CHAIN TENSIOER (RECALL VERSION) HAS FAILED.

**PROBLEM RESOLUTION**  
 REPLACE THE TENSIONER WITH NEW.

**CALL HISTORY**

12/7, JM: CAM CHAIN TENSIONER IS MAKING NOISE WHEN ENGINE IS REVVED. THE CENTER BOLT IS MOVING.

DLR. REQUESTING PERMISSION TO REPLACE THE CAM CHAIN TENSIONER.

**CLAIM/PASISEQUENCE**

03156,1 JMB000W 1894

**PARTS LOCATION**

DLR.



22,094

230308

CYCLE SPECIALTY CO INC

TSM

DLEARN

**DEALER CONTACT:**

ROBBIE

PHONE

(770)461-3541

MODEL GSX-R750X

VIN

4X2101373

MILEAGE/HOURS

7279

DOP

SYSTEM

M - MOTOR, INTERNAL

DOF

12/7/00

TOPIC

REPORT A FAILURE

DOR

CAUSE

PRODUCT DESIGN PROBL

**CUSTOMER NAME:**

OPENED

12/12/00

CLOSED

12/12/00

FUEL

ENGINE OIL

TRANS OIL

AGE

WEIGHT

**PROBLEM DESCRIPTION:**

FAILED RECALL TENSIONER

**PROBLEM RESOLUTION:**

REPLACE TENSIONER. RESET CAM TIMING

**CALL HISTORY:**

12/12/00DL. UNIT HAS A SECOND FAILURE ON CAM TENSIONER. UNIT JUMPED TIME. DO ANOTHER RECALL. RESET CAM TIMING

**CLAIM/PASIS/SEQUENCE**

6384

DLT028F0030

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



22,651

245992

PERFORMANCE CYCLE INC

TSM

SWOLF

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	5X2100233
KEITH		(864)223-3848	<b>MILEAGE/HOURS</b>	7918	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	4/2/99	<b>SYSTEM</b>	M - MOTOR, INTERNAL
		1/2/01 9:	<b>DOF</b>	12/14/00	<b>TOPIC</b>
		<b>CLOSED</b>	<b>DOR</b>		<b>CAUSE</b>
		1/2/01 9:	<b>FUEL</b>		PART FAILED
<b>AGE</b>		<b>WEIGHT</b>	<b>ENGINE OIL</b>		
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

**PROBLEM RESOLUTION**

ENGINE RATTLE. RECALL TENSIONER FAILURE. CAN COMPRESS TENSIONER BY HAND.

INSTALL NEW CAM TENSIONER ADJUSTER.

**CALL HISTORY**

ENGINE RATTLE. SW 1/2/01

CAM CHAIN TENSIONER FAILURE (RECALL PART). CAN COMPRESS BY TENSIONER BY HAND.

PROVIDED GOODWILL AUTHO TO REPLACE TENSIONER, CHECK CAM CHAIN CONDITION AND DOUBLE CHECK CAM TIMING.

**CLAIM/PAS/SEQUENCE**

19849,1

SWB018G 265

**PARTS LOCATION**

DEALER

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



23,273

242772

TUCSON MOTORSPORTS INC

TSM

DDALE

**DEALER CONTACT:**

ROBBIE

PHONE

(520)747-9141

MODEL GSX-R600X

VIN

9X2103352

MILEAGE/HOURS

14,000

DOP 07/15/99

SYSTEM

M - MOTOR, INTERNAL

DOF 01/22/00

TOPIC

GOODWILL

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED

1/22/01

CLOSED

1/22/01

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

**PROBLEM RESOLUTION**

EXCESSIVE NOISE FROM CAM CHAIN TENSIONER ADJUSTER  
REPLACE ADJUSTER ADJUSTER

**CALL HISTORY**

CAM CHAIN NOISE

01/22/01 DDD DLR/ROBBIE EXCESSIVE CAM CHAIN NOISE. TENSIONER ADJUSTER REPLACED AS PER RECALL. ADJUSTER FAILED AGAIN. TOLD ROBBIE TO REPLACE ADJUSTER AND INSPECT CAM CHAIN AND CAM TIMING. AUTHO FOR ADJUSTER AND 2 HRS.

**CLAIM/PAS/SEQUENCE**

30922,1 DDB020G 3273

**PARTS LOCATION**

DEALER

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



23,322

247235

TWIN COUNTY MTRSPTS INC

TSM RKEATING

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	2X2100061
JAMES		(252)977-2191	<b>MILEAGE/HOURS</b>	8080	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	10/24/98	<b>SYSTEM</b>	M - MOTOR, INTERNAL
		1/23/01	<b>DOF</b>	01/03/01	<b>TOPIC</b>
		<b>CLOSED</b>	1/23/01	<b>DOR</b>	<b>CAUSE</b>
					PRODUCT DESIGN PROBL
<b>AGE</b>	N/A	<b>WEIGHT</b>	N/A	<b>FUEL</b>	N/A
				<b>ENGINE OIL</b>	N/A
				<b>TRANS OIL</b>	N/A

**PROBLEM DESCRIPTION:**

RECALL CAM CHAIN TEN. ADJUSTER IS NOW STARTING TO MAKE THE SAME NOISE AS THE OLD ONE DID JUST BEFORE IT FAILED

**PROBLEM RESOLUTION:**

REPLACE WITH NEW TEN. ADJUSTER

**CALL HISTORY:**

01/23/01 RK DEALER ASKING WHY RECALL CAM CHAIN TEN. ADJUSTER IS NOW STARTING TO MAKE THE SAME NOISE AS THE OLD ONE DID JUST BEFORE IT FAILED. I AUTHO. PARTS AND LABOR TO REPLACE TEN. ADJUSTER.

CLAIM/PASISEQUENCE

141011 RKB000A3322

PARTS LOCATION



23,601

241903

FSAC INC

TSM

DDALE

**DEALER CONTACT:**

RICK

**PHONE**

(303)399-5447

MODEL GSX-R750X

VIN

9X2100266

MILEAGE/HOURS

15647

DOP 05/22/99

SYSTEM

M - MOTOR, INTERNAL

DOF 01/04/01

TOPIC

INFO LOOK UP

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 1/26/01 1

CLOSED 1/26/01 1

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

CAM CHAIN NOISE

**PROBLEM RESOLUTION**

REPLACE TENSIONER ADJUSTER

**CALL HISTORY**

01/26/01 DD DLR/RICK CAM CHAIN NOISE. RECALL TENSIONER FAILED. NEW TENSIONER ELIMINATED NOISE.

GOODWILL GEASTURE PARTS AND LABOR ONE TIME ONLY.

**CLAIM/PASISSEQUENCE**

30586,1

DDB000G 3601

**PARTS LOCATION**

DEALER

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



23,926

245011

EE ASSOCIATES LLC

TSM

JMONROE

**DEALER CONTACT:**

HERB (SERV. MGR)

**PHONE**

(856)848-5414

MODEL GSX-R750X

VIN

7K2101593

MILEAGE/HOURS

2088

DOP 2-19-00

SYSTEM

M - MOTOR, INTERNAL

DOF 2-2-01

TOPIC

TECHNICAL TROUBLESHOOTING

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 2/5/01 11

CLOSED 10/29/20

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

CAM CHAIN TENSIONER FAILURE, DLR HASN'T HAD THE THE PART OUT FOR INSPECTION AS YET.

**PROBLEM RESOLUTION**

DLR DIDN'T RETURN CALL WITH INFO--APPEARENTLY THEY FOUND THE PBOBLEM WASN'T THE TENSIONER.

**CALL HISTORY**

2/5/01, JM:

ENGINE MAKING NOISE THAT SOUNDS LIKE A CAM CHAIN TENSIONER HAS FAILED.

UNIT HAS HAD THE RECALL DONE EARLIER @ TIME OF SALE. I WILL PLACE THIS CALL ON HOLD FOR A WHILE UNTIL DLR CALLS BACK WITH COMEPLTE INFO.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



24,205

217476

A & L SPORTS INC

TSM

DDALE

**DEALER CONTACT:**

DAVE

PHONE

(360)736-0166

MODEL GSX-R750X

VIN

2X2100156

MILEAGE/HOURS

3100

DOP 06/05/00

SYSTEM

M - MOTOR, INTERNAL

DOF 02/09/01

TOPIC

TECHNICAL TROUBLESHOOTING

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 2/9/01 11

CLOSED 3/27/01 11

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

CAM CHAIN NOISE. OIL PRESSURE LIGHT STAYS ON.

**PROBLEM RESOLUTION**

REPLACE ADJUSTER AND TENSIONER.

**CALL HISTORY**

OIL PRESSURE LIGHT IS ON. EXCESSIVE NOISE FROM CAM CHAIN

02/09/01 DD DLR/DAVE CALLED FOR INFO. REGARDING WHAT TO DO TO DIAGNOSE THESE SYMPTOMS. TOLD DAVE TO REMOVE TENSIONER ADJUSTER AND CHECK PLUNGER FOR FREEPLAY. ALSO REMOVE VALVE COVER AND INSPECT TENSIONER ARM AND GUIDE FOR WEAR. HAS HAD RECALL PERFORMED.

ENGINE OIL LEVEL IS UP TO FULL MARK. PERFORM OIL PRESSURE TEST. IF NOT TO SPEC, DRAIN OIL AND LOOK FOR CONTAMINATION. POSSIBLE THAT CAM CHAIN GUIDE DEBRIS HAS GOTTEN INTO OIL SUMP AND BLOCKED PICK UP.

02/09/01 DD DLR/DAVE CHECKED ADJUSTER. IT HAS APPROX. 1 IN. OF FREEPLAY. TOLD DAVE TO REPLACE ADJUSTER AND TENSIONER AND TO INSPECT CAM CHAIN. ALSO REMOVE SUMP COVER AND INSPECT OIL PUMP PICK UP AND SUMP FOR DEBRIS. CALL WHEN COMPLETE W/CLAIM # FOR AUTHO.

**CLAIM/PAS/SEQUENCE**

51254,1

DDT052C 4205

**PARTS LOCATION**

TO BREA

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



24,654

220809

CONKLIN CYCLE CENTER INC

TSM

JCANNON

<b>DEALER CONTACT:</b>	PHONE	MODEL GSX-R750X	VIN	1X2101251
ADAM	(607)724-1411	MILEAGE/HOURS	5046	
<b>CUSTOMER NAME:</b>	OPENED 2/20/01	DOP 4/10/99	SYSTEM	M - MOTOR, INTERNAL
	CLOSED 2/20/01	DOF 2/19/01	TOPIC	REPORT A FAILURE
AGE	WEIGHT	DOR	CAUSE	PRODUCT DESIGN PROBL
		FUEL		
		ENGINE OIL		
		TRANS OIL		

**PROBLEM DESCRIPTION:**

RECALL CAM CHAIN ADJUSTER MAKING NOISE

**PROBLEM RESOLUTION**

REPLACE CAM CHAIN ADJUSTER

**CALL HISTORY**

2/20/01 JC

CAM CHAIN ADJUSTER MAKING NOISE, THE RECALL ON THIS UNIT HAD BEEN DONE ON 7/23/99.

GAVE AUTHO. # TO INSTALL A NEW ADJUSTER.

**CLAIM/PAS/SEQUENCE**

08988,1

JCB000R

4654

**PARTS LOCATION**

DEALER

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



24,733

240621

DONALD AMERSON INC

TSM

JCANNON

<b>DEALER CONTACT:</b> FRED	<b>PHONE</b> (912)352-7710	<b>MODEL</b> GSX-R600K	<b>VIN</b> XX2100248
<b>CUSTOMER NAME:</b>	<b>OPENED</b> 2/21/01	<b>MILEAGE/HOURS</b> 7591	<b>SYSTEM</b> M - MOTOR, INTERNAL
<b>AGE</b>	<b>CLOSED</b> 2/21/01	<b>DOP</b> 7/27/00	<b>TOPIC</b> WARRANTY COVERAGE
<b>WEIGHT</b>		<b>DOF</b> 2/21/01	<b>CAUSE</b> TRAINING NEEDED FOR I
		<b>DOR</b>	
		<b>FUEL</b>	
		<b>ENGINE OIL</b>	
		<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

**PROBLEM RESOLUTION**

RECALL CAM CHAIN ADJUSTER MAKING A NOISE    REPLACE FAILED PART

**CALL HISTORY**

2/21/01 JC  
CAM CHAIN ADJUSTER MAKING NOISE

FRED WASN'T SURE IF THIS WOULD BE COVERED AGAIN BY THE WARRANTY SINCE THIS IS A RECALL PART.

HE HAS GIVEN THE CUSTOMER A LITTLE BIT OF A RUN AROUND AND HAS CALLED CUSTOMER SERVICE ON THIS INSTEAD OF CALLING TECHLINE.

THIS UNIT IS STILL IN THE WARRANTY PERIOD.

MARK NEUBAUER ASKED ME TO SEND A COPY OF THIS CONTACT TO DON LEARN.

**CLAIM/PAS/SEQUENCE**

29840,1 JCB000R 4733

**PARTS LOCATION**

DEALER



25,212

244821

COMMONWEALTH MTRCYCS INC

TSM

JMONROE

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	1X2101203
DAVID (SERV MGR)		(502)568-2666	<b>MILEAGE/HOURS</b>	4600	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	3/2/01 3:	<b>DOP</b>	4-7-00
		<b>CLOSED</b>	3/2/01 3:	<b>DOF</b>	1-25-01
<b>AGE</b>		<b>WEIGHT</b>		<b>DOR</b>	
				<b>SYSTEM</b>	M - MOTOR, INTERNAL
				<b>TOPIC</b>	RECALL
				<b>CAUSE</b>	PRODUCT DESIGN PROBL
				<b>FUEL</b>	
				<b>ENGINE OIL</b>	
				<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

CAM CHAIN TENSIONER NOISE--SECOND TENSIONER

**PROBLEM RESOLUTION**

ISSUED A P.A.S.# FOR REPLACEMENT.

**CALL HISTORY**

3/2/01, JM: CAM CHAIN RATTLE DURING DE-CEL. THIS IS A UNIT THAT HAD HAD THE RECALL PERFORMED PRIOR TO BEING SOLD. THE SECOND TENSIONER WAS MAKING NOISE. NOW DLR. HAS REPLACED THE TENSIONER AGAIN. THE NOISE IS GONE. ISSUED A P.A.S.#

**CLAIM/PAS/SEQUENCE**

04383,1,A JMB000W 5212

**PARTS LOCATION**

DLR.



25,741

246042

POWERSPORTS OF TAMPA INC

TSM

BCRAMER

**DEALER CONTACT:**

PAT

**PHONE**

(813)968-7888

MODEL GSX-R750X

VIN

8X2102574

MILAGE/HOURS

7707

DOP 5/21/99

SYSTEM

M - MOTOR, INTERNAL

DOF 3/12/01

TOPIC

WARRANTY COVERAGE

DOR

CAUSE

DECISION NEEDED WARR

**CUSTOMER NAME:**

OPENED 3/16/01

CLOSED 3/16/01

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

NO FINAL INFO AT THIS TIME.

**PROBLEM RESOLUTION**

**CALL HISTORY**

UNIT HAS A KNOCKING NOISE AFTER CAM CHAIN RECALL. WHEN HE QUESTIONED CUSTOMER CUSTOMER ADMITTED THE NOISE WAS THERE PREVIOUS TO BRING UNIT IN. DEALER FEELS IT IS ROD KNOCK. CUSTOMER ADMITTS TO DOING WHEELIES. I ASK DEALER TO TEAR DOWN AND FIND PROBLEM AND ASK CUSTOMER FOR HIS SERVICE SLIPS.

DEALER WILL CALL BACK AFTER INSPECTION.

3/16/01 JC THE DEALER IS STILL HUNTING FOR A MAGIC ANSWER FROM US.

THEY CLAIM THAT THE OIL & OIL FILTER ARE CLEAN (OIL IS LIKE NEW), I TOLD THEM TO LISTEN TO THE ENGINE WITH A STETHASCOPE TO PINPOINT THE NOISE BEFORE THEY JUST START DISASSEMBLING THE ENGINE.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**



26,002

248509

ALLEN & ASSOCIATES INC

TSM

DRAMSEY

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	4X2101860
JENNY		(352)732-8531	<b>MILEAGE/HOURS</b>	5520	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	3/23/01	<b>DOP</b>	<b>SYSTEM</b> M - MOTOR, INTERNAL
		<b>CLOSED</b>	3/23/01	<b>DOF</b>	3/18/00
<b>AGE</b>		<b>WEIGHT</b>		<b>DOR</b>	<b>TOPIC</b> RECALL
				<b>CAUSE</b>	PART FAILED
				<b>FUEL</b>	
				<b>ENGINE OIL</b>	
				<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

DLR HAD TO REDO RECALL

**PROBLEM RESOLUTION**

INSTALL NEW PART

**CALL HISTORY**

DLR HAD TO REDO CAM CHAIN TENSIONER RECALL

**CLAIM/PAS/SOURCE**

94885,1 DRB000W6002

**PARTS LOCATION**

DLR



26,003

248509

ALLEN & ASSOCIATES INC

TSM

DRAMSEY

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R600X	<b>VIN</b>	3X2101239
JENNY		(352)732-8531	<b>MILEAGE/HOURS</b>	12939	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	3/23/01	<b>DOP</b>	<b>SYSTEM</b> M - MOTOR, INTERNAL
		<b>CLOSED</b>	3/23/01	<b>DOF</b>	12/6/00
<b>AGE</b>		<b>WEIGHT</b>		<b>DOR</b>	<b>TOPIC</b> RECALL
			<b>FUEL</b>	<b>CAUSE</b>	PART FAILED
			<b>ENGINE OIL</b>		
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

DLR REDID CAM CHAIN TENSIONER RECALL

**PROBLEM RESOLUTION:**

REDO RECALL

**CALL HISTORY:**

REDO CAM CHAIN TENSIONER RECALL

**CLAIM/PAS/SEQUENCE**

96853,1 DRB000W6003

**PARTS LOCATION**

DLR

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



26,346

241083

BERGEN SPORT CYCLES INC

TSM RKEATING

<b>DEALER CONTACT:</b>	<b>PHONE</b> (973)641-0100	<b>MODEL</b> GSX-R600X	<b>VIN</b> 8X2100944
<b>CUSTOMER NAME:</b>	<b>OPENED</b> 3/30/01 1	<b>MILEAGE/HOURS</b>	
	<b>CLOSED</b> 3/30/01 1	<b>DOP</b> 05/20/99	<b>SYSTEM</b> M - MOTOR, INTERNAL
<b>AGE</b> N/A	<b>WEIGHT</b> N/A	<b>DOF</b> 03/26/01	<b>TOPIC</b> RECALL
		<b>DOR</b>	<b>CAUSE</b> PRODUCT DESIGN PROBL
		<b>FUEL</b> N/A	
		<b>ENGINE OIL</b> N/A	
		<b>TRANS OIL</b> N/A	

**PROBLEM DESCRIPTION:**

LOUD NOISE FROM RECALL PART (CAM CHAIN TEN. ADJUSTER)

**PROBLEM RESOLUTION**

REPLACE WITH NEW PART

**CALL HISTORY**

03/30/01 RK DEALER ASKING WHY RECALL CAM CHAIN TEN. ADJSTR. IS NOW STARTING TO MAKE LOUD NOISE. I TOLD HIM TO ORDER A NEW TEN. ADJSTR. ASSY. OFF THE MICRO. AND TO INSTALL IT. DEALER DID NOT HAVE ANY OF THE INFO. SO HE WILL CALL BACK WITH IT FOR AN AUTHO.# (HE HAS TICKET #)

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**



26,580

242942

OTTO BROS MTR SLS INC

TSM

BGROTH

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	8X2104597
BILL/ ERIC (SRV MANAGER)		(708)447-3040	<b>MILEAGE/HOURS</b>	2320	
<b>CUSTOMER NAME:</b>		<b>OPENED</b> 4/4/01 11	<b>DOP</b> 3/16/00	<b>SYSTEM</b>	M - MOTOR, INTERNAL
		<b>CLOSED</b> 4/17/01 1	<b>DOF</b>	<b>TOPIC</b>	GOODWILL
			<b>DOR</b>	<b>CAUSE</b>	DECISION NEEDED GOOD
<b>AGE</b>	<b>WEIGHT</b>		<b>FUEL</b>		
			<b>ENGINE OIL</b>		
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

CAM CHAIN NOISE EVEN THOUGH THE RECALL HAS BEEN DONE.

**PROBLEM RESOLUTION**

PAS GIVEN FOR PARTS ONLY AS A GOOD WILL FOR THE ADJUSTER

**CALL HISTORY**

4/4/01 BG

CAM CHAIN NOISE EVEN THOUGH THE RECALL HAS BEEN DONE.

>PAS GIVEN FOR PARTS ONLY AS A GOOD WILL FOR THE ADJUSTER ONLY NO LABOR. I EXPLAINED HOW GOOD WILL IS TO BE HANDLED.

4/17/01 DS - RETURN CALL FOR MORE INFORMATION

ERIC (SRV MNG) EXPLAINED THAT THE DEALER DID THE RECALL BEFORE THE SALE OF THE VEHICLE, IT RETURNED WITH A TENSIONER NOISE. (TENSIONER HAS NOT BEEN REMOVED AS OF 4/17.)

I DIRECTED ERIC TO REMOVE TENSIONER AND INSPECT. DEALER WILL CALL BACK AFTER FURTHER INSPECTION.

\* CUST. WAS INFORMED BY THE DEALER OF POSSIBLE LABOR CHARGES FROM DEALER, AND CALLED BRAD WRIGHT/CUST. RELATIONS @ SUZUKI

**CALL HISTORY**

**CLAIM/PAS/SEQUENCE**

25101,1

BGP 000 D 6580

**PARTS LOCATION**

DLR



26,902

245003

CORJEN INC

TSM

JCANNON

<b>DEALER CONTACT:</b>	<b>PHONE</b>	<b>MODEL</b> GSX-R600X	<b>VIN</b>	6X2102479
JOHN	(858)486-4380	<b>MILEAGE/HOURS</b>	13408	
<b>CUSTOMER NAME:</b>	<b>OPENED</b> 4/9/01 3:	<b>DOP</b> 8/11/99	<b>SYSTEM</b>	M - MOTOR, INTERNAL
	<b>CLOSED</b> 4/9/01 3:	<b>DOF</b> 3/27/01	<b>TOPIC</b>	TECHNICAL TROUBLESHI
<b>AGE</b>	<b>WEIGHT</b>	<b>DOR</b>	<b>CAUSE</b>	TRAINING NEEDED FOR E
		<b>FUEL</b>		
		<b>ENGINE OIL</b>		
		<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

ENGINE NOISE, BENT INTAKE VALVES

**PROBLEM RESOLUTION**

INSPECT CAM CHAIN ADJUSTER, CAM TIMING

**CALL HISTORY**

4/9/01 JC  
UNIT HAD A TICKING NOISE FROM THE ENGINE, UPON INSPECTION THE TECH FOUND THAT THE #3 CYLINDER HAD 140psi COMP, AND OVER 20% LEAKDOWN PAST THE INTAKE VALVES.

JOHN WANTED TO KNOW WHAT THE WARR. HISTORY WAS ON THE UNIT (WAS THE CAM CHAIN ADJUSTER RECALL DONE? YES) AND IF THE CAM CHAIN ADJUSTER WERE BAD COULD THIS HAPPEN.

I EPLAINED TO JOHN THAT IF THE CAM TIMING WAS TO SPEC. THAT THE ANOTHER THING THAT COULD CAUSE BENT VALVES IS IF THE CUST. HAD MISSED A SHIFT AT SOME TIME, THIS IS MOST LIKELY THE CAUSE, BECAUSE THE VALVES ARE ONLY BENT IN ONE CYL. IF THE CAM CHAIN ADJUSTER FAILED THE UNIT WOULD THEN JUMP TIME AND ALL OF THE IN. VALVES WOULD BE BENT.

**CLAIM/PASISROUENCE**

**PARTS LOCATION**



26,914

241040

CHENANGO IMPORT MTRS INC

TSM

DDALE

**DEALER CONTACT:**

ROB

PHONE

(315)768-1077

MODEL GSX-R600X

VIN

7X2100806

MILEAGE/HOURS

6790

DOP 03/23/00

SYSTEM

M - MOTOR, INTERNAL

DOF 04/07/01

TOPIC

REPORT A FAILURE

DOR

CAUSE

DECISION NEEDED WARR

**CUSTOMER NAME:**

OPENED 4/10/01

CLOSED 4/16/01

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

RECALL TENSION ADJUSTER FAILED

**PROBLEM RESOLUTION**

REPLACE ADJUSTER AND OTHER PARTS AS NEEDED.

**CALL HISTORY**

RECALL TENSIONER ADJUSTER FAILED

04/10/01 DD DLR/ROB UNIT IS MAKING A VERY NOTICEABLE AMOUNT OF NOISE FROM CAM CHAIN AREA. ROB SAYS THAT UNIT HAS RECALL TENSIONER. WANTS TO KNOW IF THE CHAIN WAS NOT REPLACED BEFORE, COULD THIS CAUSE NOISE. POSSIBLE, BUT MOST LIKELY THAT THE CAUSE IS THE ADJUSTER.

TOLD HIM THAT HE NEEDS TO INSPECT THE CAM CHAIN FOR SIGNS OF DAMAGE AND TO CHECK THE ADJUSTER. REMOVE AND SEE IF PLUNGER COLLAPSES WHEN PUSHED ON. CALL TECHLINE WITH MORE INFO.

04/13/01 DD DLR/ROB INSPECTED TENSION ADJUSTER AND CHAIN. ADJUSTER COLLAPSES EASILY. CHAIN SHOWS SIGNS OF LOOSENESS AROUND PINS. REPLACE ADJUSTER AND CHAIN

**CLAIM/PAS/SEQUENCE**

14111,1 DDB000G 6914

**PARTS LOCATION**

TO BREA

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



27,231

244651

LEWIS TRAILER SALES INC

TSM

JMONROE

**DEALER CONTACT:**

KEITH (OWNER)

PHONE

(765)643-1691

MODEL GSX-R750X

VIN

SX2101351

MILEAGE/HOURS

8195

DOP 2-23-00

SYSTEM

M - MOTOR, INTERNAL

DOF 1-23-01

TOPIC

RECALL

DOR

CAUSE

PRODUCT DESIGN PROBL

**CUSTOMER NAME:**

OPENED 4/16/01 1

CLOSED 4/16/01 1

FUEL

ENGINE OIL

TRANS OIL

AGE

WEIGHT

**PROBLEM DESCRIPTION:**

REPLACEMENT TENSIONER HAS FAILED.  
CAUSING NOISE @ 4000 DURING DE-CEL.

**PROBLEM RESOLUTION**

DLR. INSTALLED ANOTHER TENSIONER.  
NOISE IS GONE. PLUNGER COULDN'T BE  
DEPRESSED.

**CALL HISTORY**

4/16/01 JM: ENGINE WAS MAKING NOISE WITH THE RECALL TENSIONER. HAD BEEN IN USE FOR ABOUT ONE YEAR.

DLR. REPLACED THE TENSIONER AND THE NOISE WAS GONE.

ISSUED A P.A.S.# FOR THE REPAIR.

**CLAIM/PAS/SEQUENCE**

18635,1 JMB000W 7231

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY

**244589**

**KNOXVILLE MC WTRCFT INC**

**TSM**

**JMONROE**

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	8X2102977
TOM (SERV MGR)		(865)966-0900	<b>MILEAGE/HOURS</b>	5236	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	4/20/01	<b>SYSTEM</b>	M - MOTOR, INTERNAL
		<b>CLOSED</b>	4/23/01	<b>TOPIC</b>	RECALL
<b>AGE</b>				<b>CAUSE</b>	DECISION NEEDED WARR
	<b>WEIGHT</b>			<b>FUEL</b>	
				<b>ENGINE OIL</b>	
				<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

**PROBLEM RESOLUTION**

THE REPLACEMENT CAM CHAIN TENSIONER HAS FAILED.---CAM CHAIN MAKING LOTS OF NOISE--THE ENGINE STILL RUNS O.K.--JUST NEEDS ANOTHER TENSIONER.

ISSUED A P.A.S.# FOR THE TENSIONER REPLACEMENT.

**CALL HISTORY**

4/20/01, JM: CAM CHAIN TENSIONER IS MAKING NOISE--HAS THE UPDATED TENSIONER. PUSHING IN ON THE TENSIOER MAKES THE NOISE GO AWAY. M/C IS STILL RUNNING

4/23/01, JM: DLR TRYING TO SUBMIT A WARRANTY CLAIM. SYSTEM WON'T ALLOW IT. SAYS IT'S A RECALL. DLR USING RECALL # NUMBER. ADVISED HIM TO TRY USING THE PART NUMBER ON THE MICRO-FICHE. IT SHOULD WORK--THIS ISN'T A RECALL REPAIR, BUT A SECOND REPAIR.

**CLAIM/PAS/SEQUENCE**

04944,1 JMB000W 7643

**PARTS LOCATION**



27,847

239232

CYCLE POWER INC

TSM

JMONROE

**DEALER CONTACT:**

JOE (SERV MGR)

**PHONE**

(718)738-7618

MODEL GSX-R750X

VIN

2X2102621

MILEAGE/HOURS

4863

DOP 4-20-00

SYSTEM

L - LUBRICATION

DOF 4-5-01

TOPIC

WARRANTY COVERAGE

DOR

CAUSE

PRODUCT DESIGN PROBL

**CUSTOMER NAME:**

OPENED 4/25/01 1

CLOSED 4/25/01 1

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

DLR SEEKING A P.A.S.# FOR TENSIONER REPLACEMENT AS PER P. BUSCH-----2ND FAILURE.

**PROBLEM RESOLUTION**

ISSUED A P.A.S.#

**CALL HISTORY**

4/25/01, JM: PHIL BUSCH HAD DIRECTED DLR TO CALL TECH-LINE FOR AUTH TO SUBMIT A CLAIM FOR A 2ND CAM CHAIN TENSIONER. THIS TENSIONER HAS FAILED. THE RECALL HAD BEEN PERFORMED EARLIER.

ISSUED A P.A.S.# TO JOE.

**CLAIM/PAS/SEQUENCE**

02466,1 JMB000W 7847

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



28,053

247596

POWERRIDE MOTORSPORTS INC

TSM

JMONROE

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	0X2100396
MARK (WARRANTY)		(703)237-3400	<b>MILEAGE/HOURS</b>	7485	
<b>CUSTOMER NAME:</b>		<b>OPENED</b> 4/27/01	<b>DOP</b> 3-4-99	<b>SYSTEM</b>	M - MOTOR, INTERNAL
		<b>CLOSED</b> 4/27/01	<b>DOF</b> 4-23-01	<b>TOPIC</b>	REPORT A FAILURE
<b>AGE</b>			<b>DOR</b>	<b>CAUSE</b>	PRODUCT DESIGN PROBL
<b>WEIGHT</b>			<b>FUEL</b>		
			<b>ENGINE OIL</b>		
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

2ND GENERATION CAN CHAIN TENSIONER IS FAILING.--MAKING LOTS OF NOISE DURING DE-CEL. M/C IS ON AT LEAST IT'S 2ND OWNER.--HAS S.E.P. SAYS THE DLR.

**PROBLEM RESOLUTION**

I OFFERED A PARTS ONLY REPAIR, BUT DLR SAID HE WILL TRY FOR S.E.P. TO PAY ALL.

**CALL HISTORY**

4/27/01, JM: CAM CHAIN TENSIONER IS FAILING. CAM CHAIN IS MAKING LOTS OF NOISE. - M/C HAS AN S.E.P.. SAYS THE DLR.-- ADVISED I WOULD OFFER TO PAY PARTS ONLY, OR THEY CAN TRY FOR SEP PAYMENT WHICH WOULD BE MORE IF THEY ACCEPT IT. DLR WILL TRY S.E.P.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



28,112

246751

AL OUTDOORS REC CTR INC

TSM

BGROTH

**DEALER CONTACT:**

CHRIS

**PHONE**

(205)640-3344

MODEL GSX-R600X

VIN

3X2102035

MILEAGE/HOURS

13036

DOP

SYSTEM

M - MOTOR, INTERNAL

DOF 4/18/01

TOPIC

RECALL

DOR

CAUSE

TRAINING NEEDED FOR I

**CUSTOMER NAME:**

OPENED 4/30/01 1

CLOSED 4/30/01 1

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

CAM CHAIN MAKING NOISE A SECOND TIME.

**PROBLEM RESOLUTION**

PAS GIVEN FOR THE REPAIR.

**CALL HISTORY**

4/30/01 BG

THE RECALL FOR THE CAM CHAIN HAS BEEN DONE 6/27/00. IT NOW IS BACK MAKING A SIMILAR NOISE.

THE ORIGINAL OWNER OF THE MC. THE RECALL WAS DONE AT THIS DLRS.

>I GAVE A PAS FOR THE REPAIR A SECOND TIME. A BREIF EXPLANATION AS TO HOW TO PERFORM THE REPAIR.

**CLAIM/PAS/SEQUENCE**

06785,1

BGB 000 D 8112

**PARTS LOCATION**

DLR.

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



28,395

212750

BARNES SUZUKI INC

TSM SCHOEBERL

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R600X	<b>VIN</b>	3X2101578
DAVID		(704)867-1273	<b>MILEAGE/HOURS</b>	12641	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	5/3/01 2:	<b>DOP</b>	7/28/99
		<b>CLOSED</b>	5/3/01 2:	<b>DOF</b>	5/3/01
<b>AGE</b>		<b>WEIGHT</b>		<b>DOR</b>	
				<b>FUEL</b>	
				<b>ENGINE OIL</b>	
				<b>TRANS OIL</b>	
				<b>SYSTEM</b>	M - MOTOR, INTERNAL
				<b>TOPIC</b>	RECALL
				<b>CAUSE</b>	PART FAILED

**PROBLEM DESCRIPTION:**

RECALL TENSIONER MAKES NOISE

**PROBLEM RESOLUTION:**

REPLACE TENSIONER WITH NEW RECALL TENSIONER

**CALL HISTORY:**

5/3/01 DS; RECALL HAS BEEN DONE AND IT MAKES NOISE AGAIN. DLR ASKING IF IT SHOULD BE REPLACED.

AUTHO. GIVEN TO REPLACE TENSIONER AGAIN AND HOLD OLD TENSIONER FOR INSPECTION.

**CLAIM/PAS/SEQUENCE**

44807,1 DSB000W 8395

**PARTS LOCATION**



28,491

246239

MACOMB CYCLES INC

TSM

SCHOEBERL

<b>DEALER CONTACT:</b>		PHONE	MODEL GSX-R750X	VIN	XX2102978
STEVE		(586)949-4000	MILEAGE/HOURS	4596	
<b>CUSTOMER NAME:</b>		OPENED 5/4/01 3:	DOP 12/31/99	SYSTEM	M - MOTOR, INTERNAL
		CLOSED 5/4/01 3:	DOF 5/3/01	TOPIC	RECALL
AGE	WEIGHT		DOR	CAUSE	PART FAILED
			FUEL		
			ENGINE OIL		
			TRANS OIL		

**PROBLEM DESCRIPTION:**

RECALL TENSIONER MAKING NOISE

**PROBLEM RESOLUTION**

REPLACE TENSIONER WITH NEW AND CALL FOR AUTHO.

**CALL HISTORY**

5/4/01 DS; RECALL TENSIONER IS MAKING NOISE, DLR ASKING IF TENSIONER NEEDS TO BE REPLACED. RECALL WAS DONE 6/5/00.

DIRECTED DLR TO REPLACE TENSIONER WITH NEW AND CALL FOR AUTHO.AFTER REPAIR HAS BEEN DONE.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**



28,710

244252

SUTTON INTERESTS INC

TSM

JCANNON

<b>DEALER CONTACT:</b> DAVID	<b>PHONE</b> (713)772-7771	<b>MODEL</b> GSX-R750X	<b>VIN</b>	2X2100240
<b>CUSTOMER NAME:</b>	<b>OPENED</b> 5/8/01 2: <b>CLOSED</b> 5/8/01 3:	<b>MILEAGE/HOURS</b> 4695	<b>DOP</b> 12/8/98	<b>SYSTEM</b> M - MOTOR, INTERNAL
<b>AGE</b>	<b>WEIGHT</b>	<b>DOP</b> 4/8/01	<b>TOPIC</b>	RECALL
		<b>DOR</b>	<b>CAUSE</b>	PRODUCT DESIGN PROBL
		<b>FUEL</b>		
		<b>ENGINE OIL</b>		
		<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

**PROBLEM RESOLUTION**

RECALL CAM CHAIN ADJUSTER FAILED, MAKING NOISE.

REPLACE CAME CHAIN ADJUSTER.

**CALL HISTORY**

5/8/01 JC  
CAM CHAIN ADJUSTER MAKING ALOT OF NOISE, RECALL HAD BEEN DONE AT JUST OVER 900 MILES.

GAVE DAVID AN AUTHO. # TO REPLACE THE CAM CHAIN ADJUSTER.

**CLAIM/PAS/SEQUENCE**

28488,1

JCB000R

8710

**PARTS LOCATION**

DEALER



28,980

245801

CONCEPTION ENTER INC

TSM

JCANNON

**DEALER CONTACT:**

LARRY

**PHONE**

(540)366-8500

MODEL GSX-R750X

VIN

0X2104657

MILEAGE/HOURS

8227

DOP 5/23/00

SYSTEM

M - MOTOR, INTERNAL

DOF

TOPIC

RECALL

DOR

CAUSE

PRODUCT DESIGN PROBL.

**CUSTOMER NAME:**

OPENED 5/11/01

CLOSED 5/11/01

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

RECALL CAM CHAIN ADJUSTER FAILED, DEALER TRIED TO ORDER ANOTHER KIT THROUGH PARTS.

**PROBLEM RESOLUTION**

ORDER THE ADJUSTER FROM THE MICROFICHE THROUGH PARTS.

**CALL HISTORY**

5/11/01 JC

UNIT NEEDED A NEW CAM CHAIN ADJUSTER, LARRY TRIED TO ORDER THE RECALL KIT THROUGH NORMAL PARTS CHANNELS BUT FOUND IT TO BE ON B/O. HE THEN BOUGHT AN OLD KIT FROM ANOTHER DEALER AND IT DOESN'T SEEM TO BE THE CORRECT PARTS.

I TOLD HIM NOT TO USE THE PARTS HE GOT FROM THE OTHER DEALER AND TO ORDER THE ADJUSTER OFF THE MICROFICHE (NOT A KIT) THROUGH THE PARTS DEPT., I EXPLAINED TO HIM WHY THE KIT SHOWED ON B/O.

**CLAIM PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



29,271

243795

OFM CORPORATION

TSM

SWOLF

**DEALER CONTACT:**  
 CHAD/MATT  
**PHONE**  
 (925)687-7742

**CUSTOMER NAME:**  
 [REDACTED]  
**OPENED** 5/16/01  
**CLOSED** 6/17/00

**AGE**                      **WEIGHT**

**MODEL** GSX-R750X      **VIN** 9X2103541  
**MILEAGE/HOURS** 7000  
**DOP** 5/5/99      **SYSTEM** M - MOTOR, INTERNAL  
**DOF**                      **TOPIC** RECALL  
**DOR**                      **CAUSE** TRAINING NEEDED FOR I

**FUEL**  
**ENGINE OIL**  
**TRANS OIL**

**PROBLEM DESCRIPTION:**

CAM CHAIN TENSIONER FAILURE, SECOND TIME

**PROBLEM RESOLUTION**

REPAIR UNIT AS NEEDED, DEALER CAN INSPECT WORK, FILE A WARR. CLAIM AND GIVE THE CUST. A REFUND.

**CALL HISTORY**

5/16/01 EM  
 CUST COMP OF NOISE IN ENGINE. DLR DIAGNOSED NOISE AS CAM CHAIN TENSIONER FAILURE. CUST CLAIMS TO HAVE HAD CAM CHAIN TENSIONER RECALL PERFORMED AT 700 MILES. DLR WANTS TO KNOW IF HE SHOULD SEND CUST BACK TO ORIGINAL DEALER TO RE-PERFORM TENSIONER RECALL AND ALSO IF IT WILL BE COVERED UNDER WARR IF HE DOES THE REPAIR. 5/18/01 DLR TO PROVIDE DATE OF PURCHASE BEFORE ANY GOODWILL OR WARRANTY DECISION. 5/18/01 MATT CHAD NOT AVAIL. DLR TO CALL BACK WHEN THEY HAVE MORE INFORMATION.

6/7/01 JC MATT HAD CALLED S.W. ON THIS AND S.W. ASKED THAT I CALL HIM BACK. 9:15am MATT NOT IN YET, CHAD WILL TELL HIM TO EXPECT MY CALL BACK. CUST. HAS PAYED FOR THE REPAIR AND TAKEN THE UNIT.

6/7/01 JC MATT SAID THE CUST. HAS PURCHASED A CAM CHAIN ADJUSTER AND INSTALLED IT HIMSELF AND NOW WANTS SOME SORT OF COMPENSATION.

I ASKED MATT TO FAX ME A COPY OF THE RECEIPT THAT THE CUST. HAS IN FACT PURCHASED THE PART AND THEN WE CAN GO FROM THERE.

6/7/01 JC I RECEIVED THE FAX FROM MATT, THE DEALER SOLD THE PARTS TO THE CUST. AT A DISCOUNT (10% OVER DEALER COST) THE TOTAL WAS \$35.51 FOR THE ADJUSTER AND THE GASKET.

M.N. WANTS US TO HAVE THE DEALER INSPECT THE UNIT (TO CONFIRM THAT THE WORK WAS DONE PROPERLY) THEN THE DEALER CAN FILE A WARR. CLAIM FOR THE PARTS AND LABOR AND GIVE THE CUST. HIS REFUND.

6/11/01 SW STORE CLOSE ON MON.

6/12/01 SW SPOKE WITH DAVE. MATT ON TEST RIDE. TOLD DAVE TO TELL MATT= HAVE CUST BRING IN BIKE. MAKE SURE REPAIR IS COMPLETE AND CORRECT. THEN CALL TECHLINE WITH TICKET NUMBER FOR (goodwill) PARTS AND LABOR AUTHO.

**CLAIM/PASISEQUENCE**

**PARTS LOCATION**

DEALER



29,299

245135

CAMDEN MOTORSPORTS INC

TSM

DLEARN

**DEALER CONTACT:**

KEN PHONE (912)673-6410

**CUSTOMER NAME:**

2ND OWNER OPENED 5/16/01 ;  
CLOSED 5/22/01 ;

AGE WEIGHT

MODEL GSX-R750X VIN 9X2101529  
MILEAGE/HOURS 9000  
DOP 3/2/99 SYSTEM M - MOTOR, INTERNAL  
DOF 5/12/01 TOPIC GOODWILL  
DOR CAUSE IMPROPER OPERATION  
FUEL  
ENGINE OIL  
TRANS OIL

**PROBLEM DESCRIPTION:**

CAM CHAIN BROKE CAUSING MAJOR ENGINE DAMAGE. THE MC HAS THE RECALLED TENSIONER INSTALLED. THE CUSTOMER IS LOOKING FOR ASSISTANCE.

**PROBLEM RESOLUTION**

2ND OWNER, TENSIONER HAS BEEN INSTALLED. SORRY NOT WRTY. GOODWILL CONSIDERATION, IF ANY WOULD HAVE TO COME FROM DLEARN. CALL WAS FORWARDED.

**CALL HISTORY**

5/16/01 BG  
THIS IS A SECOND OWNER. THE MC WAS BOUGHT FROM A PRIVATE PARTY. THE CAM CHAIN BROKE. THE DLR WAS WANTING TO KNOW IF THE RECALLED ADJUSTER HAD BEEN INSTALLED AND IF NOT WILL ASMC HELP WITH THE REPAIR.

>THE RECALL WAS DONE AT THIS STORE 6/99.  
ANY ASSISTANCE WOULD BE GOODWILL. THE VEHICLE DOES NOT QUALIFY FOR ANY TYPE OF WRTY ASSISTANCE.  
I WILL FORWARD THE CALL TO DON LEARN FOR HIS REVIEW

5/21/01 DL. VISIT DEALER FOR INSPECTION. POSSIBLE GOODWILL.

5/22/01 DL. DEALER DOESNT HAVE UNIT APART YET. NO ESTIMATE. TOLD DEALER TO PREP CUSTOMER FOR PAYMENT HIMSELF.

DEALER WILL RECONTACT.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



29,467

245925

WHOLECYCLE INC

TSM

PBUSCH

DEALER CONTACT:

ERIC

PHONE

(330)929-8123

MODEL GSX-R750X

VIN

7X2102422

MILEAGE/HOURS

2560

DOF 3/16/99

SYSTEM

U - UNDETERMINED

DOF 5/17/01

TOPIC

TECHNICAL TROUBLESH

DOR

CAUSE

PART FAILED

CUSTOMER NAME:

OPENED 5/18/01 1

CLOSED 5/18/01 4

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

PROBLEM DESCRIPTION:

BIKE HAS NO POWER THROUGH REV RANGE

PROBLEM RESOLUTION

5/18/01 CAM TIMING OFF TWO TEETH ON EX CAM NO WARR APPLIES

CALL HISTORY

5/18/01 EM

CUST COMP BIKE HAS NO POWER THROUGH REV RANGE, STARTED ALL OF A SUDDEN.

COMP TEST 165# 1,2,3 160# 4 ,FUEL PRESS 3.0 KG.ON, EGA .5% CO

ACC =RS3 FULL SYSTEM RETURN TO STOCK PROBLEM IS WORSE.

NO CODES PRESENT, SWAPPED ECU NO CHANGE, THROTTLE SYNCH

CHECKED TPS ADJUSTMENT, OKAY.

IDLES LOPY, 8,000 HITS REV LIMITER. ANT GEARS

RECOMMEND SVC MGR TO GET DATE OF PURCHASE RECALL INFO BEFORE CALLING BACK.

RECOMMEND TECH TO PERFORM LEAK DOWN TEST AND THEN CHECK CAM TIMING.

5/18/01 EM CAM TIMING OFF TWO TEETH NO WARR

PB

CAM CHAIN TENS MODE PERFORMED ON 6/2/00

2-5 % LEAKDOWN ON 1-4 CYL.

CLAIM/PAS/SEQUENCE

PARTS LOCATION

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



29,894

247324

SIERRA CYCLES LLC

TSM

JCANNON

**DEALER CONTACT:**

ALFREDO

**PHONE**

(520)459-2589

MODEL GSX-R600X

VIN

6X2101865

MILRAGE/HOURS

12993

DOP

SYSTEM

M - MOTOR, INTERNAL

DOF 5/22/01

TOPIC

RECALL

DOR

CAUSE

PRODUCT DESIGN PROBL

**CUSTOMER NAME:**

OPENED 5/24/01

CLOSED 5/24/01

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

THE RECALL CAM CHAIN ADJUSTER ON THIS UNIT HAS FAILED.

**PROBLEM RESOLUTION**

REPAIR AS NEEDED, FILE A REG. WARR. CLAIM.

**CALL HISTORY**

5/24/01 JC

THE RECALL CAM CHAIN ADJUSTER ON THIS UNIT HAS FAILED, ALFREDO WANTED TO KNOW IF WE WOULD PAY FOR THIS REPAIR SINCE THIS WAS A RECALL PART.

YES, GAVE HIM AN AUTHO. # FOR THE REPAIR AND EXPLAINED TO HIM THAT HE NEEDED TO FILE THIS AS A REG. WARR. CLAIM NOT ANOTHER RECALL CLAIM.

**CLAIM/PAS/SEQUENCE**

01989,1

JCB000R

9894

**PARTS LOCATION**

DEALER

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



**30,582**

**231479**

**VILLAGE CYCLE CENTER INC**

**TSM**

**JCANNON**

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R600X	<b>VIN</b>	0X2103790
SCOTT		(662)323-1555	<b>MILEAGE/HOURS</b>		
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	6/5/01 IC	<b>DOP</b>	7/28/99
		<b>CLOSED</b>	6/5/01 IC	<b>SYSTEM</b>	M - MOTOR, INTERNAL
<b>AGE</b>		<b>WEIGHT</b>		<b>TOPIC</b>	GOODWILL
				<b>CAUSE</b>	DECISION NEEDED GOOD
				<b>FUEL</b>	
				<b>ENGINE OIL</b>	
				<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

UNIT NEEDED A NEW CAM CHAIN.

**PROBLEM RESOLUTION**

NO ASSITANCE.

**CALL HISTORY**

6/5/01 JC  
 DEALER HAS CHASED HIS TAIL ON THIS UNIT AFTER FINDING BENT VALVES ON THE #2 CYL. ONLY (THEY REPAIRED THIS) REASSEMBLING THE UNIT AND IT WAS MAKING A NOISE LIKE THE CAM CHAIN ADJUSTER HAS FAILED.

THE REPLACED THE ADJUSTED (NO CHANGE) THEN THE CAM CHAIN (THIS FIXED IT).

SCOTT WANTED TO KNOW IF WE WOULD OFFER ANY ASSISTANCE ON THIS UNIT.

CONSIDERING THE PROBLEM THE UNIT WAS IN FOR TO BEGIN WITH I DECLINED ANY ASSISTANCE. THE CAM CHAIN WAS WORN OUT.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**



31,383

248576

JADIAN ENTERPRISES INC

TSM

RKEATING

**DEALER CONTACT:**

GREAG

**PHONE**

(828)324-9876

MODEL GSX-R600X

VIN

5X2103171

MILEAGE/HOURS

DOP 06/01/99

SYSTEM

M - MOTOR, INTERNAL

DOF 06/12/01

TOPIC

TECHNICAL TROUBLESHOOTING

DOR

CAUSE

PRODUCT DESIGN PROBLEM

**CUSTOMER NAME:**

OPENED 6/14/01

CLOSED 6/14/01

FUEL

ENGINE OIL

TRANS OIL

AGE

WEIGHT

**PROBLEM DESCRIPTION:**

LOUD TICKING NOISE ON DECEL.

**PROBLEM RESOLUTION**

REPLACE CAM CHAIN TEN. ADJSTR.

**CALL HISTORY**

06/14/01 RK DEALER ASKING HOW RECALL TEN ADJSTR. COULD BE BAD. I EXPLAINED AND THEN GAVE HIM ONE TIME ONLY GOODWILL TO REPLACE TEN. ADJSTR. ONLY.

**CLAIM/PAS/SEQUENCE**

0614T,1

RKB000P1383

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



31,693

242802

JT MOTORSPORTS INC

TSM

SCHORBERI

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	2X2101193
BEN		(301)846-4318	<b>MILEAGE/HOURS</b>	14,555	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	6/18/01	<b>SYSTEM</b>	M - MOTOR, INTERNAL
[REDACTED]		<b>CLOSED</b>	6/18/01	<b>TOPIC</b>	RECALL
<b>AGE</b>	<b>WEIGHT</b>		<b>DOR</b>	<b>CAUSE</b>	TRAINING NEEDED FOR I
			<b>FUEL</b>		
			<b>ENGINE OIL</b>		
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

DLR ASKING IF CLAIM HAS BEEN DONE ON THE UNIT/TENSIONER RECALL

**PROBLEM RESOLUTION**

DIRECTED DLR TO USE SCAT ONLINE (CLAIM HISTORY)

**CALL HISTORY**

6/18/01 DS; DLR ASKING IF UNIT HAS HAD THE TENSIONER RECALL PERFORMED. IT IS MAKING A NOISE AT IDLE.

I DIRECTED DLR TO VEHICLE CLAIM HISTORY USING SCAT ONLINE.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

**31,756****215961****ENFIELD MOTOR SPORTS INC****TSM****SCHOEBERL****DEALER CONTACT:**

RYAN

**PHONE**

(860)741-2173

**CUSTOMER NAME:**

OPENED 6/19/01 1

CLOSED 6/19/01 1

AGE

WEIGHT

MODEL GSX-R750X

VIN

3X2103423

MILEAGE/HOURS

3190

DOP 8/11/00

SYSTEM

M - MOTOR, INTERNAL

DOF 6/7/01

TOPIC

RECALL

DOR

CAUSE

PART FAILED

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

TENSIONER FAILED AND LET UNIT JUMP  
 TIME/UNIT WILL NOT RESTART/COMP IS 155 125  
 165 160

**PROBLEM RESOLUTION**

REPLACE TENSIONER AND SUBMIT CLAIM

**CALL HISTORY**

6/19/01 DS; DLR HAS DONE THE TENSIONER RECALL ON 10/10/00 (BY THIS DLR) AND UNIT WILL NOT RUN NOW. THIS IS NOT THE FIRST OWNER. THE UNIT HAS BEEN IS INSPECTED AND FEEL THE UNIT JUMPED TIME. NO DAMAGE TO THE VALVES AND HEAD. DLR ASKING HOW TO ORDER THE CAM CHAIN TENSIONER TO REPLACE AS A PREVENATIVE.

I DIRECTED DLR TO GET MORE INFORMATION ON HOW THIS COULD HAVE OCCURED?? WHEN DID THE UNIT QUIT RUNNING, WHO WAS DRIVING THE UNIT ETC... WHY WAS THE UNIT SOLD? GET INFORMATION FROM CUSTOMER AND CALL BACK.

6/19/01 DS; DLR HAD CONTACTED CUSTOMER TO FIND OUT WHEN IT OCCURED. THE CUSTOMER WAS AT A STOP LIGHT AND WAS ABOUT TO GO, CUSTOMER REV ENGINE TO GO AND IT JUST QUIT.

I DIRECTED DLR TO REPLACE TENSIONER WITH NEW TENSIONER PARTS AGAIN, INSPECT THE VALVES AND MAKE SURE NO CONTACT WAS MADE TO THE PISTON. INSTALL TENSIONER AND SUBMITT CLAIM UNDER NORMAL WARRANTY.

**CLAIM/PAS/SEQUENCE**

91661,1

DSB000W 1756

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



31,801

211591

ST CLOUD TOYOTA INC

TSM

DRAMSEY

**DEALER CONTACT:**  
JUSTIN  
**PHONE**  
(320)253-2581

**CUSTOMER NAME:**  
[REDACTED]  
**OPENED** 6/19/01 <  
**CLOSED** 6/19/01 <

**AGE**                      **WEIGHT**

**MODEL** GSX-R600X      **VIN** 5K2102098  
**MILEAGE/HOURS** 5897  
**DOP** 6/18/99      **SYSTEM** M - MOTOR, INTERNAL  
**DOF** 6/18/01      **TOPIC** RECALL  
**DOR**                      **CAUSE** PART FAILED

**FUEL**  
**ENGINE OIL**  
**TRANS OIL**

**PROBLEM DESCRIPTION:**

RECALL TENSIONER FAILED

**PROBLEM RESOLUTION**

REPLACE TENSIONER

**CALL HISTORY**

DLR STATED THAT RECALL TENSIONER HAS FAILED

**CLAIM/PAS/SEQUENCE**

19725,1 DRB000R1801

**PARTS LOCATION**

DLR



31,852

215961

ENFIELD MOTOR SPORTS INC

TSM

DRAMSEY

**DEALER CONTACT:**

RYAN

**PHONE**

(860)741-2173

MODEL GSX-R600X

VIN

6X2103423

MILEAGE/HOURS

DOP 5/4/99

SYSTEM

M - MOTOR, INTERNAL

DOF 6/5/01

TOPIC

RECALL

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 6/20/01 1

CLOSED 7/5/01 11

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

CAM CHAIN TENSIONER FAILED

**PROBLEM RESOLUTION**

REPLACE TENSIONER

**CALL HISTORY**

DLR STATES THAT SECOND GEN CAM CHAIN TENSIONER HAS FAILED.

**CLAIM/PASISOURCE**

916594 DRB000W1852

**PARTS LOCATION**

DLR

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



31,957

220310

SKY CYCLE INC

TSM

SCHOEBERL

<b>DEALER CONTACT:</b>		PHONE	MODEL GSX-R600X	VIN	2X2101877
ARRON		(978)345-7360	MILEAGE/HOURS	9636	
<b>CUSTOMER NAME:</b>		OPENED 6/21/01 1	DOP ?	SYSTEM	M - MOTOR, INTERNAL
		CLOSED 6/21/01 1	DOF	TOPIC	REPORT A FAILURE
			DOR	CAUSE	PART FAILED
AGE	WEIGHT		FUEL		
			ENGINE OIL		
			TRANS OIL		

**PROBLEM DESCRIPTION:**

RECALL TENSIONER MAKES NOISE WHEN ENGINE IS WARM/TENSIONER CAN BE PUSHED IN BY HAND

**PROBLEM RESOLUTION**

REPLACE TENSIONER AND SUBMITT CLAIM

**CALL HISTORY**

6/21/01 DS; UNIT GET HOT (AROUND 210) THE UNIT MAKES A CAM CHAIN NOISE. DLR HAS INSPECTED THE TENSIONER AND CAN PUSH THE TENSIONER IN BY HAND. DLR ASKING HOW TO SUBMITT FOR THE JOB.

I EXPLAINED THE PART NEEDS TO BE ORDERED AND SUBMITTED AS A REGULAR CLAIM. ALTHO WAS GIVEN FOR THE REPAIR

**CLAIM/PAS/SEQUENCE**

01877.1 DSB000W 1957

**PARTS LOCATION**



31,969

218758

MID OHIO SUZUKI INC

TSM

DDALE

DEALER CONTACT: JEFF PHONE (740)397-5272

MODEL GSX-R750X VIN 0X2103010 MILEAGE/HOURS 10,905 DOP 07/06/99 SYSTEM M - MOTOR, INTERNAL DOF 06/20/01 TOPIC GOODWILL DOR CAUSE DECISION NEEDED GOOD

CUSTOMER NAME: OPENED 6/21/01 1 CLOSED 6/21/01 1 AGE WEIGHT

FUEL ENGINE OIL TRANS OIL

PROBLEM DESCRIPTION: CAM CHAIN TENSION ADJUSTER FAILURE

PROBLEM RESOLUTION: REPLACE ADJUSTER

CALL HISTORY: RECALL TENSION ADJUSTER FAILED

06/21/01 DD DLR/JEFF EXCESSIVE CAM CHAIN NOISE HEARD AT ALL RPM. DLR FOUND THAT TENSION ADJUSTER COLLAPSES INTERMITTENTLY. GOODWILL TENSION ADJUSTER...PARTS ONLY

CLAIM/PAS/SEQUENCE 08881,1 DDP000G 1969 PARTS LOCATION DEALER



32,367

235032

JOHNNY WORD CYCLES INC

TSM

JMONROE

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R600X	<b>VIN</b>	0X2100016
CHAD (SERV MGR)		(281)332-9673	<b>MILEAGE/HOURS</b>	13770	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	6/27/01 :	<b>DOP</b>	2-24-99
		<b>CLOSED</b>	6/28/01 :	<b>DOF</b>	
<b>AGE</b>		<b>WEIGHT</b>		<b>DOR</b>	
				<b>SYSTEM</b>	M - MOTOR, INTERNAL
				<b>TOPIC</b>	TECHNICAL TROUBLESHOOTING
				<b>CAUSE</b>	TRAINING NEEDED FOR I
				<b>FUEL</b>	
				<b>ENGINE OIL</b>	
				<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

ENGINE WON'T REV ABOVE 8000 RPM--WHAT CAN THE CAUSE BE?

**PROBLEM RESOLUTION:**

SOUNDS LIKE A CAM TIMING OR IGNITION COIL SITUATION. MOST LIKELY A TIMING PROBLEM.

**CALL HISTORY:**

6/27/01, JM: DLR CAN'T FIND THE PROBLEM. ENGINE WILL NOT REV ABOVE 8000 R.P.M.

THE CAM CHAIN & SPARK PLUGS, AIR FILTER. ---  
DLR NEEDS TO INVESTIGTE THE SYSTEM FURTHER. --

SOUNDS LIKE THE CAM CHAIN TIMING IS OFF BY A TOOTH --HASN'T BEEN CHECKED.  
DLR WILL INVESTIGATE FURTHER.

6/28/01, JM: DLR FOUND THE CAM CHAIN TIMING WAS OFF 5 TEETH.  
CAM CHAIN TENSIONER--HAS FAILED THIS IS A RECALL PART.  
THIS REPAIR NEEDS TO BE DONE AGAIN. DLR WILL ORDER A REPLACEMENT TENSIONER KIT.

**CLAIM/PASISQUENCE**

**PARTS LOCATION**



33,181

245992

PERFORMANCE CYCLE INC

TSM

EMADSEN

**DEALER CONTACT:**

KEITH

**PHONE**

(864)223-3848

MODEL GSX-R750X

VIN

8X2101764

MILEAGE/HOURS

10653

DOP 4/22/99

SYSTEM

M - MOTOR, INTERNAL

DOF 6/30/01

TOPIC

REPORT A FAILURE

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 7/10/01

CLOSED 7/10/01

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

THIRD FAILURE OF CAM CHAIN TENSIONER

**PROBLEM RESOLUTION:**

REPLACE TENSIONER UNDER GOODWILL

**CALL HISTORY**

7/10/01 EM

UNIT HAS THIRD FAILURE OF CAM CHAIN TENSIONER LAST TENSIONER IN 8/15/00

DLR PUT IN CAM CHAIN AND NEW TENSIONER 8/00 REPLACE TENSIONER UNDER GOODWILL

**CLAIM/PAS/SEQUENCE**

87606,1

EMB000G3181

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



**33,350**

**243019**

**SPACEPORT SUZUKI INC**

**TSM**

**SWOLF**

<b>DEALER CONTACT:</b> KELVIN	<b>PHONE</b> (321)269-5941	<b>MODEL</b> GSX-R750X	<b>VIN</b> 4K2101826
<b>CUSTOMER NAME:</b> [REDACTED]	<b>OPENED</b> 7/11/200	<b>MILEAGE/HOURS</b> 5962	<b>SYSTEM</b> M - MOTOR, INTERNAL
<b>AGE</b>	<b>CLOSED</b> 7/13/200	<b>DOP</b>	<b>TOPIC</b> TECHNICAL TROUBLESHOOTING
<b>WEIGHT</b>		<b>DOR</b>	<b>CAUSE</b> PART FAILED
		<b>FUEL</b>	
		<b>ENGINE OIL</b>	
		<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

ENGINE WILL NOT REV PAST 6500 RPM'S.

**PROBLEM RESOLUTION:**

SUSPECT CAM TIMING OFF DUE TO FAILED RECALL CAM CHAIN TENSIONER ADJUSTER.

**CALL HISTORY:**

7/11/01 SW KELVIN SAYS BIKE WILL NOT REV PAST 6500 RPM. NO FI CODES. FUEL PRESS AT SPEC. SPARK PLUGS (ALL 4) LIGHT BROWN. OIL WAS SLIGHTLY OVERFILLED AND SOME OVERFLOW IN AIRBOX.

RECALL WAS CLAIMED. SUGGESTED HE CHECK COMPRESSION. IF TOO LOW OR HI, CHECK CAM TIMING.

CALL BACK WITH TICKET NUMBER, WILL LEAVE OPEN FOR FEW DAYS.

7/13/01 SW FOLLOW-UP CALL. KELVIN SAYS DON L WAS JUST IN STORE AND TOLD HIM SOUNDS LIKE CAM TIMING OFF. GO AHEAD AND CHECK.

I TOLD KELVIN I WAS CLOSING TICKET. CALL BACK TO TECHLINE IF HAVE MORE QUESTIONS.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**



33,548

242276

PLANO FUN CENTER INC

TSM

SWOLF

**DEALER CONTACT:**

DONNY

**PHONE**

(972)422-4111

MODEL GSX-R750X

VIN

9X2102390

MILEAGE/HOURS

12,474

DOP 4/15/99

SYSTEM

M - MOTOR, INTERNAL

DOF 7/2/01

TOPIC

GOODWILL

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 7/12/200

CLOSED 7/12/200

FUEL

ENGINE OIL

TRANS OIL

AGE

WEIGHT

**PROBLEM DESCRIPTION:**

RATTLE SOUNDS FROM TOP OF ENGINE.

**PROBLEM RESOLUTION**

REPLACE CAM CHAIN TENSIONER ADJUSTER.

**CALL HISTORY**

7/12/01 SW DONNY SAID BIKE CAME IN FOR TUNE WITH LOUD ENGINE SOUNDS. RECALL ALREADY DONE. REPLACED TENSIONER ADJUSTER WITH NEW PART AND SOUNDS WENT AWAY.

PROVIDED GOODWILL AUTHO FOR NEW PART AND LABOR.

**CLAIM/PAS/SEQUENCE**

M16,1

SWB000G 354

**PARTS LOCATION**

DEALER

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



33,674

244937

PENN-OHIO MOTORSPORTS

THM

DLEARN

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	4X2103429
BRIAN		(724)982-0330	<b>MILEAGE/HOURS</b>	4720	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	7/16/01	<b>SYSTEM</b>	U - UNDETERMINED
		<b>CLOSED</b>	7/16/01	<b>TOPIC</b>	TECHNICAL TROUBLESHOOTING
<b>AGE</b>			<b>DOR</b>	<b>CAUSE</b>	UNIT NOT AT DEALERSHIP
	<b>WEIGHT</b>		<b>FUEL</b>		
			<b>ENGINE OIL</b>		
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

CUSTOMER COMPLAINT OF EXCESSIVE ENGINE NOISE

**PROBLEM RESOLUTION**

UNIT NOT IN DEALERSHIP. DEALER NEEDS TO CONFIRM BEFORE CALLING TECHLINE

**CALL HISTORY**

7/16/01 DL. CUSTOMER COMPLAINT OF ENGINE NOISE.

TENSIONER RECALL WAS DONE AT THE DEALER BEFORE UNIT WAS SOLD. UNIT IS NOT IN DEALERSHIP YET. DEALER IS GOING TO CONFIRM IF SOUNDS ARE EXCESSIVE. EXPLAIN TO DEALER HOW TENSIONER WORKS. DON'T CONCLUDE OF A TENSIONER PROBLEM BEFORE INSPECTING UNIT.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**



35,289

242802

JT MOTORSPORTS INC

TSM

SCHOEBERL

**DEALER CONTACT:**

PHONE

(301)846-4318

TELEPHONE

**CUSTOMER NAME:**

OPENED 8/3/01 11

CLOSED 8/3/01 11

AGE

WEIGHT

MODEL GSX-R750X

VIN

2K2100996

MILEAGE/HOURS

8506

DOP

SYSTEM

M - MOTOR, INTERNAL

DOF

TOPIC

RECALL

DOR

CAUSE

PART FAILED

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

**PROBLEM RESOLUTION:**

RECALL TENSIONER MAKING NOISE AT IDLE AND DECEL. AUTHO GIVEN TO REPLACE TENSIONER.

**CALL HISTORY:**

8/3/01 DS; CAM TENSIONER FAILED- THIS IS THE MOST CURRENT TENSIONER. DLR DID REPLACE THE TENSIONER WITH NEW. NOISE MAKING ON DECEL AND IDLE. DLR COULD HOLD A SCREW DRIVER IN THE TENSIONER AND IT WOULD STOP. DLR ASKING FOR AUTHO TO REPLACE.

AUTHO GIVEN TO REPLACE TENSIONER.

**CLAIM/PAS/SEQUENCE**

42253,1

DSB000W 5289

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY

**SUZUKI****35,292****242802****JT MOTORSPORTS INC****TSM****SCHOEBERL****DEALER CONTACT:**

PHONE

(301)846-4318

FAX

MODEL GSX-R750X

VIN

2X2101193

MILEAGE/HOURS

14,662

DOP

SYSTEM

M - MOTOR, INTERNAL

DOR 6/13/01

TOPIC

RECALL

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 8/3/01 11

CLOSED 8/3/01 11

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

RECALL TENSIONER IS MAKING NOISE ON DECEL AND IDLE

**PROBLEM RESOLUTION:**

REPLACE TENSIONER - AUTHO GIVEN

**CALL HISTORY:**

8/3/01 DS; DECEL/IDLE NOISE FROM TENSIONER. DLR PUT SCREWDRIVER IN THE TENSIONER AND THE NOISE WENT AWAY. DLR REPLACED TENSIONER. RECALL HAS BEEN DONE ON THIS UNIT. DLR ASKING FOR AUTHO TO REPLACE.

AUTHO GIVEN FOR TENSIONER AND LABOR

**CLAIM PAS/SEQUENCE**

42254,1 DSB000W 5292

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



35,342

224561

BWM INC

TSM

SWOLF

**DEALER CONTACT:**

DEREK

**PHONE**

(308)832-9494

MODEL GSX-R750X

VIN

0X2101919

MILEAGE/HOURS

1538

DOP 3/26/00

SYSTEM

M - MOTOR, INTERNAL

DOF

TOPIC

TECHNICAL TROUBLESHOOTING

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 8/3/2001

CLOSED 8/3/2001

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

LOWER POWER OUTPUT. NOW WILL NOT START.

**PROBLEM RESOLUTION**

CHECK CAM TIMING. RECALL TENSIONER (IF INSTALLED) MAY HAVE FAILED.

**CALL HISTORY**

8/3/01 SW DEREK CALLING BECAUSE BIKE HAS LOW POWER. WHILE INSPECTING, NOW WILL NOT START.

FUEL PRESS AND SPARK OKAY. COMP 150 ON ALL FOUR CYLS.

TOLD HIM RECALL FOR TENSIONER WAS CLAIMED BEFORE BIKE SOLD. (3/3/00 A DIFF DEALER)

SUGGESTION. MAKE SURE HAS NEW STYLE TENSIONER (PER BULLETIN). COMP SOUNDS A LITTLE LOW. CHECK CAM TIMING. IF HAS NEW TENSIONER MAYBE THAT PART FAILED AND THIS WOULD ALLOW TIMING TO JUMP.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



38,548

237760

SUZUKI OF OWENSBORO INC

TSM

BCRAMER

**DEALER CONTACT:**

IMMY

**PHONE**

(270)686-7433

MODEL GSX-R750X

VIN

9X21002972

MILEAGE/HOURS

9833

DOP N/A

SYSTEM

M - MOTOR, INTERNAL

DOF 9/13/01

TOPIC

WARRANTY COVERAGE

DOR

CAUSE

WRONG REFERENCE INFO

**CUSTOMER NAME:**

OPENED 9/14/01

CLOSED 9/14/01

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

UNIT JUMPED TIME. DEALERS SCAT BSYSTEM IS DOWN AND HE WANTED TO KNOW IF THE RECALL WAS DONE.

**PROBLEM RESOLUTION**

I CHECKED AND TOLD HIM IT WAS .

**CALL HISTORY**

UNIT JUMPED TIME. DEALERS SCAT BSYSTEM IS DOWN AND HE WANTED TO KNOW IF THE RECALL WAS DONE. I CHECKED AND TOLD HIM IT WAS .

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



37,820

248851

STATESVILLE POWERSPTS INC

TSM

SCHROEBER

**DEALER CONTACT:**

EDDIE

**PHONE**

(704)871-2708

MODEL GSX-R750X

VIN

7X2103196

MILEAGE/HOURS

8562

DOP 8/13/99

SYSTEM

M - MOTOR, INTERNAL

DOR 8/25/01

TOPIC

RECALL

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 9/5/01 2:

CLOSED 9/5/01 2:

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

DLR CLAIMS RECALL TENSIONER MAKING NOISE

**PROBLEM RESOLUTION**

REPLACE TENSIONER AND SUBMITT  
REGULAR WARRANTY CLAIM - AUTHO  
GIVEN

**CALL HISTORY**

9/5/01 DS; DLR CALLING FOR INFORMATION ON RECALL CLAIMS FOR THE TENSIONER. DLR CLAIMS THE UNIT WAS MAKING A NOISE. DLR REPLACED THE TENSIONER AND NOISE WENT AWAY. DLR CALLING FOR AUTHO. FOR REPLACEMENT.

AUTHO GIVEN FOR REPLACEMENT

**CLAIM/PAS/SEQUENCE**

85410,1 DSB000W 7820

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



**SUZUKI****39,281****248576****JADIAN ENTERPRISES INC****TSM****SCHOEBERL****DEALER CONTACT:**

COTT

**PHONE**

(828)324-9876

**MODEL GSX-R600X****VIN**

5X2103171

**MILEAGE/HOURS**

14,531

**DOP** ?**SYSTEM**

M - MOTOR, INTERNAL

**DOF** 9/25/01**TOPIC**

RECALL

**DOR****CAUSE**

PART FAILED

**CUSTOMER NAME:****OPENED** 9/25/01 :**CLOSED** 9/25/01 :**AGE****WEIGHT****FUEL****ENGINE OIL****TRANS OIL****PROBLEM DESCRIPTION:**TENSIONER MAKING A NOISE - SOMETIMES -  
RECALL WAS PERFORMED 3000 MILES AGO**PROBLEM RESOLUTION**REPLACE TENSIONER - SUBMIT REGULAR  
CLAIM**CALL HISTORY**

9/25/01 DS; UNIT HAD UPDATE FOR THE TENSIONER DONE ABOUT A MONTH AND HALF AGO. DLR CALLED PHIL BUSH TO DISCUSS ISSUE OF THE POSSIBLE NOISE FROM THE TENSIONER. THE UNIT MAKES NOISE FROM THE TENSIONER (NOT ALL THE TIME). DLR UNABLE TO COLLAPES THE TENSIONER BY HAND. DLR FEELS IT MAY BE HEAT RELATED. EST.

DIRECTED DLR TO REPLACE TENSIONER AS NEEDED. REVIEW NORMAL NOISE FROM TENSIONER DESIGN AND PROPER INSTALLATION.

**CLAIM/PAS/SEQUENCE**

00537,1 DSB000W 9281

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



40,639

240133

THE MOTORCYCLE MALL INC

TSM

JMONROE

**DEALER CONTACT:**

ROBERT (TECH)

**PHONE**

(973)751-4545

MODEL GSX-R750X

VIN

5X2101639

MILEAGE/HOURS

3866

DOP

SYSTEM

F - FUEL SYSTEM

DOF

TOPIC

TECHNICAL TROUBLESHOOTING

DOR

CAUSE

TRAINING NEEDED FOR I

**CUSTOMER NAME:**

OPENED 10/16/20

CLOSED 10/18/20

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

DRIVEABILITY PROBLEM NOT IDLEING PROPERLY EXHAUST CAM TIME OFF.

**PROBLEM RESOLUTION:**

REPLACE CAM CHAIN TENSIONER ADJUSTER AND RESET CAM TIMING.

**CALL HISTORY**

10-16-01,GE;driveability problem HAD A VACUM NOISE HAS D-D SLIP ON FRESH AIR PUMP DISMATTLED.NO CODES FI LIGHT NOT FLASHING SET ECM BACK TO STOCK COMP 175 ALL THE WAY LEAK IS 5% OR LESS ALL THE WAY. DID A SYNK. CHECKED FUEL FILTER AND OIL FOR FUEL. DRIVEABILITY IS BETTER BUT IDLE SEEMS TO HANG UP AND NOT RETURN TO ORIGNAL. SETTING

ADVISED DEALER TO CHECK ALL VACUM LINES FOR LEAK AND MANIFOLDS ALSO TO CK SYNK AT PROPER IDLE SPEC.AND SETTING OF AIR SCREWS...

10-17-01,GE:DLR TRIED WHAT WE PREVIOUSLY TALKED ABOUT TO NO AVAIL.-DLR SAID THE BIKE POPS BACK THROUGH THE AIR BOX. POSSIBLY OUT OF TIME?

10/18/01 SW KEVIN CALLED BACK. SAID FOUND EXH CAM OFF ONE TOOTH.

RECALL DONE 2 YEARS AGO AT 1753 MILES.

TWO POSSIBILITIES; SINCE THIS CUST JUST BOUGHT BIKE AND WE DO NOT KNOW HISTORY--

RECALL WAS DONE BUT MAYBE TIMING WAS NOT VERIFIED-

OR, RECALL TENSIONER ADJUSTER FAILED.

KEVIN SAID HE WILL INSTALL A NEW TENS ADJUSTER AND RESET CAM TIMING. CUST PAY.

CLAIM/PAS/SEQUENCE

PARTS LOCATION

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



41,479

215538

CYCLES UNLIMITED

TSM SCHOEBERL

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	8X2102526
SCOTT		(256)355-1459	<b>MILEAGE/HOURS</b>	13,336	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	10/25/01	<b>DOP</b>	
		<b>CLOSED</b>	10/25/01	<b>DOF</b>	10/9/01
<b>AGE</b>		<b>WEIGHT</b>		<b>DOR</b>	
				<b>FUEL</b>	
				<b>ENGINE OIL</b>	
				<b>TRANS OIL</b>	
				<b>SYSTEM</b>	M - MOTOR, INTERNAL
				<b>TOPIC</b>	REPORT A FAILURE
				<b>CAUSE</b>	PART FAILED

**PROBLEM DESCRIPTION:**

RECALL TENSIONER FAILED

**PROBLEM RESOLUTION**

REPLACE TENSIONER

**CALL HISTORY**

10/25/01 DS; DLR REPLACED A TENSIONER (RECALL) ON THE UNIT. DLR FOUND THE RECALL TENSIONER WAS MAKING NOISE AND DLR WAS ABLE TO COMPRESS TENSIONER.

REPLACE TENSIONER AUHTO GIVEN

**CLAIM/PAS/SEQUENCE**

11583,1 DSB000W 1479

**PARTS LOCATION**

**SUZUKI****42,256****243787****BILL ROBERTSON & SONS INC****TSM****SWOLF****DEALER CONTACT:**

GARY

**PHONE**

(323)466-7191

**MODEL GSX-R750X****VIN**

3X2103793

**MILEAGE/HOURS**

7253

**DOP****SYSTEM**

M - MOTOR, INTERNAL

**DOF****TOPIC**

TECHNICAL TROUBLESHOOTING

**DOR****CAUSE**

PART FAILED

**CUSTOMER NAME:**

OPENED 11/6/200

CLOSED 11/6/200

AGE

WEIGHT

**FUEL****ENGINE OIL****TRANS OIL****PROBLEM DESCRIPTION:**

BIKE REVS OKAY BUT WILL NOT IDLE. NO FI CODES. UNPLUGGED INTAKE MAN PRESS SENSOR AND UNIT RUNS OKAY. SHOWS CODE WHEN UNPLUGGED.

**PROBLEM RESOLUTION:**

USUALLY RUNS RICH IN RELIEF MODE AND THIS MAY BE MASKING PROBLEM. SUGGEST CHECKING CAM TIMING. RECALL TENSIONER MAY BE LOOSING SPRING TENSION OR SPRING BROKEN.

**CALL HISTORY:**

11/6/01 SW GARY CALLING FOR DIAG HELP. SAYS BIKE REVS OKAY BUT WILL NOT IDLE. NO FI CODES. UNPLUGGED INTAKE MAN PRESS SENSOR AND UNIT RUNS OKAY. SHOWS CODE WHEN UNPLUGGED.

TOLD GARY, USUALLY RUNS RICH IN RELIEF MODE AND THIS MAY BE MASKING PROBLEM.

SUGGEST CHECKING CAM TIMING. RECALL TENSIONER MAY BE LOOSING SPRING TENSION OR SPRING BROKEN.

RECALL WAS DONE ABOUT A YEAR AGO BUT NOT CLAIMED. TOLD HIM TO CLAIM ASAP.

**CLAIM/PAS/SEQUENCE****PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



42,485

218065

SUZ OF ORANGE PARK INC

TSM

JMONROE

<b>DEALER CONTACT:</b>		PHONE	MODEL GSX-R600X	VIN	5X2101016
JENNIFER (WARRANTY)		(904)269-2121	MILEAGE/HOURS	9776	
<b>CUSTOMER NAME:</b>		OPENED 11/8/200	DOP 6-14-99	SYSTEM	M - MOTOR, INTERNAL
		CLOSED 11/8/200	DOF 11-	TOPIC	REPORT A FAILURE
			DOR	CAUSE	PART FAILED
AGE	WEIGHT		FUEL		
			ENGINE OIL		
			TRANS OIL		

**PROBLEM DESCRIPTION:**

CAM CHAIN TENSIONER HAS FAILED---THE ENGINE IS MAKING NOISE--RECALL--WAS DONE-- IS THIS A WARRANTY??

**PROBLEM RESOLUTION**

AGREED TO PAY FOR THE TENSIONER AND GUIDE--CUST TO PAY LABOR.

**CALL HISTORY**

11-8-01,JM: CAM CHAIN TENSIONER HAS FAILED---THE ENGINE IS MAKING NOISE--RECALL--WAS DONE-- IS THIS A WARRANTY??

AGREED TO PAY FOR THE TENSIONER AND GUIDE--CUST TO PAY LABOR.

**CLAIM PAS/SEQUENCE**

01016,1 JMP000G 2485

**PARTS LOCATION**



42,716

246875

PSPTS OF CUTLER RIDGE INC

TSM

PBUSCH

**DEALER CONTACT:**  
 NAME: [REDACTED] PHONE: (305)258-2000

**CUSTOMER NAME:**  
 OPENED 11/12/20  
 CLOSED 11/12/20

AGE: [REDACTED] WEIGHT: [REDACTED]

MODEL GSX-R750X VIN 2K2104465  
 MILEAGE/HOURS 4973  
 DOP 8/18/00 SYSTEM M - MOTOR, INTERNAL  
 DOF 11/10/01 TOPIC REPORT A FAILURE  
 DOR CAUSE PRODUCT DESIGN PROBL

FUEL  
 ENGINE OIL  
 TRANS OIL

**PROBLEM DESCRIPTION:**  
CAM CHAIN TENSIONER HAD FAILED

**PROBLEM RESOLUTION:**  
REPLACE TENSIONER

**CALL HISTORY**

11/12/01 PB  
TICKING NOISE FROM THE ENGINE. DLR FOUND THE CAM CHAIN TENSIONER HAD FAILED. RECALL PERFORMED ON 3/31/01. THE UNIT IS GOOD UNABUSED CONDITION.

**CLAIM/PAS/SEQUENCE**

11786,1 PBB00G2716

**PARTS LOCATION**



43,532

229679

HANDY CYCLE INC

TSM

JMONROE

**DEALER CONTACT:**

ANDREW (TECH)

**PHONE**

(310)306-8595

MODEL GSX-R750X

**VIN**

3X2103695

MILEAGE/HOURS

4010

DOP 1-29-00

SYSTEM

M - MOTOR, INTERNAL

DOP

TOPIC

GOODWILL

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 11/27/20

CLOSED 11/27/20

FUEL

ENGINE OIL

TRANS OIL

AGE

WEIGHT

**PROBLEM DESCRIPTION:**

CAM CHAIN RECALL HAS BEEN REPLACED DURING THE RECALL. ---NOW THE TENSIONER IS MAKING NOISE AGAIN.

**PROBLEM RESOLUTION**

DLR LOOKING FOR WARRANTY COVERAGE-- OFFERED TO PAY PARTS ONLY--ISSUED A P.A.S.#

**CALL HISTORY**

11-27-01, JM: CAM CHAIN RECALL HAS BEEN REPLACED DURING THE RECALL. --NOW THE TENSIONER IS MAKING NOISE AGAIN. -DLR SAYS THIS UNIT HAS ABOUT 4000 MILES ON THIS TENSIONER. DLR LOOKING FOR WARRANTY COVERAGE-- OFFERED TO PAY PARTS ONLY--ISSUED A P.A.S.#

**CLAIM/PAS/SEQUENCE**

36055,1 JMP000G 3532

**PARTS LOCATION**

DLR

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



43,583

242403

FORT COLLINS YAM SUZ INC

TSM

JCANNON

**DEALER CONTACT:**

DARREN (SERV MGR)

**PHONE**

(970)498-8858

MODEL GSX-R750X

VIN

8X2100095

MILEAGE/HOURS

12,965

DOP 6-26-99

SYSTEM

M - MOTOR, INTERNAL

DOF

TOPIC

RECALL

DOR

CAUSE

PRODUCT DESIGN PROBL

**CUSTOMER NAME:**

OPENED 11/27/01

CLOSED 11/28/20

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

DEALER WANTED TO KNOW IF THE CAM CHAIN ADJUSTER RECALL HAD BEEN DONE ON THIS UNIT AS IT SEEM TO BE MAKING A LOT OF NOISE.

**PROBLEM RESOLUTION**

CONFIRM THE NOISE IS FROM THE ADJUSTER AND IF SO CALL US BACK FOR AN AUTHO. #.

**CALL HISTORY**

11/27/01 JC

DEALER WANTED TO KNOW IF THE CAM CHAIN ADJUSTER RECALL HAD BEEN DONE ON THIS UNIT AS IT SEEM TO BE MAKING A LOT OF NOISE.

I EXPLAINED TO DARREN HOW TO FIND THIS INFO OUT USING SCAT-ON-THE-NET, TOLD HIM TO CONFIRM THE NOISE IS FROM THE ADJUSTER AND IF SO CALL US BACK FOR AN AUTHO. #.

11-28-01, JM: DLR SAYS THIS TENSIONER WAS REPLACED, BUT HAS FAILED. HAS 13,000 MILES SINCE REPAIR.

SOUNDS LIKE THIS PART HAS JUST WORN OUT. DLR WILL REPAIR FOR THE CUSTOMER.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



44,133

212229

STEVENS CYCLE SALES INC

TSM

SWOLF

**DEALER CONTACT:**

LARRY (TECH)

**PHONE**

(989)684-9872

MODEL GSX-R750X

VIN

4X2100398

MILEAGE/HOURS

11,077

DOP ?

SYSTEM

F - FUEL SYSTEM

DOF

TOPIC

TECHNICAL TROUBLESHOOTING

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 12/6/01

CLOSED 12/20/20

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

FUEL PRESURE NOT TO SPEC

**PROBLEM RESOLUTION**

REPLACE FUEL PRESURE REGULATOR

**CALL HISTORY**

12-06-01, GE: CUST BOUGHT BIKE USED HAS NO TOP END POWER RUNS RUFF UP ON TOP END. COMP WAS #1 155 #2 179 #3 165 #4 175 UNIT HAS A YOSH PIPE ON IT. FUEL PRESSURE IS AT 31 PSI NEEDS TO BE AT 41. ADVISE DLR TO REPLACE FUEL PRESURE REGULATOR.

12/20/01 SW LARRY CALLING. SAYS REPLACED REG PER TECHLINE. NO BETTER PRESSURE. USED NEW SUZUKI GAUGE FOR THIS. SUGGESTED HE COMPARE WITH A KNOW GOOD UNIT, TO DOUBLE CHECK GAUGE.

LARRY SAYS BIKE LACKS POWER AND WILL NOT REV TO REDLINE.

COMP RESULTS TELL ME MAY HAVE CAM TIMING PROBLEM. RECALL CLAIMED FOR TENSIONER ADJ HOWEVER, RECALL PART MAY HAVE FAILED.

CHECK CAM TIMING.

1/23/02 PB

DLR FOUND CAM TIMING OFF AND TENSIONER NOT OPERATING PROPERLY. NO WARR/GOODWILL AS UNIT IS TOO FAR OUT OF WARR PERIOD.

CLAIM/PAS/SEQUENCE

PARTS LOCATION

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



45,255

244023

TWO JACKS CYCLE INC

TSM

BCRAMER

**DEALER CONTACT:**  
MIKE

**PHONE**  
(570)824-2453

**CUSTOMER NAME:**  
[REDACTED]

**OPENED** 1/8/02 1:  
**CLOSED** 1/8/02 1:

**AGE**                      **WEIGHT**

**MODEL** GSX-R600X      **VIN** 8X2101494

**MILEAGE/HOURS** 15620

**DOP** 3/17/99      **SYSTEM**

**DOF** 1/4/02      **TOPIC**

**DOR**                      **CAUSE**

**FUEL**

**ENGINE OIL**

**TRANS OIL**

**PROBLEM DESCRIPTION:**

**PROBLEM RESOLUTION**

**CALL HISTORY**

RECALL WAS DONE AT 3573MI. 7/10/99. NOW TENSIONER IS FAILED AGAIN. I HAVE AGREED TO PARTS ONLY.

**CLAIM/PAS/SEQUENCE**

06354

RCP000P5255

**PARTS LOCATION**



45,271

246875

PSPTS OF CUTLER RIDGE INC

TSM

GEVANS

**DEALER CONTACT:**

CHARLIE

**PHONE**

(305)258-2000

**CUSTOMER NAME:**

OPENED 1/8/02 3:

CLOSED 1/10/02 1

AGE

WEIGHT

MODEL GSX-R750X

VIN

1X2100827

MILEAGE/HOURS

13520

DOP 02-04-99

SYSTEM

M - MOTOR, INTERNAL

DOF

TOPIC

INFO LOOK UP

DOR

CAUSE

TRAINING NEEDED FOR I

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

DLR PERFORMED A RECALL THAT WAS ALREADY DONE TO THIS UNIT

**PROBLEM RESOLUTION**

ADVISED DLR TECH SHOULD HAVE NOTICED THE NEWER STYLE TENSIONER WHEN HE STARTED OR TO LOOKE UP VEHICL HISTORY IN SCAT.

**CALL HISTORY**

01-08-02,GE:DLR DID THE RECALL FOR THE CAMCHAIN TENSIONER THEN WHEN HE SUBMITTED THE CLAIM FOUND OUT THE UNIT QHAD ALREADY BEEN DONE.  
DLR WAS LOOKING FOR HELP ON THE JOB  
I ADVISED HIM HE SHOULD HAVE CHECKED IN UNIT HISTORY AND TECH SHOULD HAVE SEEN THAT THE JOB WAS ALREADY PERFORMED.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



46,216

245224

LOGSTON & LOGSTON INC

TSM

DDALE

**DEALER CONTACT:**

MISSY

**PHONE**

(505)524-9606

MODEL GSX-R750X

VIN

2X2103011

MILEAGE/HOURS

18425

DOP 08/27/00

SYSTEM

M - MOTOR, INTERNAL

DOF 01/23/02

TOPIC

GOODWILL

DOR

CAUSE

DECISION NEEDED GOOD

**CUSTOMER NAME:**

OPENED 1/25/02 1

CLOSED 1/25/02 4

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

CAM CHAIN TENSION ADJUSTER FAILED

**PROBLEM RESOLUTION**

REPLACE ADJUSTER

**CALL HISTORY**

CAMMCHAIN TENSION ADJUSTER FAILED

01/25/02 DD DLR/MISSY CALLING ON CUSTOMER'S BEHALF.

NEEDS TENSION ADJUSTER. HAS HAD RECALL PERFORMED.

1 TIME ONLY GOODWILL. ONLY 1 TIME.

MISSY TO BE CERTAIN TAHT CUSTOMER KNOWS THAT THIS IS A GOODWILL GESTURE.

**CLAIM/PAS/SEQUENCE**

06826,1

DDB000G

6216

**PARTS LOCATION**

DEALER

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



49,915

243558

BOB TRACEY INC

TSM

SCHOEBERI

<b>DEALER CONTACT:</b> KELLY / MIKE	<b>PHONE</b> (412)269-9999	<b>MODEL</b> GSX-R750X	<b>VIN</b> 4X2101549
<b>CUSTOMER NAME:</b> [REDACTED]	<b>OPENED</b> 3/22/02 : <b>CLOSED</b> 3/22/02 :	<b>MILEAGE/HOURS</b> 16,947	<b>SYSTEM</b> M - MOTOR, INTERNAL
<b>AGE</b>	<b>WEIGHT</b>	<b>DOP</b> 9/3/99	<b>TOPIC</b> TECHNICAL TROUBLESHOOTING
		<b>DOF</b> 3/22/01	<b>CAUSE</b> TRAINING NEEDED FOR L
		<b>DOR</b>	
		<b>FUEL</b>	
		<b>ENGINE OIL</b>	
		<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

UNIT MAKING NOISE ON DECEL (RATTLE) - UNIT HAS HAD RECALL TENSIONER REPLACED 15,000 MILES AGO

**PROBLEM RESOLUTION:**

REPLACE RECALL TENSIONER - AUTHO GIVEN

**CALL HISTORY:**

3/22/02 DS; CUSTOMER CLAIMS THAT THE UNIT IS MAKING A NOISE ON DECEL. UNIT HAS HAD TENSIONER RECALL PERFORMED 15,000 MILES AGO THE DLR HAS REMOVED THE TENSIONER AND FOUND THAT THE UPPER CHAIN GUIDE HAS WEAR. DLR HAS NOT REMOVED THE TENSIONER YET TO INSPECT - DLR JUST ASKING WHAT IT COULD BE AND IF SUZUKI WILL ASSIST THE CUSTOMER.

THIS UNIT IS OUT OF WARRANTY - INSPECT UNIT FOR NOISE. CUSTOMER RESONSIBLE FOR THE REPAIR AND MAINTENCE COSTS

3/22/02 DS; DLR HAS REMOVE THE TENSIONER AND IS ABLE TO PUSH TENSIONER IN BY HAND.

AUTHO GIVEN FOR REPAIR

**CLAIM/PAS/SEQUENCE**

21509,1 DSB000W 9915

**PARTS LOCATION**



50,115

238066

FARR CYCLES INC

TSM

DLEARN

<b>DEALER CONTACT:</b>		PHONE	MODEL GSX-R750X	VIN	XX2101880
RODNEY		(918)834-2622	MILEAGE/HOURS	7893	
<b>CUSTOMER NAME:</b>		OPENED 3/27/02 1	DOP 7/9/99	SYSTEM	M - MOTOR, INTERNAL
		CLOSED 3/27/02 1	DOF 3/6/02	TOPIC	P A S
			DOR	CAUSE	PART FAILED
AGE	WEIGHT		FUEL		
			ENGINE OIL		
			TRANS OIL		

**PROBLEM DESCRIPTION:**

SECOND FAILURE ON TENSIONER

**PROBLEM RESOLUTION:**

REPLACE TENSIONER

**CALL HISTORY**

3/27/02 DL UNIT HAD TENSIONER DONE BACK AT 2200 MILES

NOW UNIT IS BACK WITH CAM CHAIN NOISE

DEALER ASKING FOR GOODWILL ON TENSIONER

GIVE AUTHO FOR PARTS ONLY JUST TENSIONER

**CLAIM/PAS/SEQUENCE**

DLP000X0115

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



**51,486**

**236934**

**SEIDNER ENTERPRISES LLC**

**TSM**

**PBUSCH**

<b>DEALER CONTACT:</b> AARON	<b>PHONE</b> (626)974-6600	<b>MODEL</b> GSX-R600X	<b>VIN</b> 2X2103550
<b>CUSTOMER NAME:</b>	<b>OPENED</b> 4/17/200 <b>CLOSED</b> 4/17/200	<b>MILEAGE/HOURS</b> 7583	<b>SYSTEM</b> N - NON-TECHNICAL
<b>AGE</b>	<b>WEIGHT</b>	<b>DOP</b> 5/7/99	<b>TOPIC</b> WARRANTY COVERAGE
		<b>DOF</b> 4/16/02	<b>CAUSE</b> DECISION NEEDED GOOD
		<b>DOR</b>	
		<b>FUEL</b>	
		<b>ENGINE OIL</b>	
		<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

CAM CHAIN RECALL WAS DONE AT 760 MILES, TENSIONER IS LOUD AGAIN.

**PROBLEM RESOLUTION:**

DLR TO REPLACE ONE TIME GOODWILL.

**CALL HISTORY:**

4/17/02 PB  
CAM CHAIN RECALL WAS DONE AT 760 MILES, TENSIONER IS LOUD AGAIN. DLR TO REPLACE ONE TIME GOODWILL.

**CLAIM/PAS/SEQUENCE**

66601,1      PBB000G1486

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY

**SUZUKI**

**52,626**

**238473**

**HOUSE OF KAWASAKI INC**

**TSM**

**PBOYD**

<b>DEALER CONTACT:</b>	<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	XX2104603
7C	(405)787-7901	<b>MILEAGE/HOURS</b>	18960	
<b>CUSTOMER NAME:</b>	<b>OPENED</b>	5/1/02 10	<b>SYSTEM</b>	M - MOTOR, INTERNAL
	<b>CLOSED</b>	5/1/02 11	<b>TOPIC</b>	REPORT A FAILURE
<b>AGE</b>	<b>WEIGHT</b>	<b>DOR</b>	<b>CAUSE</b>	PART FAILED
		<b>FUEL</b>		
		<b>ENGINE OIL</b>		
		<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

RECALL CAM CHAIN TENSIONER FAILED.

**PROBLEM RESOLUTION**

REPLACE.

**CALL HISTORY**

5/1/02 WB. UNIT HAS HAD CAM CHAIN TENSIONER REPLACED. NEW TENSIONER IS FAILING. DISCUSSED WITH MARK N. ORDER NEW TENSIONER FROM PARTS FICHE AND REPLACE. CLAIM USING NORMAL CLAIM TYPE.

**CLAIM/PAS/SEQUENCE**

331238,1 WBB00W2626

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



52,734

212911

DEERFIELD SUZUKI INC

TSM

PBOYD

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	6X2100662
BOB LEE		(954)941-7615	<b>MILEAGE/HOURS</b>	6102	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	5/2/02 15	<b>DOP</b>	<b>SYSTEM</b> M - MOTOR, INTERNAL
		<b>CLOSED</b>	5/2/02 15	<b>DOF</b>	5/2/02
<b>AGE</b>		<b>WEIGHT</b>		<b>DOR</b>	<b>TOPIC</b> REPORT A FAILURE
				<b>CAUSE</b>	PART FAILED
				<b>FUEL</b>	
				<b>ENGINE OIL</b>	
				<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**  
RECALL TENSIONER FAILED.

**PROBLEM RESOLUTION**  
REPLACE.

**CALL HISTORY**

5/2/02 WB. UNIT HAS HAD RECALL DONE ON CAM CHAIN TENSIONER. RECALL TENSIONER HAS FAILED. BACKING OFF DURING DECEL. GAVE PAS TO REPLACE TENSIONER.

**CLAIM/PAS/SOURCE**

18924,1 WBB000W2734

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



53,041

244252

SUTTON INTERESTS INC

TSM

SCHOEBERL

**DEALER CONTACT:**

DEB / JOHN

**PHONE**

(713)772-7771

MODEL GSX-R750X

VIN

LX2102982

MILEAGE/HOURS

6,400

DOF 1/26/00

SYSTEM

M - MOTOR, INTERNAL

DOF 5/3/02

TOPIC

RECALL

DOR

CAUSE

TRAINING NEEDED FOR I

**CUSTOMER NAME:**

OPENED 5/7/02 10

CLOSED 5/7/02 10

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

**PROBLEM RESOLUTION**

UNIT HAS A RATTLE FROM TENSIONER AREA AT IDLE

INSPECT TENSIONER

**CALL HISTORY**

5/7/02 DS; DLR HAS STATED THE RECALL 2038 WAS DONE AND THE TENSIONER NEEDS TO BE REPLACED AGAIN. THE UNIT HAS A RATTLE AT IDLE AND THEN GOES AWAY. THE DLR HAS NOT TAKEN THE TENSIONER OUT YET.....JOHN (TECH) CLAIMS THAT IT IS THE TENSIONER AND REQUESTED A NEW ONE. "I KNOW IT IS THE TENSIONER BECAUSE I HAVE REPLACED A THOUSAND OF THEM!" JOHN SAID.

DIRECTED DLR TO REMOVE THE TENSIONER AND INSPECT - DO NOT ASSUME THAT THE RECALL TENSIONER HAS FAILED. INSPECT THE TENSIONER AND UNIT FOR A DEFECT AND CALL BACK WITH DETAILED INFORMATION ON THE TENSIONER.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



54,808

220310

SKY CYCLE INC

TSM

GEVANS

**DEALER CONTACT:**

SAVIN (SER MGR)

**PHONE**

(978)345-7360

MODEL GSX-R750X

VIN

6X2101889

MILEAGE/HOURS

16,132

DOP

SYSTEM

M - MOTOR, INTERNAL

DOF 05-58-02

TOPIC

RECALL

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 5/28/02 4

CLOSED 5/29/02 1

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

A RECALLED TENSIONER FAILED

**PROBLEM RESOLUTION:**

DLR REPLACED IT

**CALL HISTORY**

05-29-02,GE: DLR FOUND THE CAM TIMMING OFF IN THIS UNIT AND FOUND THE UPDATED CAM CHAIN TENSIONER WAS NOT WORKING DLR HAD A NEW TENSIONER THIS FIXED THE UNIT.DLR WANTED TO KNOW IF THIS WAS WARRANTY.

ADVISED DLR WE WOULD GOODWILL AN NEW TENSIONER FROM THE RECALL HE SAID THE CUST IS PAYING AND NOT COMPLAINING.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



55,215

238899

J & J MOTORS INC

TSM

SCHOEBERL

**DEALER CONTACT:**

BRUCE

PHONE

(330)837-3595

MODEL GSX-R600X

VIN

8X2102581

MILEAGE/HOURS

9946

DOP ?

SYSTEM

M - MOTOR, INTERNAL

DOF

TOPIC

REPORT A FAILURE

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 5/31/02

CLOSED 5/31/02

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

RECALL TENSIONER FAILED - ENGINE MAKING TICKING SOUND AT IDLE

**PROBLEM RESOLUTION**

REPLACE TENSIONER

**CALL HISTORY**

5/31/02 DS; THE UNIT HAS A FAILED CAM CAHN TENSIONER. THE RECALL HAS BEEN PERFORMED ALREADY. THE DLR FOUND THAT THE SPRING IN THE TENSIONER HAS FAILED (SPLIT IN TWO). RECALL WAS DONE AT 8/19/99.

AUTHO GIVEN TO DLR TO REPLACE THE TENSIONER.

**CLAIM/PAS/SEQUENCE**

14193,1 DSB000W 5215

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



55,869

245003

CORJEN INC

TSM

SWOLF

**DEALER CONTACT:**

PATRICK

**PHONE**

(858)486-4380

MODEL GSX-R750X VIN XX2104682

MILEAGE/HOURS 6968

DOP 10/20/99 SYSTEM M - MOTOR, INTERNAL

DOF 6/6/02 TOPIC GOODWILL

DOR CAUSE PART FAILED

**CUSTOMER NAME:**

OPENED 6/10/02

CLOSED 6/12/200

AGE

WEIGHT

FUEL  
ENGINE OIL  
TRANS OIL

**PROBLEM DESCRIPTION:**

CAM CHAIN STRETCHED.  
DLR ASKING FOR GOODWILL.

**PROBLEM RESOLUTION**

GOODWILL NEW TENSIONER ADJUSTER  
ASSY.

**CALL HISTORY**

DLR STATED THAT UNIT HAD ALREADY HAD TENSIONER UPDATE NOW DLR STATES THAT CAM CHAIN IS STRETCHED OUT OF SPECS.

D.R. 6/10/02 DLR ASKING FOR GOOD WILL ASST D.R. FOWARDED CALL TO S.W. AND LEFT HIM PHONE MSG.

6/12/02 SW RECALL UPDATE PERFORMED BEFORE BIKE SOLD. NO EFFECT ON CAM CHAIN. BIKE 1 1/2 YEAR OUT OF WTY. NO. ALSO, NO SPEC FOR CAM CHAIN LENGTH, SO HOW DO YOU KNOW IT IS OUT OF SPEC.

6/12/02 SW CALLED PATRICK. HE SAID BIKE HAD LOUND RATTLE SOUNDS LIKE LOOSE CAM CHAIN. REPLACED TENSIONER ADJUSTER AND CHAIN (SAYS CHAIN 1/4" LONGER THEN NEW).

PROVIDED GOODWILL PARTS ONLY FOR NEW TENSIONER ADJUSTER. TOLD HIM TO WORK OUT NEW CHAIN AND LABOR WITH CUSTOMER AND MAKE SURE CUSTOMER APPRECIATES FREE STUFF.

6/21/02 SW PATRICK CALLED BACK. SAID CLAIM SAYS INVALID AUTHO.

REMINDED HIM TO USE "OTHER" CODE WITH 0.0 LABOR.

**CLAIM/PAS/SEQUENCE**

1930

SWP800G 58c

**PARTS LOCATION**

DEALER



56,121

230774

NICHOLSON ENTERPRISES INC

TSM

JMONROE

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	5X2101267
DAVE (TECH) ROB		(734)769-9815	<b>MILEAGE/HOURS</b>	5,524	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	6/12/02	<b>DOP</b>	<b>SYSTEM</b> M - MOTOR, INTERNAL
		<b>CLOSED</b>	10/28/20	<b>DOP</b> 05-28-02	<b>TOPIC</b> REPORT A FAILURE
<b>AGE</b>	<b>WEIGHT</b>		<b>DOR</b>	<b>CAUSE</b>	DECISION NEEDED WARR
			<b>FUEL</b>		
			<b>ENGINE OIL</b>		
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

DLR HAD TWO DEFECTIVE TENSIONERS

**PROBLEM RESOLUTION**

ADVISED HOW TO DO A PARTS WARRANTY CLAIM

**CALL HISTORY**

06-12-02,GE:DLR IS HAVING A PROBLEM WITH THE CAM CHAIN TENSIONER.THEY DID THE RECALL LAST YEAR AND THE NEW TENSIOINER FAILED.NOW THEY PUT IN ANOTHER NEW ONE AND THE MOTOR WAS QUIET THROUGH PART OF THE TEST RIDE THEN GOT NOISY AGAIN. THEY PULLED THE TENSIONER AND FOUND THE NEW ONE WOULD NOT HOLD THE ADJUSTMENT.

ADVISED DLR OF A PAPER PARTS WARRANTY CLAIM AND TOLD HIM TO GET ANOTHER TENSIONER

6/24/02 PB

DLR INSTALLED THE THIRD TENSIONER AND WITHIN 2 MILES THE BIKE WAS NOISY AGAIN. RATTLE AT 2500 RPM. I INFORMED THE DLR THAT IF THE TENSIONER WILL HOLD PRESSURE WHILE TRYING TO DEPRESS IT BY HAND, THAT IT IS OK AND THE NOISE MAY BE FROM ANOTHER SOURCE OR CHARACTERISTIC OF THIS UNIT DUE TO TIME AND WEAR.

10-3-02,JM: M/C WAS REPAIRED. DLR SEEKING A P.A.S.# FOR THE REPAIRS. ROB (SERV MGR) NOT IN

10-7-02,JM: ROB NOT IN (11:00 AM) AS YET--I WILL CALL THEM LATER

10-10-02,JM: ISSUED A P.A.S.# FOR THESE REPAIRS AS DISCUSSED WITH BRENT ROSS.

**CLAIM/PAS/SEQUENCE**

20116,1

JMT094G 1080

**PARTS LOCATION**



56,138

246824

BRITT MS JACKSONVILLE INC

TSM

BCRAMER

**DEALER CONTACT:**

DON

**PHONE**

(910)577-5850

**MODEL** GSX-R750X

**VIN**

2X2102327

**MILEAGE/HOURS**

9484

**DOP** N/A

**SYSTEM**

M - MOTOR, INTERNAL

**DOF** 6/7/02

**TOPIC**

TECNICAL TROUBLESHK

**DOR**

**CAUSE**

TRAINING NEEDED FOR I

**CUSTOMER NAME:**

**OPENED** 6/12/200

**CLOSED** 6/12/200

**AGE**

**WEIGHT**

**FUEL**

**ENGINE OIL**

**TRANS OIL**

**PROBLEM DESCRIPTION:**

POOR RUNNING WON'T ACCELERATE PASSED 5000.

**PROBLEM RESOLUTION**

UNIT JUMPED TIME DEALER TO REPLACE CAM CHAIN.

**CALL HISTORY**

RECALL TENSIONER FAILED UNIT JUMPED TIME AND KISSED THE EXHAUST VALVES. DEALER REPAIRED UNDER THE STORES EXTEND WARRANTY. NOW IT IS BACK AND HAS JUMPED TIME AGAIN. I SUGGESTED THE DEALER REPLACE THE CAM CHAIN SINCE THIS WAS NEVER DONE. THE ENGINE IS QUITE THE TENSIONER MAKES NO NOISE.

**CLAIM/PASS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



57,222

248606

CYCLE WORLD LLC

TEM

PBUSCH

<b>DEALER CONTACT:</b>	<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	5X2101897
JOE	(718)828-8599	<b>MILEAGE/HOURS</b>	4150	
<b>CUSTOMER NAME:</b>	<b>OPENED</b>	6/25/200	<b>DOP</b>	99
	<b>CLOSED</b>	6/25/200	<b>DOF</b>	6/25/02
<b>AGE</b>	<b>WEIGHT</b>		<b>DOR</b>	
			<b>SYSTEM</b>	N - NON-TECHNICAL
			<b>TOPIC</b>	RECALL
			<b>CAUSE</b>	PART FAILED
			<b>FUEL</b>	
			<b>ENGINE OIL</b>	
			<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

RECALL CAM CHAIN TENSIONER FAILED PART

**PROBLEM RESOLUTION**

PROVIDE AUTH FOR 1ST REPAIR

**CALL HISTORY**

6/25/02 PB

DLR SUBMITTED A CLAIM FOR A RECALL CAM CHAIN TENSIONER ON 4/26/02 HOWEVER THE 1ST TENSIONER INSTALLED DID NOT WORK. DLR THEN PERFORMED THE RECALL FOR THE 2ND TIME BUT DID NOT GET PAID.

PROVIDE AUTH FOR 1ST REPAIR

**CLAIM/PAS/SEQUENCE**

00225,1

PBB000R7222

**PARTS LOCATION**



60,129

210722

WHITTON ENTERPRIZES INC

TSM

SWOLF

**DEALER CONTACT:**  
 BILL  
**PHONE**  
 (859)371-1212

**CUSTOMER NAME:**  
 OPENED 7/30/200  
 CLOSED 7/30/200

AGE                      WEIGHT

MODEL GSX-R750X      VIN      8X2101313  
 MILEAGE/HOURS  
 DOP                      SYSTEM      M - MOTOR, INTERNAL  
 DOF                      TOPIC      WARRANTY COVERAGE  
 DOR                      CAUSE      TRAINING NEEDED FOR L

FUEL  
 ENGINE OIL  
 TRANS OIL

**PROBLEM DESCRIPTION:**  
 CALLING TO SEE IF THE CAM TENSIONER  
 RECALL WAS DONE ON THIS BIKE.

**PROBLEM RESOLUTION**  
 PER SCAT, YES. CLAIMED IN '99 WITH 3125  
 MILES. EXPLAINED HOW TO FIND THIS  
 INFO ON SCAT.

**CALL HISTORY**

7/30/02 SW BILL CALLING TO SEE IF THE CAM TENSIONER RECALL WAS DONE ON THIS BIKE.  
 PER SCAT, YES. CLAIMED IN '99 WITH 3125 MILES. EXPLAINED HOW TO FIND THIS INFO ON SCAT.  
 SAYS BIKE HAS RATTLE AND CUSTOMER ASSUMES NEED NEW TENSIONER ADJUSTER. SUGGEST  
 THEY DIAGNOSE BEFORE BUYING PARTS.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**



60,498

241792

BROADWAY YAM SUZ INC

TSM

REKATING

**DEALER CONTACT:**

HOWARD

**PHONE**

(903)595-6288

**MODEL GSX-R750X**

**VIN**

**MILEAGE/HOURS**

24,000

**DOP**

**SYSTEM**

M - MOTOR, INTERNAL

**DOF**

**TOPIC**

REPORT A FAILURE

**DOR**

**CAUSE**

PART FAILED

**CUSTOMER NAME:**

**OPENED** 8/2/02 2:

**CLOSED** 8/2/02 2:

**AGE**

**WEIGHT**

**FUEL**

**ENGINE OIL**

**TRANS OIL**

**PROBLEM DESCRIPTION:**

UNIT HAS CAM CHAIN NOISE

**PROBLEM RESOLUTION**

DEALER WILL TEST

**CALL HISTORY**

08-02-02 RK DEALER SAID UNIT HAS CAM CHAIN NOISE. DEALER SAID UNIT HAD RECALL DONE. I TOLD DEALER TO CHECK FOR "VAVLE SPRING AND RETAINER NOISE" AND TO CHECK IF CAM CHAIN IS DAMAGED OR OUT OF SPEC. AND IF HE FINDS IT IS THE CAM CHAIN TEN. ADJSTR. ASSY., HE CAN ORDER THE ONE OFF THE MICRO. TO REPLACE IT.  
..... (NO GOODWILL GIVEN) .....

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



65,506

239976

CYCLE SPECIALTIES

TSM

DLEARN

**DEALER CONTACT:**

RICK

**PHONE**

(864)244-5447

MODEL GSX-R600X

VIN

9X2101522

MILEAGE/HOURS

5863

DOP

SYSTEM

M - MOTOR, INTERNAL

DOF

TOPIC

P A S

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 10/8/200

CLOSED 10/8/200

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

CAM CHAIN RATTLE

**PROBLEM RESOLUTION**

REPLACE TENSIONER

**CALL HISTORY**

10/8/02 DL. UNIT HAS CAM CHAIN NOISE.  
ADJUSTER WAS REPLACED A YEAR AGO.

DEALER CONFIRMED ADJUSTER HAS FAILED

**CLAIM/PAS/SEQUENCE**

DLP000X5506

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



**65,715**

**247820**

**HI-TECH MOTORSPORTS INC**

**TSM**

**PBUSCH**

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R600X	<b>VIN</b>	3X2100043
JOSH		(802)878-5052	<b>MILEAGE/HOURS</b>	12382	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	10/9/200	<b>DOP</b>	N/A
		<b>CLOSED</b>	10/9/200	<b>DOF</b>	9/11/02
<b>AGE</b>	<b>WEIGHT</b>		<b>DOR</b>	<b>SYSTEM</b>	N - NON-TECHNICAL
			<b>FUEL</b>	<b>TOPIC</b>	GOODWILL
			<b>ENGINE OIL</b>	<b>CAUSE</b>	DECISION NEEDED GOOD
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

CAM CHAIN TENSIONER NOISE.

**PROBLEM RESOLUTION**

NO WARRANTY/GOODWILL PROVIDED.

**CALL HISTORY**

10/9/02 PB  
CAM CHAIN TENSIONER NOISE, RECALL PERFORMED ON 8/99, SECOND OWNER. NO WARRANTY/GOODWILL PROVIDED.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**



**67,513**

**242470**

**JAMES MCKOANE ENT INC**

**TSM SCHOEBERL**

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	XX2104391
GREB		(559)435-5020	<b>MILEAGE/HOURS</b>	10,300	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	11/4/200	<b>DOP</b>	<b>SYSTEM</b> M - MOTOR, INTERNAL
		<b>CLOSED</b>	11/4/200	<b>DOF</b>	<b>TOPIC</b> TECHNICAL TROUBLESH
<b>AGE</b>		<b>WEIGHT</b>		<b>DOR</b>	<b>CAUSE</b> REPAIR ERROR DEALER
			<b>FUEL</b>		
			<b>ENGINE OIL</b>		
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

**PROBLEM RESOLUTION**

LOW POWER AFTER CAM CHAIN TENSIONER WAS INCORRECT CAM TIMING REPLACED

**CALL HISTORY**

11/4/02 DS; LOW POWER FROM ENGINE - THE CAM CHAIN TENSIONER WAS REPLACED BY ANOTHER DLR. DLR REPLACED THE ECM AND IT MADE NO DIFFERENCE. DLR ASKING WHAT TO CHECK FOR/ DIRECTED DLR TO INSPECT THE CAM TIMING. INCORRECT CAM TIMING WILL CAUSE LOW POWER OT MID - HIGH RPM

**CLAIM/PASSEQUENCE**

**PARTS LOCATION**



68,097

249017

YAMAHA SUZUKI WEST INC

TSM WITHERSPOD

<b>DEALER CONTACT:</b>		PHONE	MODEL GSX-R750X	VIN	2X2102392
DALE		(817)244-8881	MILEAGE/HOURS	7744	
<b>CUSTOMER NAME:</b>		OPENED	11/13/20	DOP ?	SYSTEM M - MOTOR, INTERNAL
		CLOSED	12/6/200	DOF ?	TOPIC TECHNICAL TROUBLESHOOTING
AGE	WEIGHT			DOR	CAUSE TRAINING NEEDED FOR L
				FUEL	
				ENGINE OIL	
				TRANS OIL	

**PROBLEM DESCRIPTION:**

CAM TENS RECALL DONE IN SUMMER  
RAN ROUGH, FOUND CAM TIMING OFF  
FIXED-NOW LOUD NOISE  
TOOK ENG APART  
NO PROBLEM FOUND

**PROBLEM RESOLUTION:**

SUGGESTED MAY BE FAILURE OF RECALL  
TENSIONER  
(ASSUMING TIMED CORRECTLY)  
GAVE PAS FOR R&R CAM CHAIN, CAM  
CHAIN TENSION ADJUSTER AND LABOR  
ONLY.

**CALL HISTORY**

11/13/02 SW

CAM TENS RECALL DONE IN SUMMER  
RAN ROUGH, FOUND CAM TIMING OFF  
FIXED-NOW LOUD NOISE  
TOOK ENG APART  
NO PROBLEM FOUND

SUGGESTED MAY BE FAILURE OF RECALL TENSIONER  
(ASSUMING TIMED CORRECTLY)  
REVIEWED HOW TO INSPECT

11-15-02 DW DLR INSPECTED TENSION ADJUSTER, IT IS BAD, WILL NOT STAY IN. MOVES FREELY IN BOTH DIRECTIONS. DID FIND INTAKE VALVES HAD TOUCHED PISTONS, DLR SAID THEY WERE NOT LEAKING, ADVISED DLR TO REMOVE VALVES AND CHECK IF BENT. DLR FOUND NO OTHER PROBLEM WITH CRANK/RODS BUT SAID IT DID MAKE A KNOCKING SOUND. CUSTOMER IS EXPECTING SOME GOODWILL CONSIDERATION. POSSIBLY TENSIONER, CAM CHAIN, AND MAYBE VALVES IF BENT.

11-22-02 DW VALVES NOT BENT, GAVE PAS FOR R&R CAM CHAIN, CAM CHAIN TENSION ADJUSTER, CHECKING INTAKE VALVES AND LABOR ONLY.

12-4-02 DW DAMON RIDDLE CALLED ME, CUSTOMER CALLED CUSTOMER SERVICE SAYING DLR WANTS TO CHARGE HIM 11.5 HOURS LABOR PLUS PARTS FOR TEARING DOWN ENGINE. THIS IS ON TOP OF THE GOODWILL I AUTHORIZED. I CALLED DALE AND HE AGREED TO REDUCE LABOR TO 6.0 HOURS.

**CLAIM/PAS/SEQUENCE**

02070,1 DWB040G 8097

**PARTS LOCATION**

**PROBLEM DESCRIPTION:**

CAM TENS RECALL DONE IN SUMMER  
RAN ROUGH, FOUND CAM TIMING OFF  
FIXED-NOW LOUD NOISE  
TOOK ENG APART  
NO PROBLEM FOUND

**PROBLEM RESOLUTION:**

SUGGESTED MAY BE FAILURE OF RECALL  
TENSIONER  
(ASSUMING TIMED CORRECTLY)  
GAVE PAS FOR R&R CAM CHAIN, CAM  
CHAIN TENSION ADJUSTER AND LABOR  
ONLY.

12-6-02 DW DAMON RIDDLE (RSA) CALLED ME AGAIN SAYING CUSTOMER CALLED COMPLAINING THE DLR WAS STILL GOING TO CHARGE HIM 11.5 HOURS LABOR. I CALLED DALE AGAIN, HE SAYS THE OWNER DOES NOT WANT TO REDUCE THE LABOR. DALE THINKS SUZUKI SHOULD COVER SOME MORE IF NOT ALL OF THE REPAIRS. I EXPLAINED TO HIM THAT THE UNIT IS WELL OUT OF WARRANTY AND THIS IS A GOODWILL GESTURE ONLY AND THAT THE ENGINE DID NOT HAVE TO BE TORN DOWN ALL THE WAY IN THE FIRST PLACE. I DECLINED ANY FURTHER GOODWILL INVOLVEMENT IN THIS SITUATION.

**CLAIM/PAS/SEQUENCE**

02070,1 DWB040G 8097

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY

**SUBJECT**

**68,877**

**214779**

**FUN BIKE CENTER**

**TSM**

**RKEATING**

**DEALER CONTACT:**

TREVER

**PHONE**

(858)278-6635

MODEL GSX-R750X

VIN

XX2102124

MILEAGE/HOURS

DOP

SYSTEM

M - MOTOR, INTERNAL

DOF 11-26-02

TOPIC

GOODWILL

DOR

CAUSE

PRODUCT DESIGN PROBL

**CUSTOMER NAME:**

OPENED 12/2/200

CLOSED 12/2/200

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

TICKING LOUD FROM TOP END

**PROBLEM RESOLUTION**

R&R CAM CHAIN TEN. ADJSTR.

**CALL HISTORY**

12-02-02 RK UNIT HAD CAM CHAIN TEN. ADJSTR. FAILURE IN THE PAST. NOW UNIT IS TICKING LOUD FROM TOP END. GAVE ONE TIME ONLY, PARTS ONLY GOODWILL

**CALL HISTORY**

**CALL HISTORY**

**CLAIM/PAS/SEQUENCE**

07858,1 RKP000G8877

**PARTS LOCATION**



69,977

242772

TUCSON MOTORSPORTS INC

TSM

SCHOEBERL

**DEALER CONTACT:**

ROBBIE

**PHONE**

(520)747-9141

MODEL GSX-R750X

VIN

MILEAGE/HOURS

DOP

SYSTEM

M - MOTOR, INTERNAL

DOF

TOPIC

GOODWILL

DOR

CAUSE

IMPROPER OPERATION

**CUSTOMER NAME:**

OPENED 12/19/20

CLOSED 12/19/20

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

**PROBLEM RESOLUTION**

KNOCKING NOISE FROM CAM CHAIN TENSIONER (RECALL TENSIONER) AUTHO GIVEN FOR THE PART ONLY

**CALL HISTORY**

12/19/02 DS; THE UNIT HAS NOISE FROM THE RECALL TENSIONER. THE DLR IS ASKING FOR ANY GOODWILL TO REPAIR.

AUTHO GIEVN FOR THE PART ONLY

**CLAIM/PAS/SEQUENCE**

DSP000G 9977

**PARTS LOCATION**

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



70,877

233390

NORTH SHORE MOTOR SPT INC

TSM

SWOLF

**DEALER CONTACT:**

DAVE

**PHONE**

(978)927-3400

MODEL GSX-R750X

VIN

5X2104704

MILEAGE/HOURS

4420

DOP 6/18/00

SYSTEM

M - MOTOR, INTERNAL

DOF 1/7/03

TOPIC

GOODWILL

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 1/14/200

CLOSED 1/14/200

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

CAM CHAIN RATTLE  
RECALL DONE BEFORE NEW

**PROBLEM RESOLUTION**

GOODWILL NEW TENS ADJUSTER-PART  
ONLY

**CALL HISTORY**

1/14/03 SW

CAM CHAIN RATTLE

RECALL DONE BEFORE NEW

GOODWILL NEW TENS ADJUSTER-PART ONLY

**CLAIM/PAS/SEQUENCE**

02808,1 SWP000G 0877

**PARTS LOCATION**

DLR

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY



71,003

245801

CONCEPTION ENTER INC

TSM

PBUSCH

<b>DEALER CONTACT:</b>		<b>PHONE</b>	<b>MODEL</b> GSX-R750X	<b>VIN</b>	4X2103186
Larry		(340)366-8500	<b>MILEAGE/HOURS</b>	6576	
<b>CUSTOMER NAME:</b>		<b>OPENED</b>	1/16/200	<b>DOP</b>	10/16/99
		<b>CLOSED</b>	1/16/200	<b>SYSTEM</b>	M - MOTOR, INTERNAL
<b>AGE</b>				<b>TOPIC</b>	P A S
<b>WEIGHT</b>				<b>CAUSE</b>	DECISION NEEDED GOOD
			<b>FUEL</b>		
			<b>ENGINE OIL</b>		
			<b>TRANS OIL</b>		

**PROBLEM DESCRIPTION:**

UPDATED CAM CHAIN TENSIONER FAILED.

**PROBLEM RESOLUTION**

PROVIDED UPDATED AND CORRECT TENSIONER FROM WAREHOUSE OVERNIGHT SHIPPING.

**CALL HISTORY**

1/16/03 PB

UPDATED CAM CHAIN TENSIONER FAILED.

DLR TO INSTALL A NEW TENSIONER

DLR QUESTIONED THE TENSIONERS THAT HAVE BEEN SHIPPED AS THEY DO NOT MATCH THE RECALL TENSIONER BASE THICKNESS.

PROVIDED UPDATED AND CORRECT TENSIONER FROM WAREHOUSE OVERNIGHT SHIPPING.

**CLAIM/PAS/SEQUENCE**

083801

PBP000G1003

**PARTS LOCATION**



71,148

245127

EXCEL MOTORSPORTS INC

TSM

SCHOEBERL

<b>DEALER CONTACT:</b>	<b>PHONE</b>	<b>MODEL</b> GSX-R600X	<b>VIN</b>	8X2100782
JOE	(704)784-5400	<b>MILEAGE/HOURS</b>	5961	
<b>CUSTOMER NAME:</b>	<b>OPENED</b>	1/20/200	<b>DOP</b>	<b>SYSTEM</b> M - MOTOR, INTERNAL
	<b>CLOSED</b>	1/22/200	<b>DOF</b> N/A	<b>TOPIC</b> REPORT A FAILURE
<b>AGE</b>	<b>WEIGHT</b>		<b>DOR</b>	<b>CAUSE</b> DECISION NEEDED GOOD
			<b>FUEL</b>	
			<b>ENGINE OIL</b>	
			<b>TRANS OIL</b>	

**PROBLEM DESCRIPTION:**

RECALL TENSIONER MAKING NOISE ON DECEL.

**PROBLEM RESOLUTION**

INSPECT TENSIONER FOR DEFECT

**CALL HISTORY**

1/20/03 DS; THE UNIT HAS A CAM CHAIN SOUND WHEN RUNNING ON DECEL. THE DLR IS ASKING HOW TO DETERMINE IF TENSIONER RECALL HAS BENN DONE.

SCAT SHOWS UNIT TO HAVE THE RECALL 2037 ALREADY PERFORMED. DIRECTED DLR TO INSPECT THE UNIT AS PER BULLETIN #107 AND RETURN CALL IF TENSIONER IS DEFECTIVE.

2/20/03 EM

DLr to check cam chain for stretch. Not warranty.

**CLAIM/PAS/SEQUENCE**

**PARTS LOCATION**



71,433

246298

C & W MOTORS INC

TSM

SCHOEBERL

**DEALER CONTACT:**

SHANNON

**PHONE**

(623)925-8800

MODEL GSX-R750X

VIN

6X2100659

MILEAGE/HOURS

16911

DOP

SYSTEM

M - MOTOR, INTERNAL

DOF 1/23/03

TOPIC

REPORT A FAILURE

DOR

CAUSE

PART FAILED

**CUSTOMER NAME:**

OPENED 1/24/200

CLOSED 1/24/200

AGE

WEIGHT

FUEL

ENGINE OIL

TRANS OIL

**PROBLEM DESCRIPTION:**

RECALL TENSIONER MAKING NOISE

**PROBLEM RESOLUTION**

GOODWILL FOR PART ONLY

**CALL HISTORY**

1/24/03 DS; THE DLR IS ASKING FOR REPLACEMENT OF THE RECALL TENSIONER. THE DLR HAS CONFIRMED THAT THE TENSIONER IS MAKING NOISE.

GOODWILL FOR THE PART ONLY.

CLAIM/PAS/SEQUENCE

DSP000G 1433

PARTS LOCATION

PRIVILEGED COMMUNICATION FOR COMPANY ATTORNEYS ONLY