



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

JUN 22 2005

400 Seventh Street, S.W.  
Washington, D.C. 20580

**FAXED**  
**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Mr. Kenneth Bush  
Regulations Manager, Government Relations  
American Suzuki Motor Corporation  
3251 East Imperial Highway  
Brea, CA 92822

NVS-214jry  
PE05-031

Dear Mr. Bush:

The Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has received the attached information concerning alleged fuel tank leaks on certain VL1500-series motorcycles.

To assess whether these reports indicate the existence of a safety defect trend, we are opening this PE and request the following information. Unless otherwise stated in the text, the following definitions apply to this information request:

**Subject Vehicles:** All VL1500-series motorcycles (including derivatives) produced for sale in the United States.

**Subject Component:** fuel tank, (including, but not limited to, PN 44110-10F10).

**Alleged defect:** fuel leaking from a subject component.

**Suzuki:** American Suzuki Motor Corporation, its parent company, and all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Suzuki (including



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4238

all business units and persons previously referred to), who were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification, or production (e.g., quality control);
- b. Testing, assessment, or evaluation;
- c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, field quality engineers, assembly plant engineers, component suppliers, assembly wholesalers, retailers, or other field locations, including but not limited to people who have the capacity to obtain information from wholesalers or retailers, all officers, employees, agents, contractors, and consultants of Suzuki, whether assigned to its principal office or to any of its field locations, and all records or files maintained by the company either in hard copy form or in electronic storage media.

**Documents:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Suzuki, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document containing any note, comment, addition, deletion, insertion, annotation, or otherwise comprising a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the

Suzuki or not. If a document is not in the English language, provide both the original document and an English translation of the document.

**Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Suzuki has previously provided a document to ODI, Suzuki may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner corresponding with the organization of this information request letter (including all individual requests and subparts). When documents are produced that would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Suzuki's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles Suzuki has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Suzuki, state the following:
  - a. Vehicle identification number (VIN);
  - b. Model;
  - c. Model Year;
  - d. Date of manufacture;
  - e. Date warranty coverage commenced; and
  - f. Selling dealer identification (dealer name, address, phone, and Suzuki's dealer identification number).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See *Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.*

2. State the number of each of the following, received by Suzuki, or of which it is otherwise aware, which relate to, or may relate to, the alleged defect:
  - a. Consumer complaints, including those from fleet operators;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a fire, injury, or fatality, based on claims against Suzuki involving a death or injury, notices received by Suzuki alleging or proving that a death or injury was

- caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Property damage claims;
  - e. Third-party arbitration proceedings where Suzuki is or was a party to the arbitration; and
  - f. Lawsuits, both pending and closed, in which Suzuki is or was a defendant or codefendant.

For subparts "a" through "d", separately state the total number of each item Suzuki has identified (e.g., consumer complaints, field reports, etc.). Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Suzuki's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. Suzuki's file number or other identifier used;
  - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle's VIN;
  - e. Vehicle's model and model year;
  - f. Vehicle's mileage at time of incident;
  - g. Incident date;
  - h. Report or claim date;
  - i. Whether a fire is alleged;
  - j. Whether property damage is alleged;
  - k. Number of alleged injuries, if any; and
  - l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "COMPLAINT DATA." See *Enclosure 1, Data Collection Disc*, for a pre-formatted table that provides further details regarding this submission.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Suzuki used for organizing the documents.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Suzuki to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; and field, zone, or similar adjustments and reimbursements.

Separately, for each such claim, state the following information:

- a. Suzuki's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number, including, but not limited to 030505A;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

6. Describe in detail the search criteria used by Suzuki to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Suzuki on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Suzuki offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
7. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Suzuki. For each such action, provide the following information:
- a. Action title or identifier;
  - b. The actual or planned start date;
  - c. The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and

- f. A brief summary of the action activities, findings and/or conclusions.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

8. Describe all modifications or changes made by, or on behalf of, Suzuki in the design, material composition, manufacture and/or fabrication, quality control, supply, or installation of a subject component, from the start of production to date, which relate to, or may relate to, the alleged defect. For each such modification or change, provide the following information:
- The date or approximate date on which the modification or change was incorporated into vehicle production;
  - A detailed description of the modification or change;
  - The reason(s) for the modification or change;
  - The part numbers (service and engineering) of the original component;
  - The part number (service and engineering) of the modified component;
  - Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - When the modified component was made available as a service component; and
  - Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Suzuki is aware of which may be incorporated into vehicle production within the next 120 days.

9. Separately, for each of the subject components – and listed by part number, part description, and month/year of sale – state the number of subject components Suzuki has sold.
10. Furnish Suzuki's assessment of the alleged defect in the subject vehicles, including:
- The causal or contributory factor(s) (including the vehicles intended use);
  - The failure mechanism(s);
  - The failure mode(s);
  - The risk to motor vehicle safety that it poses; and
  - What warnings, if any, the rider would have that the alleged defect was occurring or about to occur.

This letter is being sent to Suzuki pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Suzuki's failure to respond promptly and fully to this letter could subject Suzuki to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation

(TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Suzuki cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Suzuki does not submit one or more requested documents or items of information in response to this information request, Suzuki must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Suzuki's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by July 29, 2005. Please refer to PE05-031 when responding to this letter. If Suzuki finds that it is unable to provide all of the information requested within the time allotted, Suzuki must request an extension from me at (202) 366-4933 no later than five business days before the response due date. If Suzuki is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Suzuki then has available, even if an extension has been granted.

If Suzuki claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Suzuki must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Suzuki is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Bob Young of my staff at (202) 366-4806.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard P. Boyd". The signature is written in a cursive style with a large, prominent initial "R".

Richard P. Boyd, Chief  
Medium Heavy Duty Vehicle Division  
Office of Defects Investigation

Enclosure 1, one CD ROM titled "Data Collection Disc" containing three files and one scanned copy of the information initially alerting us to this issue.

**Additional Complaint**

Form Approved U.S.G. No. 2127-0025

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>          INTERNET: <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a></p>	DOT Form 101 (Rev. 12/01)	
	Date Received: 12/20/2004	Repository: <input type="checkbox"/>

<b>OWNER INFORMATION (Type or Print)</b>			
Name: [REDACTED]	Occupational Number: [REDACTED]	Home Address: [REDACTED]	
Address: [REDACTED]	Family Contact Information: [REDACTED]		
City: [REDACTED]	State: [REDACTED]	Zip Code: [REDACTED]	

<b>VEHICLE INFORMATION</b>			
Year: [REDACTED]	Make: [REDACTED]	Model: [REDACTED]	Model Code: [REDACTED]
Year Manufactured: [REDACTED]	Plant: [REDACTED]	Engine: [REDACTED]	Body Style: [REDACTED]
Vehicle Type: <input checked="" type="checkbox"/> Passenger Vehicle	Light Duty Commercial Vehicle	Tractor	Other: [REDACTED]
<input type="checkbox"/> Air Conditioning <input type="checkbox"/> Cruise Control	<input type="checkbox"/> Power Windows <input type="checkbox"/> Power Locks	<input type="checkbox"/> ABS <input type="checkbox"/> Air Bags <input type="checkbox"/> Other: [REDACTED]	

<b>FAILURE COMPONENT(S) / PART(S) INFORMATION</b>			
Component(s): [REDACTED]	Failure Mode(s): [REDACTED]	Failure Condition: [REDACTED]	

<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Manufacturer: [REDACTED]	Tire Make, Brand, & Rating: [REDACTED]	Tire Size (Example: P215/60R15): [REDACTED]	
DOT Number: [REDACTED]	Original Equipment: <input type="checkbox"/> Yes <input type="checkbox"/> No	Flare Location: [REDACTED]	
Tire Location Code: [REDACTED]	Tire Failure Type: [REDACTED]		

<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make: [REDACTED]	Model: [REDACTED]	Model No.: [REDACTED]	
Seat Type: [REDACTED]	Installation: [REDACTED]		
Child and Occupant Ages: [REDACTED]	Location: [REDACTED]		

<b>APPLICABLE INCIDENT INFORMATION</b>			
Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Multiple Vehicles Involved: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Multiple Injuries: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Reported to Police: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**Narrative Description of Incident:** (1) Location, (2) Date, (3) Time, (4) Weather, (5) Road Conditions, (6) Vehicle Condition, (7) Driver/Operator, (8) Witnesses, (9) Police/Other Agency, (10) Other Information.

Please describe (1) event's location, (2) failure and its consequences, and (3) who was responsible to correct the failure (i.e., parts replaced or repaired, and R.O. part is available).

1. I was driving on I-95, heading north, in the right lane. The car was in the right lane of traffic. I was driving at approximately 70 mph. The car was in the right lane of traffic. I was driving at approximately 70 mph. The car was in the right lane of traffic. I was driving at approximately 70 mph.

**ATTACHMENTS: SAFETY DEFECT REPORT**

The Privacy Act of 1974 (Public Law 93-502) provides that information reported pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments, may be under no circumstances, be released to the press or media. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. The NHTSA proceeds with administrative or enforcement proceedings and a manufacturer's past response or a statistical summary thereof, may be used in support of the Agency's action.



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

Model Year: \_\_\_\_\_  
Make: \_\_\_\_\_  
Model: \_\_\_\_\_  
Repository:  \_\_\_\_\_

**OWNER INFORMATION (Type or Print)**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Vehicle Identification Number (VIN): \_\_\_\_\_  
Date of Purchase: \_\_\_\_\_  
Mileage at Time of Purchase: \_\_\_\_\_  
Year of Purchase: \_\_\_\_\_

**VEHICLE INFORMATION**

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_  
Color: \_\_\_\_\_  
Date Purchased: 20-04-02 Dealer's Name and Telephone Number: \_\_\_\_\_  
Mileage at Time of Purchase: \_\_\_\_\_  
Year of Purchase: \_\_\_\_\_  
Type of Vehicle:  Passenger Vehicle  Light Truck  Medium Duty Vehicle  Heavy Duty Vehicle  
Drive Type:  Front Wheel Drive  Rear Wheel Drive  
Transmission:  Automatic  Manual  
Other Information: \_\_\_\_\_

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Name of Component/Part: \_\_\_\_\_  
Location: \_\_\_\_\_  
Description of Failure: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**

City: \_\_\_\_\_ State: \_\_\_\_\_  
Number of Deaths: \_\_\_\_\_  
Number of Injuries: \_\_\_\_\_  
Number of Property Damages: \_\_\_\_\_  
Number of Vehicles Damaged: \_\_\_\_\_  
Number of Vehicles Involved: \_\_\_\_\_  
Number of Vehicles Recalled: \_\_\_\_\_  
Number of Vehicles Repaired: \_\_\_\_\_  
Number of Vehicles Replaced: \_\_\_\_\_  
Number of Vehicles Scrapped: \_\_\_\_\_  
Number of Vehicles Sold: \_\_\_\_\_  
Number of Vehicles Returned: \_\_\_\_\_  
Number of Vehicles Retained: \_\_\_\_\_  
Number of Vehicles Recalled: \_\_\_\_\_  
Number of Vehicles Repaired: \_\_\_\_\_  
Number of Vehicles Replaced: \_\_\_\_\_  
Number of Vehicles Scrapped: \_\_\_\_\_  
Number of Vehicles Sold: \_\_\_\_\_  
Number of Vehicles Returned: \_\_\_\_\_  
Number of Vehicles Retained: \_\_\_\_\_

Please describe (1) events leading up to the failure, (2) failure and its repetitive use, and (3) what was done to correct the failure (e.g., parts repaired or replaced and if old parts available).



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

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INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received  
16-NOV-2004

Repository

Reference No.  
10100054

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
E-mail Address \_\_\_\_\_

Do you authorize NHTSA to provide a copy of this report to the manufacturer?  
In the absence of an authorization, NHTSA WILL NOT provide your name to the manufacturer.  
 No  Yes

**VEHICLE INFORMATION**

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make SUZUKI	Model INTRUDER	Model Year 2001
Date Purchased	Dealer's Name and Telephone Number		Engine: No. Cylinders 2	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type MANUAL	<input type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code 071100 FUEL SYSTEM, GASOLINE; STORAGE TANK ASSEMBLY	

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Model Year: 06-MAY-2001  
VIN: 9000

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A FIRE/FATLURE**

Fire Cause: \_\_\_\_\_  
Fire Location: \_\_\_\_\_  
Fire Extinction Method: \_\_\_\_\_  
Fire Damage Type: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Name: \_\_\_\_\_ (Date Manufactured: \_\_\_\_\_)  
Seat Type: \_\_\_\_\_ (Installation System: \_\_\_\_\_)  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), condition, and injury(ies).)

Crash  Yes  No  
Fire  Yes  No  
Number of Persons Injured \_\_\_\_\_ Number of Deaths \_\_\_\_\_ Reported to Police \_\_\_\_\_  
N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, including parts repaired or replaced (and if old part is available).

LEAKING GAS TANK, ON SUZUKI INTRUDER 1500CC MOTORCYCLE, WAS FIXED UNDER WARRANTY, NOW THE REPLACEMENT IS ALSO LEAKING. BOTH CRACKED IN THE SAME SPOT CLOSE TO A MOUNTING POINT. \*AK

This questionnaire is required for the collection of information for the National Highway Traffic Safety Administration's (NHTSA) recall program. The information you provide will be used to identify vehicles that may be affected by a recall. The information you provide will also be used to determine if a recall is necessary. The information you provide will be used for statistical purposes only. Your information will be kept confidential and will not be made available to the public. If you have any questions, please call 1-888-327-4236.



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

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(1-888-327-4236)  
INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

Form DOT HS 302 (Rev. 11/27/2000)

Repository

14 JAN 2001

Reference No.  
1002333

**OWNER INFORMATION (Type in Print)**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**VEHICLE INFORMATION**

Year: 2001  
VIN: J01VYS1A812302350  
Make: SUZUKI  
Model: INTRUDER EC  
Year: 2001  
Type:  Sedan  Truck  Van  Other  
Drive:  Front  Rear  All-wheel

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component(s): \_\_\_\_\_  
Location: \_\_\_\_\_  
Date of Failure: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Is the tire a spare?  Yes  No  
If Yes, specify: \_\_\_\_\_  
If No, specify: \_\_\_\_\_  
Date of Failure: \_\_\_\_\_  
Location: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: \_\_\_\_\_  
Seat Type: \_\_\_\_\_  
Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_  
Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**

Was anyone injured?  Yes  No  
Was any property damaged?  Yes  No  
Were any vehicles damaged?  Yes  No

Narrative Description of Incident (e.g., Crash(es), and injuries).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.  
If parts were replaced (and if old part is available):

\_\_\_\_\_

This reporting form is required by the National Highway Traffic Safety Administration (NHTSA) under the National Highway Traffic Safety Act (NHTSA Act) of 1974. The information you provide is used to identify safety defects in vehicles and to inform the public. Your information may be used to issue a recall or a safety campaign. The NHTSA will not release your information to anyone else without your permission. For more information, contact NHTSA at 1-888-327-4236.



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

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FORM NO. NHTSA 108-104

Date Received

14-NOV-2004

Repository

Reference No.  
10098819

OWNER INFORMATION (Type or Print)

Name

Address

City

KETCHIKAN

State

AK

Zip Code

99901

Daytime Telephone Number

Evening Telephone Number

E-mail Address

VEHICLE INFORMATION

Year

2003

Make

ALFA ROMEO

Model

Suzuki

OR

Vehicle

Gas

No. Cylinders

2

FAI: FD COMPONENT(S)/PART(S) INFORMATION

Model Year

03-MAR-2003

Model No.

20030

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (e.g., P195/65R15)

DOT No. (Example: DOTM12ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

THE FUEL TANK UNDER THE SEAT OF MY 2003 SUZUKI TRUCK WAS ALWAYS CONTACTED BY THE UPPER FRONT BUMPER WHEN THE BUMPER HAD A HAIRLINE CRACK AT FIRST AND DIFFICULT TO SEE. THE PROBLEM IS WELL DOCUMENTED ON THE LC/CBO DELPHI FORUM. FUEL RUNS OUT OF THE TANK CAUSING A POTENTIAL FIRE PROBLEM. I USED JB WELD TO CORRECT THE PROBLEM. OTHER HAD HAD A NEW TANK INSTALLED WHICH CAN CRACK TOO. THIS IS A VERY COMMON PROBLEM WITH INTRUDER 1500 LC'S. #38

This form is to be used to report a safety defect on a motor vehicle. It is not to be used for other purposes. The information you provide on this form will be used by the National Highway Traffic Safety Administration to determine if a safety defect exists. You are under no obligation to respond to this questionnaire. Your response will be held confidentially by the NHTSA. If you are a manufacturer or dealer, you should take appropriate action to correct a safety defect. If the NHTSA proceeds with an investigation, your response, or a statement submitted thereafter, may be used in support of the agency's action.



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline:
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4276)
INTERNET: www.nhtsa.dot.gov/hotline

Form fields for Name, Address, City, State, Zip Code, Telephone Number, and a checkbox for 'I am a Dealer'.

OWNER INFORMATION (Type or Print)

Name, Address, City, State, Zip Code, Telephone Number, and a checkbox for 'I am a Dealer'.

VEHICLE INFORMATION

Form fields for VIN, Make, Model, Year, and other vehicle details.

FAILED COMPONENT(S)/PART(S) INFORMATION

Form fields for Date of Failure, Mileage, and Location of Failure.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Form fields for Tire Size, Tire Brand, and Tire Location.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SLAT FAILURE

Form fields for Child Name, Age, and Weight.

APPLICABLE INCIDENT INFORMATION

Form fields for Date, Time, Location, and Weather.

Narrative Description of Incident(s), Condition(s) and Injury (ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts replaced or repaired, and if a part is replaced).

INCIDENT DESCRIPTION: ... TANK WELD CRACKED AND ...

Small text at the bottom of the page, likely a disclaimer or contact information.



DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

<p>Make</p> <p>Model</p> <p>Year</p> <p>VIN</p> <p>Engine</p> <p>Drive</p> <p>Color</p> <p>Other</p>	<p>07100 FUEL SYSTEM, GASOLINE STORAGE-TANK ASSEMBLY</p>	<p>VL1500</p> <p>00:</p> <p>01:</p> <p>02:</p> <p>03:</p> <p>04:</p> <p>05:</p> <p>06:</p> <p>07:</p> <p>08:</p> <p>09:</p> <p>10:</p> <p>11:</p> <p>12:</p> <p>13:</p> <p>14:</p> <p>15:</p> <p>16:</p> <p>17:</p> <p>18:</p> <p>19:</p> <p>20:</p>
--	--	--

The Component Code

Tire Failure Type

ADDITIONAL COMMENTS TO BE SUPPLIED BY VEHICLE MANUFACTURER

factured:

Model No./Name:

Systems

INSPECTION I FOUND A BAD WELD IN THE SEAM ON THE GAS TANK AT THE FRONT RIGHT MOUNTING TAB, FOR SOME REASON THE TANK THAT COMBINED WITH A DEFECTIVE SEAM WELD AT THE T... CAUSED A LEAK THAT THE OBLEM

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

**DOT Auto Safety Hotline**  
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INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received  
27-OCT-2004

Repository   
Reference No.  
10100072

Name \_\_\_\_\_  
Address \_\_\_\_\_  
State TX Zip Code \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_  
Evening Telephone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

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

Signature of Owner \_\_\_\_\_ Date 10/27/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
2S1W51

Make  
SUZUKI

Model  
INTRUDER LC  
V.I.1500

Model Year  
2000

Date Purchased \_\_\_\_\_

Dealer's Name and Telephone Number \_\_\_\_\_

Engine:  
Not Cylinders

Fuel Type:  
Gas

Original Owner

Dealer's City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

Transmission Type  
MANUAL

AntiLock Brakes  
 Cruise Control

Powertrain \_\_\_\_\_

Vehicle Component Code

071100 FUEL SYSTEM, EXHAUST SYSTEM, DRAG/TANK ASSEMBLY

Multiple Failures: \_\_\_\_\_

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
20-OCT-2004

Failure Mileage  
19000

Failure Speed \_\_\_\_\_

Make: \_\_\_\_\_

Date Manufactured: \_\_\_\_\_

Model No./Name: \_\_\_\_\_

Seat Type: \_\_\_\_\_

Installation System: \_\_\_\_\_

Child Seat Component Code: \_\_\_\_\_

Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Cause(s), and Injury(ies).)

Crash  
 Yes  No

Fire  
 Yes  No

Number of Persons Injured \_\_\_\_\_

Number of Deaths \_\_\_\_\_

Reported to Police \_\_\_\_\_

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

GAS TANK LEAK ON 2000 SUZUKI INTRUDER 1500. MAY CAUSE INJURY OR DEATH IF LEAKS ON EXHAUST SYSTEM.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoils.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the agency in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with a substantive enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.