



IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Hayabusa Motorcycle

<VIN>

May 15, 2023

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2022 model-year Hayabusa motorcycles. According to our records, you own one of the motorcycles affected by this recall.

What is the problem?

In certain conditions, a passage in the front brake master cylinder body that regulates fluid pressure may become blocked when the brake lever is released. If this occurs, the brake lever may require greater than normal travel in a subsequent application of the front brake. This can lead to extended stopping distances, increasing the risk of a crash.

What is Suzuki doing to solve the problem?

Your Suzuki dealer will replace the front brake master cylinder body with a revised part. The new part has a revised brake fluid passage that will prevent this condition from occurring. The repair will take approximately one hour to perform, and there will be no charge to you for any recall-related parts or labor.

What you should do:

To expedite the recall repair, set an appointment with your authorized Suzuki dealer who will then order the necessary parts, so they are at the dealership when you bring your motorcycle in for the repair. While the actual repair takes about one hour to perform, please allow for additional time processing paperwork with the dealer when you drop off and then pick up your motorcycle following the repair.

Before the recall repair is performed, Suzuki recommends the following:

- Minimize riding your motorcycle until the recall has been completed.
- If you choose to ride, please follow the following instructions:
 - Using the check list on page 3-7 of your Hayabusa’s Owner’s Manual, verify that the front brake lever play is not excessive, and there is no “sponginess” at the lever, and its operation is smooth.
 - If the brake lever play is normal and feels firm when you squeeze the lever you can ride your motorcycle with caution; allow additional distance for braking.
 - If the brake lever play is excessive or you feel “sponginess” when you squeeze the lever, squeeze the lever fully 2 or 3 times to see if the lever play and feel return to normal. If it does, you can ride your motorcycle with caution; allow additional distance for braking.
 - If the brake lever play remains excessive and there is “sponginess” when you squeeze the lever, contact your Suzuki dealer to discuss how to bring the motorcycle to the dealership for the recall repair.

Special incentive for repair:

Customers who have the recall repair performed no later than August 31, 2023, are eligible for a \$100 gift card. To receive the gift card, have the recall repair performed by August 31, 2023, make a legible scan of your completed service repair order, and send by email to: motorcyclecr@suz.com.

In the body of the email include your name, address, telephone number, and email address. Please allow 30 days to process. This incentive is only valid in the continental U.S.

1/2
Suzuki Motor USA, LLC P.O. Box 1100, Brea, CA 92822

Your Signature

Date

City

State

Zip

Address

Name

If you know the name and address of the new owner, please enter them below:

☐ Never owned this vehicle

☐ Vehicle sold/transferred/traded

☐ Vehicle scrapped

☐ Vehicle stolen

☐ Vehicle exported

☐ Other: _____

If you do not own this vehicle, please fill in the following vehicle information as applicable:

VEHICLE STATUS

Vehicle: 2A99

(LINEOUT INCORRECT INFORMATION AND ENTER CORRECT DATA)

If you still own this vehicle, but your name or address was incorrect, please correct the information and return this card.

NAME/ADDRESS CORRECTION

If you no longer own the vehicle below, or if the name or address shown are incorrect, please fill out this card and mail it - no postage is necessary. Do not mail card if you own the vehicle and your name and address are shown correctly in the box below. Thank you for your assistance.



What to do if you receive this notice in error:

This notice was mailed to you according to the latest information that is available to us. If you no longer own the motorcycle described in this notice, please complete, and return the attached Change of Address/Ownership card to Suzuki Motor USA, LLC and forward this recall information to the current owner (if known). If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations

Customer reimbursement for repairs before this Safety Recall Notification:

If your motorcycle is included in this recall and you have paid for repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

Only repairs made to address the defect that led to this recall are reimbursable. Additional expenses such as towing, car rental, accommodations, damage repairs, etc., will not be reimbursed. Reimbursement will not be provided for routine scheduled maintenance. Reimbursement may be limited to the suggested list price for parts, the Suzuki published flat-rate time allowance for the repair, and the labor rate that an authorized Suzuki dealer in the same area would charge for the same repair.

Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this safety recall campaign. If you have any difficulty with this recall campaign, you may contact Suzuki's U.S. Customer Service Department for assistance at (714) 572-1490 during the hours of 7:30 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling.

If you need to locate your nearest Suzuki dealer, please visit www.suzukicycles.com, click on OWNERS, scroll to the bottom of the page to the RESOURCES list and select [Find a Dealer](#). On the Find a Dealer page enter your zip code and select Submit.

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

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

We sincerely regret any inconvenience this Important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki Hayabusa motorcycle.

Sincerely,

Suzuki Motor USA, LLC.



WARRANTY / SERVICE DEPT.
SUZUKI MOTOR USA, LLC
PO BOX 1100
BREA, CA 92822-9988

POSTAGE WILL BE PAID BY ADDRESSEE

