

Motorcycle/ATV Division

General No. 123

January 28, 2016

## SAFETY AND EMISSIONS RECALL CAMPAIGN 2A50, 2A51, 2A52 DL650, SFV650 and AN650 Tappet Inspection

**Affected Models:** 2012 - 2014 DL650A and 2014 DL650AA Adventure  
2013 - 2014 SFV650  
2013 - 2014 AN650 (Burgman 650)

**Affected Departments:** Management, Service, Warranty, Sales, Parts, Accessories

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, and Environmental Protection Agency (EPA) and California Air Resources Board (CARB) regulations.

Suzuki Motor Corporation has decided that a defect, which relates to motor vehicle safety and emissions regulations, exists in certain 2012-2014 DL650 motorcycles, 2013-2014 SFV650 motorcycles and 2013-2014 AN650 scooters.

### **STOP DELIVERY OF AFFECTED VEHICLES IMMEDIATELY**

**DO NOT SELL OR DELIVER** an affected motorcycle or scooter to a customer until you have completed, or verified completion of, the repair procedures outlined in this bulletin.

**It is a violation of Federal law to sell or deliver any new motorcycle, scooter or item of motor vehicle equipment subject to a safety recall campaign under a sale or lease until the defect or non-compliance has been corrected.**

**In addition, selling an unrepaired affected motorcycle or scooter is a direct violation of your Suzuki dealer agreement and may lead to additional sanctions.**

### What is the defect?

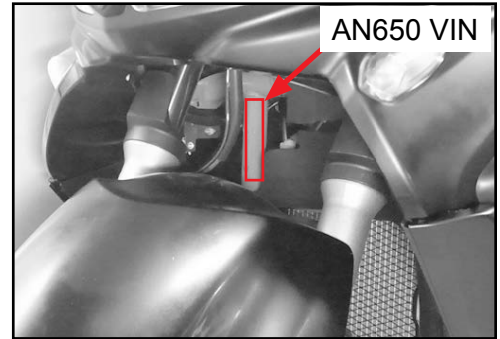
Contamination from component production and storage, combined with manufacturing variations, may result in excessive tappet and camshaft wear within the engines of the affected motorcycles and scooters. The excessive wear may result in engine stalling, increasing the risk of a crash. The excessive wear can also affect emissions performance, so this recall is being conducted as both a Safety Recall Campaign and an Emissions Recall Campaign.

<u>Affected Models</u>	<u>Model Year</u>	<u>VIN Range</u>
DL650A	2012	JS1VP56A*C2103954 ~ JS1VP56A*C2104577
DL650A	2013	JS1VP56A*D2100007 ~ JS1VP56A*D2102764
DL650A/AA	2014	JS1VP56A*E2100004 ~ JS1VP56A*E2101894
SFV650	2013	JS1VP55A*D2100008 ~ JS1VP55A*D2101317
SFV650	2014	JS1VP55A*E2100005 ~ JS1VP55A*E2100236
AN650	2013	JS1CP51B*D2100013 ~ JS1CP51B*D2100989
AN650	2014	JS1CP51B*E2100213 ~ JS1CP51B*E2100412

**Verify if the vehicle is affected by the safety recall:**

Confirm the recall status by checking the vehicle identification number (VIN) against the Vehicle Master in Suzuki Connect to see if the vehicle is eligible for the campaign inspection or replacement procedure. If you have a question regarding vehicle eligibility, contact your Suzuki Technical Service Manager or call Tech-Line at (714) 996-7480.

<b><u>Model</u></b>	<b><u>VIN Location</u></b>
DL650	Right side of the steering head
SFV650	Right side of the steering head
AN650	Right side of the frame downtube



**What your dealership will do:**

**NOTE:**

*See the inspection and repair instructions on pages 9-10.*

**For units with less than 2,500 miles on the odometer:**

- 1) Replace the tappets, camshafts and gaskets, and adjust the valve clearance to specification.
- 2) Apply a completion sticker to the vehicle as shown on page 10 of this bulletin.
- 3) California dealers only: Complete a Vehicle Emission Recall - Proof of Correction certificate and give it to the customer at the time of delivery.
- 4) Submit a warranty claim.

**For units with more than 2,500 miles on the odometer:**

- 1) Inspect the clearance for the intake and exhaust valves, then refer to the flow chart on page 5 and select the appropriate repair action based on your inspection results.
- 2) Apply a completion sticker to the vehicle as shown on page 10 of this bulletin.
- 3) California dealers only: Complete a Vehicle Emission Recall - Proof of Correction certificate and give it to the customer at the time of delivery.
- 4) Submit a warranty claim.

***IMPORTANT NOTICE FOR CALIFORNIA DEALERS***

**The California Air Resources Board requires that all applicable emission recall campaigns be completed prior to California registration renewal. If the owner does not have this recall performed, they will not be able to renew their California vehicle registration.**

**After completing the recall service, your Service Department must give each owner a “Proof of Correction” certificate. If required, the owner must present this certificate to the Department of Motor Vehicles when renewing their California registration.**

**What Suzuki Motor of America, Inc., will do:**

During the week of February 1, 2016, Suzuki Motor of America, Inc., will mail notifications to owners of affected vehicles for whom we have information. The notice instructs the customer to contact a Suzuki dealer to schedule an appointment for the repair.

If you have sold an affected vehicle to a customer prior to receiving this bulletin and have not made the repair, please contact the customer immediately to arrange for the vehicle to be returned to your dealership for this Safety Recall Campaign.

With each gasket set that you order for the repair (described on the following pages), you will also receive 1 repair completion sticker and 1 Vehicle Emission Recall - Proof of Correction certificate. This will include a letter explaining what to do with these items. (See page 10 for more information.)

**Ordering parts for the Safety Recall Campaign:**

- Parts are available now.
- Use the normal parts ordering procedure to order parts needed for units in your inventory or customer units in your shop for service.
- If you have questions regarding your parts order, please contact National Parts Coordination at (714) 854-2165.

<b>PARTS ORDERING INFORMATION</b>			
<b>Model</b>	<b>Part Description</b>	<b>Part Number</b>	<b>Qty. Required</b>
<b>DL650 SFV650</b>	<b>DL650/SFV650 Gasket Set</b> Includes: Gasket, Cylinder Head Cover (2) Washer, Cylinder Head Cover (4) Cushion, Head Cover Bolt (2) Gasket (16x22x2) (1) O-Ring (1)	11170-19810-RX0	1 Required for each affected unit
<b>AN650</b>	<b>AN650 Gasket Set</b> Includes: Gasket, Cylinder Head Cover (1) Washer, Cylinder Head Cover (4) O-Ring (1)	11170-10810-RX0	1 Required for each affected unit

**ADDITIONAL PARTS ORDERING INFORMATION**

<b>Model</b>	<b>Part Description</b>	<b>Part Number</b>	<b>Qty. Required</b>
<b>DL650</b>	DL650 Tappet Set  Camshaft, Intake Front (1) Camshaft, Exhaust Front (1) Camshaft, Intake Rear (1) Camshaft, Exhaust Rear (1) Tappet (8) Gasket, Tensioner Adjuster (2) Gasket, Tensioner Adjuster (2) Connector, Muffler (2) Gasket, Exhaust Pipe (1) Gasket (1) Washer (1) Clamp (L:145) (1) Clamp (L:120) (1) Nut (1) Nut (1)	12800-11810-RX0	1  <i>Only required under certain conditions – see the inspection and repair instructions on page 10</i>  (Max Order Qty: 2)
<b>SFV650</b>	SFV650 Tappet Set  Camshaft, Intake Front (1) Camshaft, Exhaust Front (1) Camshaft, Intake Rear (1) Camshaft, Exhaust Rear (1) Tappet (8) Gasket, Tensioner Adjuster (2) Gasket, Tensioner Adjuster (2)	12800-44810-RX0	1  <i>Only required under certain conditions – see the inspection and repair instructions on page 10</i>  (Max Order Qty: 2)
<b>AN650</b>	AN650 Tappet Set  Camshaft, Intake (1) Camshaft, Exhaust (1) Tappet (8) Gasket (6.2x13x1.2) (2) Tool, Chain Tensioner Lock (1)	12800-10810-RX0	1  <i>Only required under certain conditions – see the inspection and repair instructions on page 10</i>  (Max Order Qty: 2)

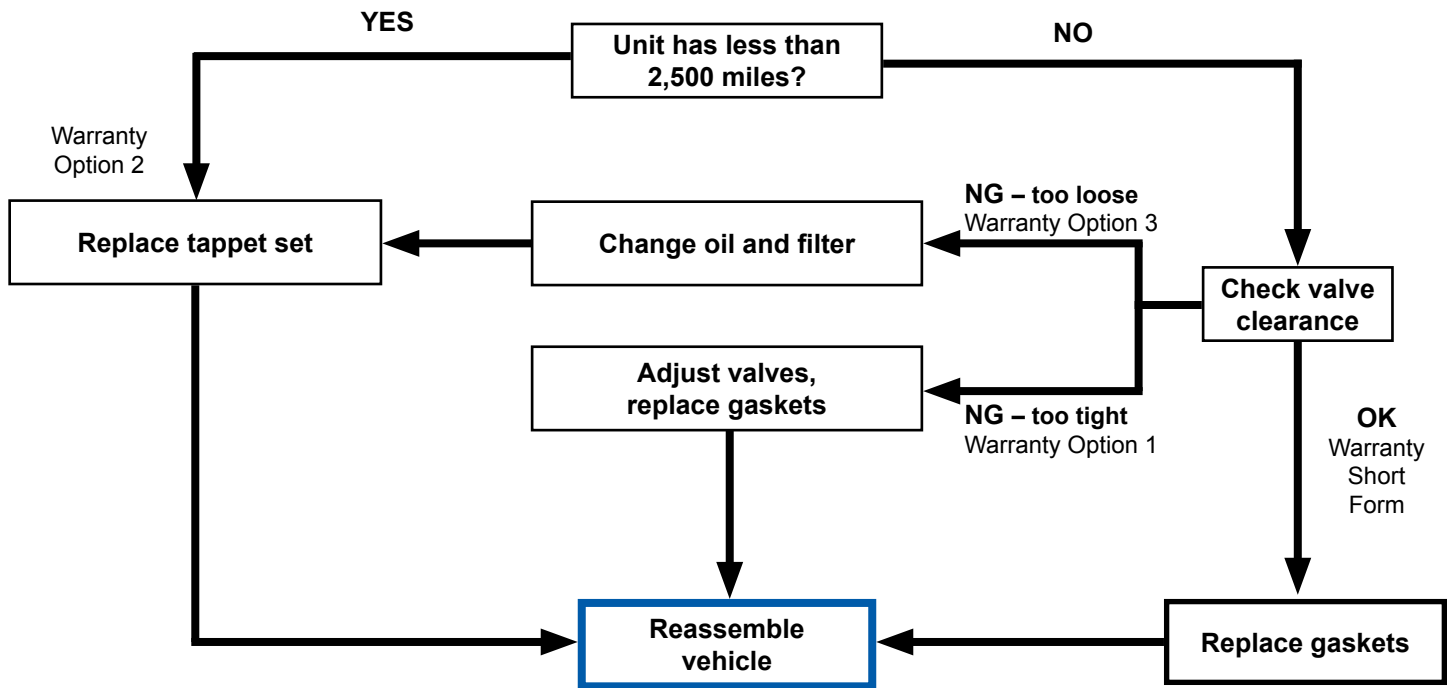
**NOTE:**

Order individual shims as needed through the Suzuki Connect parts ordering system.

When replacing the tappets and camshafts on the AN650 and DL650, you will also require two quarts of Suzuki Long Life Coolant, P/N 99950-06015. See "Warranty claim processing" on page 5 for warranty reimbursement.

**Inspection procedure flow chart:**

Carefully review the chart below, then follow the inspection and repair instructions on pages 9-10.



*NOTE:*  
Contact your TSM if you observe any unusual component wear.

**Warranty claim processing:**

Submit a warranty claim for each Tappet Inspection Recall Campaign service immediately upon completion. This campaign requires you to file a warranty claim using ONE of the methods described on the following pages.

<b>DL650</b>	<b>Short Form</b>	<b>Long Campaign Option 1</b>	<b>Long Campaign Option 2</b>	<b>Long Campaign Option 3</b>
<b>You will be reimbursed for:</b>	For units with <u>more</u> than 2,500 miles with valve clearances that are satisfactory:  Gasket set, 2 quarts Suzuki Long Life Coolant, 1.9 hours labor	For units with <u>more</u> than 2,500 miles with valve clearances that are "too tight" or below the limit:  Valve Inspection & Adjustment (Gasket set, any required shims, 2 quarts of Suzuki Long Life Coolant, 7.2 hours labor)	For units with <u>less</u> than 2,500 miles:  Tappet Replacement (Gasket set, tappet set, any required shims, 2 quarts of Suzuki Long Life Coolant, 6.8 hours labor)	For units with <u>more</u> than 2,500 miles with valve clearances that are "too loose" or exceed the limit:  Valve Inspection & Tappet Replacement (Gasket set, tappet set, any required shims, 2 quarts of Suzuki Long Life Coolant, engine oil and filter, 7.2 hours labor)
<b>CLAIM INFORMATION:</b>				
CLAIM NUMBER:	XXXXX.X (Dealer enters number)	XXXXX.X (Dealer enters number)	XXXXX.X (Dealer enters number)	XXXXX.X (Dealer enters number)
ENTRY TYPE:	VIN, Model/Frame or Control (Dealer chooses)	VIN, Model/Frame or Control (Dealer chooses)	VIN, Model/Frame or Control (Dealer chooses)	VIN, Model/Frame or Control (Dealer chooses)
REPAIR DATE:	Enter date of repair	Enter date of repair	Enter date of repair	Enter date of repair
MILEAGE:	Enter mileage at date repair	Enter mileage at repair date	Enter mileage at repair date	Enter mileage at repair date
CAMPAIGN NUMBER:	2A50	2A50	2A50	2A50
LABOR OPERATION:				
LABOR TIME:		7.2 HR	6.8 HR	7.2 HR
<b>PARTS INFORMATION:</b>				
REPLACEMENT PART:		11170-19810-RX0 (Qty 1)	11170-19810-RX0 (Qty 1)	11170-19810-RX0 (Qty 1)
ADDITIONAL PARTS:		99950-06015 (Qty 2)	12800-11810-RX0 (Qty 1)	12800-11810-RX0 (Qty 1)
		List valve shims as required	99954-06015 (Qty 2)	99954-06015 (Qty 2)
		Other parts as authorized	List valve shims as required	16510-07J00 (Qty 1)
			Other parts as authorized	List valve shims as required
				Other parts as authorized
<b>SUBLET:</b>				
AMOUNT:				44.00
INVOICE:				2A50
DESCRIPTION:				Oil change
<b>FAILURE DESCRIPTION:</b>				
DESCRIPTION OF DEFECT:		DL650 Tappet Inspection	DL650 Tappet Replacement	DL650 Tappet Replacement
DESCRIPTION OF REPAIR:		Performed recall repair as required per Service Bulletin	Performed recall repair as required per Service Bulletin	Performed recall repair as required per Service Bulletin

<b>SFV650</b>	<b>Short Form</b>	<b>Long Campaign Option 1</b>	<b>Long Campaign Option 2</b>	<b>Long Campaign Option 3</b>
<b>You will be reimbursed for:</b>	For units with <u>more</u> than 2,500 miles with valve clearances that are satisfactory:  Gasket set, 1.2 hours labor	For units with <u>more</u> than 2,500 miles with valve clearances that are "too tight" or below the limit:  Valve Inspection & Adjustment (Gasket set, any required shims, 4.3 hours labor)	For units with <u>less</u> than 2,500 miles:  Tappet Replacement (Gasket set, tappet set, any required shims, 4.0 hours labor)	For units with <u>more</u> than 2,500 miles with valve clearances that are "too loose" or exceed the limit:  Valve Inspection & Tappet Replacement (Gasket set, tappet set, any required shims, engine oil and filter, 4.3 hours labor)
<b>CLAIM INFORMATION:</b>				
CLAIM NUMBER:	XXXXX.X (Dealer enters number)	XXXXX.X (Dealer enters number)	XXXXX.X (Dealer enters number)	XXXXX.X (Dealer enters number)
ENTRY TYPE:	VIN, Model/Frame or Control (Dealer chooses)	VIN, Model/Frame or Control (Dealer chooses)	VIN, Model/Frame or Control (Dealer chooses)	VIN, Model/Frame or Control (Dealer chooses)
REPAIR DATE:	Enter date of repair	Enter date of repair	Enter date of repair	Enter date of repair
MILEAGE:	Enter mileage at date repair	Enter mileage at repair date	Enter mileage at repair date	Enter mileage at repair date
CAMPAIGN NUMBER:	2A51	2A51	2A51	2A51
LABOR OPERATION:				
LABOR TIME:		4.3 HR	4.0 HR	4.3 HR
<b>PARTS INFORMATION:</b>				
REPLACEMENT PART:		11170-19810-RX0 (Qty 1)	11170-19810-RX0 (Qty 1)	11170-19810-RX0 (Qty 1)
ADDITIONAL PARTS:		List valve shims as required	12800-44810-RX0 (Qty 1)	12800-44810-RX0 (Qty 1)
		Other parts as authorized	List valve shims as required	16510-07J00 (Qty 1)
			Other parts as authorized	List valve shims as required
				Other parts as authorized
<b>SUBLET:</b>				
AMOUNT:				44.00
INVOICE:				2A51
DESCRIPTION:				Oil Change
<b>FAILURE DESCRIPTION:</b>				
DESCRIPTION OF DEFECT:		SFV650 Tappet Inspection	SFV650 Tappet Replacement	SFV650 Tappet Replacement
DESCRIPTION OF REPAIR:		Performed recall repair as required per Service Bulletin	Performed recall repair as required per Service Bulletin	Performed recall repair as required per Service Bulletin

<b>AN650</b>	<b>Short Form</b>	<b>Long Campaign Option 1</b>	<b>Long Campaign Option 2</b>	<b>Long Campaign Option 3</b>
<b>You will be reimbursed for:</b>	For units with <u>more</u> than 2,500 miles with valve clearances that are satisfactory:  Gasket set, 2 quarts of Suzuki Long Life Coolant, 2.6 hours labor	For units with <u>more</u> than 2,500 miles with valve clearances that are "too tight" or below the limit:  Valve Inspection & Adjustment (Gasket set, any required shims, 2 quarts of Suzuki Long Life Coolant, 3.9 hours labor)	For units with <u>less</u> than 2,500 miles:  Tappet Replacement (Gasket set, tappet set, any required shims, 2 quarts of Suzuki Long Life Coolant, 3.6 hours labor)	For units with <u>more</u> than 2,500 miles with valve clearances that are "too loose" or exceed the limit:  Valve Inspection & Tappet Replacement (Gasket set, tappet set, any required shims, 2 quarts of Suzuki Long Life Coolant, engine oil and filter, 3.9 hours labor)
<b>CLAIM INFORMATION:</b>				
CLAIM NUMBER:	XXXXX.X (Dealer enters number)	XXXXX.X (Dealer enters number)	XXXXX.X (Dealer enters number)	XXXXX.X (Dealer enters number)
ENTRY TYPE:	VIN, Model/Frame or Control (Dealer chooses)	VIN, Model/Frame or Control (Dealer chooses)	VIN, Model/Frame or Control (Dealer chooses)	VIN, Model/Frame or Control (Dealer chooses)
REPAIR DATE:	Enter date of repair	Enter date of repair	Enter date of repair	Enter date of repair
MILEAGE:	Enter mileage at date repair	Enter mileage at repair date	Enter mileage at repair date	Enter mileage at repair date
CAMPAIGN NUMBER:	2A52	2A52	2A52	2A52
LABOR OPERATION:				
LABOR TIME:		3.9 HR	3.6 HR	3.9 HR
<b>PARTS INFORMATION:</b>				
REPLACEMENT PART:		11170-10810-RX0 (Qty 1)	11170-10810-RX0 (Qty 1)	11170-10810-RX0 (Qty 1)
ADDITIONAL PARTS:		99950-06015 (Qty 2)	12800-10810-RX0 (Qty 1)	12800-10810-RX0 (Qty 1)
		List valve shims as required	99950-06015 (Qty 2)	99950-06015 (Qty 2)
		Other parts as authorized	List valve shims as required	16510-07J00 (Qty 1)
			Other parts as authorized	List valve shims as required
				Other parts as authorized
<b>SUBLET:</b>				
AMOUNT:				44.00
INVOICE:				2A52
DESCRIPTION:				Oil Change
<b>FAILURE DESCRIPTION:</b>				
DESCRIPTION OF DEFECT:		AN650 Tappet Inspection	AN650 Tappet Replacement	AN650 Tappet Replacement
DESCRIPTION OF REPAIR:		Performed recall repair as required per Service Bulletin	Performed recall repair as required per Service Bulletin	Performed recall repair as required per Service Bulletin



**Inspection and repair instructions:**

- 1) As outlined in the flow chart on page 5, if the unit has less than 2,500 miles on the odometer: Replace the tappets, camshafts and gaskets, then adjust the valves.
- 2) If the unit has more than 2,500 miles on the odometer, inspect the valve clearance:
  - A) If the clearance is within specification, only replace the gasket set.
  - B) If the valve clearance is too tight, adjust the clearance and replace the gasket set.
  - C) If the valve clearance is too loose, replace the tappets, camshafts, gaskets, oil and filter.

Refer to the appropriate Service Manual sections below for removing bodywork and panels, inspecting valve adjustment, replacing tappets and replacing camshafts.

**2013-2014 AN650 Service Manual**

**Section**

Body removal and assembly	9D
Radiator removal and assembly	1F
Ignition coil and spark plug removal and installation	1H
Cylinder head removal and assembly	1D
Valve clearance inspection and adjustment	1D

**2012-2014 DL650 Service Manual**

**Section**

Seat, fuel tank cover, fuel tank side cover, body cowling removal and assembly	9D
Fuel tank removal and installation	1G
Radiator reservoir tank removal and installation	1F
Radiator removal and installation	1F
Spark plug removal and installation	1H
Cylinder head removal and assembly	1D
Valve clearance inspection and adjustment	0B

**2013-2014 SFV650 Service Manual**

**Section**

Seat and body cover removal and assembly	9D
Fuel tank removal and installation	1G
Spark plug removal and installation	1H
Cylinder head removal and assembly	0B
Valve clearance inspection and adjustment	1D

**Repair completion sticker installation:**

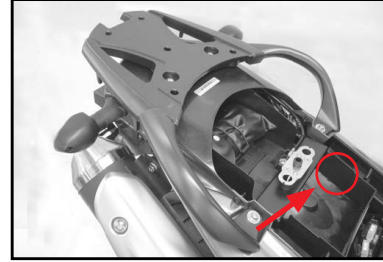
**For ALL dealers:**

Write your six-digit SUZUKI dealer number on the bottom half of a repair completion sticker using a permanent marker or pen with black ink. (For example, a Sharpie® brand with a fine point). Then attach the sticker to the vehicle as shown below.

**DL650**

DL650 (V-Strom 650)					
<b>2A50</b>					
Suzuki Dealer Number:					

*Attach the repair completion sticker as shown.*



**SFV650**

SFV650					
<b>2A51</b>					
Suzuki Dealer Number:					

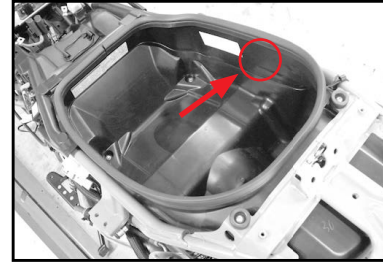
*Attach the repair completion sticker as shown.*



**AN650**

AN650 (Burgman 650)					
<b>2A52</b>					
Suzuki Dealer Number:					

*Attach the repair completion sticker as shown.*



**For California dealers:**

**In addition to attaching a repair completion sticker:**

- 1) Complete a Vehicle Emission Recall - Proof of Correction certificate and give it to your customer at the time of delivery.
- 2) Explain to your customer that it is important for them to save this certificate as they may need to provide it to the California Department of Motor Vehicles when renewing their vehicle registration.

If your dealership needs more repair completion stickers and/or Proof of Correction certificates, contact your Technical Service Manager or Tech-Line at (714) 996-7480, Option 4.

Vehicle Emission Recall - Proof of Correction					
License Number	Make	Model Year	Body Type	Vehicle Identification Number	
Manufacturer _____			Recall Number _____		
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.					
Dealer Name _____			Address, City, State and ZIP _____		
Date _____			Dealership's Authorized Signature _____		
Return this certificate to DMV <b>ONLY</b> when required. Otherwise, retain for your records.					



SUZUKI MOTOR OF AMERICA, INC.

# IMPORTANT SAFETY AND EMISSIONS RECALL

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)  
XXXXXXXXXXXXXXXXXXXX

February 1, 2016

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, and Environmental Protection Agency (EPA) and California Air Resources Board (CARB) regulations.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety and emissions regulations exists in certain 2012-2014 DL650 motorcycles, 2013-2014 SFV650 motorcycles and 2013-2014 AN650 scooters.

## IMPORTANT NOTICE FOR CALIFORNIA RESIDENTS

**The California Air Resources Board requires that all applicable emission recall campaigns be completed prior to California registration renewal. If you do not have this recall campaign performed, you will not be able to renew your California vehicle registration.**

**After completing the recall service, your California Suzuki dealer will give you a "Proof of Correction" certificate. If required, present this certificate to the Department of Motor Vehicles when renewing your California registration.**

### What is the defect?

Contamination from component production and storage, combined with manufacturing variations, may result in excessive tappet and camshaft wear within the engines of the affected motorcycles and scooters. The excessive wear may result in engine stalling, increasing the risk of a crash. The excessive wear can also affect emissions performance, so this recall is being conducted as both a Safety Recall Campaign and an Emissions Recall Campaign.

### What is Suzuki Motor of America, Inc., doing to correct the defect?

For motorcycles and scooters with 2,500 miles or more on the odometer, Suzuki dealers will inspect the valve clearances, and replace the tappets and camshafts, as necessary. All motorcycles and scooters with less than 2,500 miles on the odometer will have the tappets and camshafts replaced, since wear may not be evident. This procedure will take approximately 1 day to complete. Parts are available now, and there will be no charge to you for any recall service-related parts or labor.

### What you should do:

Make sure you are prepared for the recall service by taking the following steps:

- Before taking your vehicle to your dealer, contact them as soon as possible to make an appointment for the recall service. Be prepared to provide them with the VIN of your vehicle (provided at the top of this notice).
- Please take this notice to your dealer to help your dealer process your claim.

**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 Suzuki vehicle described in this notice, please complete and return the attached Change of Address/Ownership card to Suzuki Motor of America, Inc., and forward this recall information to the current owner (if known).

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Customer reimbursement for prior repairs related to this safety and emissions recall:**

If your motorcycle or scooter is included in this recall and you have paid for repairs related to unusual wear of the tappets and camshafts, 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.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of the last owner notification letter sent by Suzuki Motor of America, Inc.
- 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.

To apply for reimbursement:

- 1) Go to [www.suzukicycles.com](http://www.suzukicycles.com).
- 2) Select Safety Recalls at the lower right side of the home page.
- 3) When the page refreshes, select Recall Notification Letters.
- 4) Select Tappet Inspection Reimbursement.

**Emission Warranty Provision**

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined to be a lack of proper maintenance of your vehicle. Eligibility for the recall service will not be denied solely because you installed non-Suzuki parts or had repairs performed by someone other than an authorized Suzuki dealer.

**Who to contact if you experience problems:**

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the Tappet Inspection Safety and Emissions Recall Campaign. If you have any difficulty with this recall campaign, you may contact the Suzuki Motor of America, Inc., Customer Service Department for assistance at (714) 572-1490 during the hours of 7:00 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 Motorcycle Dealer, please visit [www.suzukicycles.com](http://www.suzukicycles.com) and click on the "FIND A DEALER" tab, which is located in the upper right corner of our website.

If you believe that Suzuki Motor of America, Inc., has failed to provide the recall 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](http://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.

Sincerely,

Suzuki Motor of America, Inc.