



AMERICAN SUZUKI MOTOR CORPORATION
MOTORCYCLE

September 7, 2005

SAFETY RECALL CAMPAIGN
ALL 2003 AND CERTAIN 2004 AN400 & AN650 BURGMAN SCOOTERS
IGNITION SWITCH TERMINAL CASE REPLACEMENT

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in all 2003 and certain 2004 model year AN400 and AN650 Burgman scooters. Suzuki Motor Corporation is conducting a voluntary Safety Recall Campaign. According to our records, you are the owner of one of these scooters.

What is the problem?

Suzuki Motor Corporation has determined that if the operator fails to fully turn the ignition switch from the "OFF" to the "ON" position, there may be unstable contact between the ignition switch contacts. This can cause arcing in the ignition switch. Heat from the arcing can melt the internal switch base plate. If the scooter is ridden in this condition, the ignition switch may fail. If this happens, the engine will stall, the lights will go out, and the operator may be unable to restart the scooter. This could result in a crash without prior warning.

▲ WARNING

**SUZUKI STRONGLY RECOMMENDS THAT YOU DO NOT RIDE YOUR
AFFECTED 2003 OR 2004 MODEL YEAR AN400 OR AN650
BURGMAN SCOOTER UNTIL THE REPAIR HAS BEEN COMPLETED**

To minimize the risk of injury or death, do not ride, or allow anyone else to ride, your scooter. If you must ride your scooter before the recall service is completed, make certain that the ignition switch is completely in the "ON" position. Schedule this repair as soon as possible.

What is Suzuki doing to solve the problem?

The repair consists of replacing the ignition switch terminal case assembly. Repair time is approximately 1 hour and will be done at no cost to you for parts or labor.

How do I receive the fastest possible service?

Suzuki understands that your riding time is precious. Our suggestion is to work closely with your authorized dealer to get your scooter's recall service scheduled and performed as quickly as possible. Schedule an appointment for the recall service to be performed. Parts are currently available. It will be necessary for your dealer to order the parts. It may be necessary to leave your scooter with the dealer overnight, so check with your dealer.

When you pick up your repaired scooter, please allow a few extra minutes for your dealer to prepair and complete the necessary warranty paperwork with you.

How do I receive the fastest possible service (cont.)

If you have special circumstances, discuss them with your Suzuki dealer. Suzuki understands that some customers may have difficult circumstances to overcome in bringing their scooter to the dealership for repair. We have asked your Suzuki dealer to work closely and flexibly with you to arrange alternative, but reasonable solutions for your special requests. Please remember however, that each dealership has its own limitations in providing special assistance due to staff size, available time and dealership location. Your dealer can also consult with Suzuki on other alternatives.

Questions & Answers

Your Suzuki dealer has been provided specific and complete instructions regarding this recall service. Please call your dealer if you have any questions. Your local Suzuki dealer can provide the fastest responses to your questions or concerns about the recall service. Your dealer can also contact Suzuki on your behalf if you have a unique question or concern.

If you have difficulty having the recall service performed on your scooter you may contact the American Suzuki Customer Service Department for assistance at 714-572-1490. You will need to have your Vehicle Identification Number ready when calling.

If you believe that (1) Suzuki or your Suzuki dealer has failed to or is unable to perform the recall service without charge, or (2) you believe Suzuki has failed to or is unable to perform the recall procedure to your vehicle within 60 days after you first brought your vehicle to your Suzuki dealer after September 7, 2005 you may submit a complaint to the Administrator, National Highway Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Locating an alternate dealer

Suzuki dealers can be located on the internet at www.suzukicycles.com or by calling 1 (800) 828-7433

Customer Reimbursement

If your scooter is included in the recall and you have paid for the repair or replacement of the ignition switch assembly, you may be eligible for full or partial reimbursement. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of the safety recall are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate time allowance.
- An owner will not be eligible for reimbursement if the expenses for repairs are performed more than 10 days after the date of this letter.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Your authorized Suzuki dealer will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

To obtain information or request reimbursement, contact your Suzuki dealer or the American Suzuki Motor Corporation, Motorcycle Customer Service Department, PO Box 1100, Brea, CA 92822-1100, or call (714) 527-1490. You will need to have your Vehicle Identification Number ready when calling.

We thank you for your prompt attention to completing this recall service on your Suzuki scooter. We apologize for any inconvenience this campaign causes you. Your safety, satisfaction and riding enjoyment are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation