



SUZUKI MOTOR OF AMERICA, INC.

## IMPORTANT SAFETY RECALL

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

XXXXXXXXXXXXXXXXXXXX

October 26, 2018

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 relating to motor vehicle safety exists in certain 2017 - 2018 DL650A/XA, 2018 GSX-S750/ZA, and 2017 - 2018 GSX-R1000/A/R/Z motorcycles.

### **What is the defect?**

On certain 2017 - 2018 DL650A/XA, 2018 GSX-S750/ZA, and 2017 - 2018 GSX-R1000/A/R/Z motorcycles, the fuel pump O-ring may have been twisted during the fuel pump installation process. A twisted fuel pump O-ring can have reduced sealing performance, which can cause a fuel leak. In the presence of an ignition source, leaked fuel can cause a fire.

To correct this, Suzuki Motor of America, Inc. (Suzuki) is conducting a safety recall campaign to replace the fuel pump O-ring set on affected motorcycles.

### **What is Suzuki doing to correct the defect?**

Your Suzuki dealer will replace the fuel pump O-ring set. Depending on which model you own, this procedure will take approximately 30 to 90 minutes 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 motorcycle 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 motorcycle (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 motorcycle 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 motorcycle 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 recall campaign:**

If your motorcycle is included in this recall campaign and you have paid for a replacement fuel pump O-ring set, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

- Only repairs made to address the symptom that led to this service campaign 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 this notice.
- 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, contact Suzuki Motor of America's Customer Service Department at (714) 572-1490.

**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 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 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](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.