



IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki V-STROM 800DE or 800DE Adventure Motorcycle

July 29, 2024

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 2023 and 2024 model-year V-STROM 800DE and 800DE Adventure motorcycles and original-equipment rear tires for this motorcycle that were sold as replacement parts. According to our records, you own one of the motorcycles affected by this recall.

What is the problem?

Affected motorcycles may have been equipped with a rear tire that can develop cracking or other deformation of the tire tread. Under continued use, portions of the tire tread may separate from the tire structure and impact overall vehicle dynamics. This can increase the risk of a crash.

What is Suzuki Motor USA, LLC (Suzuki) doing to solve the problem?

Suzuki is analyzing the issue and is working to develop the necessary repair part as soon as possible. Suzuki will mail you another letter when recall service parts will be available. When the recall part is available, the recall service will be performed by a Suzuki dealer at no cost to you for parts and labor.

What you should do:

If the original rear tire is still mounted, **STOP RIDING** the motorcycle and do not allow anyone else to ride your motorcycle until the recall service rear tire has been installed. If you have a unique circumstance related to this notification, please 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 motorcycle's vehicle identification number (VIN) ready when calling.

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.

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 motorcycle's VIN ready when calling.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to www.nhtsa.gov.

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 V-STROM 800DE or 800DE Adventure motorcycle.

Sincerely,

Suzuki Motor USA, LLC.