



AMERICAN SUZUKI MOTOR CORPORATION
MOTORCYCLE

November 16, 2007

**SAFETY RECALL CAMPAIGN #2099
ALL 2004 - 2007 GS500FK4-K7 MODELS
REAR FENDER REFLECTOR 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 all 2004-2007 GS500F motorcycles fail to conform to Federal Motor Vehicle Safety Standard No.108, *Lamps, reflective devices, and associated equipment*. Suzuki Motor Corporation is conducting a voluntary Safety Recall Campaign. According to our records, you are the owner of one of these motorcycles.

What is the problem?

Suzuki Motor Corporation has determined that reflectors used during the assembly of all 2004 - 2007 GS500FK4-K7 model motorcycles do not comply with Federal Motor Vehicle Safety Standards. The reflectors performance at some measurement angles is less than required by the standard. It is possible that this could contribute to a following motorist's not noticing the motorcycle in darkness, which may contribute to a rear-end crash.

▲ WARNING

**SUZUKI RECOMMENDS THAT YOU DO NOT RIDE YOUR AFFECTED
2004 - 2007 GS500FK4-K7 MOTORCYCLE AFTER DARK UNTIL THE REPAIR HAS
BEEN COMPLETED**

To minimize the risk of injury or death, we recommend that you do not ride, or allow anyone else to ride, your motorcycle after dark until your motorcycle has been repaired by your Suzuki dealer.

What is Suzuki doing to solve the problem?

Suzuki is recalling affected units for the installation of an improved rear fender reflector. Repair time is approximately 10 minutes 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 Suzuki dealer to get your motorcycle's recall service scheduled and performed as quickly as possible. Schedule an appointment for the recall service to be performed. Parts are currently available for dealer ordering. It may be necessary to leave your motorcycle with the dealer overnight, so check with your dealer.

When you pick up your repaired motorcycle, please allow a few extra minutes for your dealer to prepare and complete the necessary warranty paperwork with you. 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 motorcycle 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 motorcycle 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) 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 November 16, 2007 you may submit a complaint to the Administrator, 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: 1-800-424-9153); 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 motorcycle is included in the recall and you have paid for the repair or replacement of the rear fender reflector, 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 incurred more than 10 days after the date of the last owner notification letter sent by Suzuki.
- Reimbursement claims may also be excluded when you do not submit adequate documentation. 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) 572-1490. 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 motorcycle. We apologize for any inconvenience this campaign causes you. Your safety, satisfaction, and riding enjoyment are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation