



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

This Notice Applies to Your Motorcycle VIN

October 17, 2014

Dear Suzuki Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in 2011-2014 GSX-R750/Z, 2009-2014 GSX-R1000, and 2013-2014 GSX-R1000Z Suzuki motorcycles.

What is the problem?

If the motorcycle rider does not upshift the transmission correctly, a missed shift can occur, resulting in a neutral condition and associated high engine speed. If the rider tries to recover from the missed shift by upshifting without disengaging the clutch, a very large torque is applied to the drive sprocket. This will cause the upper part of the drive chain to immediately experience very high tension, which can result in the left-side of the rear axle shaft moving forward and damaging the left-side drive chain adjuster, which may result in the chain derailing from the sprocket. If the drive chain comes off the sprocket while the motorcycle is being operated, engine power will not be transmitted to the rear wheel. This may result in loss of control of the motorcycle, and can increase the risk of a crash.

For your safety and customer satisfaction, we are initiating a safety recall campaign to replace the drive chain adjuster(s).

⚠ WARNING

Operating your motorcycle without having the recall service performed may increase the risk of a crash.

To minimize the risk of a crash, do not ride or allow anyone else to ride your motorcycle until this recall service has been completed.

What is Suzuki Motor of America, Inc. doing to solve the problem?

Your dealer will replace the drive chain adjuster(s) and the axle nut. This procedure will take approximately 30 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 set up an appointment for the recall service.
- We suggest that you bring this letter and the enclosed card to your dealer to help your dealer process your claim.
- If you have additional questions, please visit <http://www.suzukicycles.com/recalls.aspx> to read the *2011-2014 GSX-R750 and 2009-2014 GSX-R1000 Drive Chain Adjuster Frequently Asked Questions*.

What to do if you receive this letter in error:

This notice was mailed to you according to the most current information we have available. If you no longer own the Suzuki motorcycle described in this letter, please complete and return the enclosed postage-paid 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 drive chain adjuster replacement:

If your motorcycle is included in the recall and you have paid for replacement of the drive chain adjuster(s) or other repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. **To request reimbursement for a previous repair, contact your Suzuki dealer.**

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.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the drive chain adjuster replacement campaign. If you have any difficulty with this recall campaign, you may contact the Suzuki Motor of America Customer Service Department for assistance using the direct Customer Service telephone line at (714) 572-1490 during the hours of 8:30 AM to 4:30 PM Pacific Time. Please have your Vehicle Identification Number (VIN) ready when calling. You may also leave a brief message at (800) 444-5077 and a representative from the Suzuki Motor of America Customer Service Department will contact you.

If you believe that Suzuki Motor of America 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

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety, satisfaction and riding pleasure are important priorities for Suzuki.

Sincerely,

Suzuki Motor of America, Inc.