



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

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

June 5, 2019

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 2018 - 2019 Suzuki UH200A (Burgman 200) scooters.

What is the problem?

The holes for the rivets that fasten the component parts of the continuously variable transmission (CVT) movable driven face (drive plate) have a shape that may cause the rivet connections to be insufficient. Continued use of the scooter with this condition may allow excessive stress to be applied to the rivet connections when accelerating, and the drive plate of the CVT may break while riding. If the drive plate of the CVT breaks while riding, the scooter will lose power to the rear wheel, increasing the risk of a crash.

WARNING

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

If must ride your scooter before this safety recall service has been completed, be aware that the drive plate of the continuously variable transmission (CVT) may break while riding. If the drive plate of the CVT breaks while riding, the scooter will lose power to the rear wheel, increasing the risk of a crash.

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

Your dealer will replace the CVT drive plate set. This procedure will take approximately one hour to complete. Parts are available now, and there will be no charge to you for this recall repair, parts and labor.

What you should do:

- Before taking your scooter to your dealer, contact them to set up an appointment for the recall repair.
- We suggest that you bring this letter and the enclosed card 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 scooter 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 vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Customer reimbursement for repairs prior to this Safety Recall Notification:

If your scooter is included in this recall and you have paid for repairs for breakage of the CVT movable drive plate, you may be eligible for full or partial reimbursement. This reimbursement plan covers 2018-2019 Suzuki UH200A scooters.

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 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:

- 1) Go to www.suzukicycles.com.
- 2) Select Safety Recalls at the lower right side of the home page.
- 3) When the page refreshes, select Recall Notification Letters.
- 4) Select *2018 - 2019 Safety Recall UH200A CVT Drive Plate Replacement Reimbursement*.

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 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.

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.