

CUSTOMER NOTIFICATION LETTER



SUZUKI MOTOR OF AMERICA, INC.

## IMPORTANT SAFETY RECALL

This Notice Applies to Your Motorcycle VIN: JS1VP56A\_XXXXXXXX

May 26, 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 2014 DL650A V-Strom motorcycles.

### **What is the problem?**

On some 2014 Suzuki DL650A V-Strom motorcycles, a link on the drive chain may not have been riveted properly. If a link becomes disconnected, the drive chain can come off the sprockets while the motorcycle is being operated and engine power will not be transmitted to the rear wheel. This can 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 inspect the affected drive chain.

### **▲ 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 doing to solve the problem?**

Your dealer will inspect the drive chain on your 2014 Suzuki DL650A V-Strom motorcycle. If the drive chain has a link that is not riveted properly, your dealer will install a new chain, and front and rear sprockets on your motorcycle.

This procedure will take approximately two hours 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.

**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.

**Who to contact if you experience problems:**

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the 2014 DL650A Drive Chain Safety Recall 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](http://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.