



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT EMISSIONS RECALL

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

October 22, 2018

Dear Suzuki Owner:

Suzuki is conducting an Emissions Recall Campaign involving certain 2018 GSX250R motorcycles, and is sending you this notice in accordance with Environmental Protection Agency (EPA) and/or California Air Resources Board (CARB) regulations.

What is the problem?

In certain 2018 GSX250R models, the onboard diagnostic programming (OBD) in the engine control module (ECM) may incorrectly detect a malfunction of the oxygen sensor, even though the sensor is working correctly, causing the malfunction indicator lamp (MIL) to turn on. To correct this, Suzuki Motor of America, Inc. (Suzuki) is conducting an emissions recall campaign to replace the ECM on affected motorcycles.

IMPORTANT NOTICE FOR CALIFORNIA RESIDENTS

The California Air Resources Board requires that all applicable emission recall campaigns be completed prior to California registration renewal. If you do not have this recall campaign performed, you will not be able to renew your California vehicle registration.

After completing the recall service, your California Suzuki dealer will give you a "Proof of Correction" certificate. If required, present this certificate to the Department of Motor Vehicles when renewing your California registration.

What is Suzuki doing to correct the problem?

Your Suzuki dealer will replace the ECM with a new one. This procedure will take approximately 1 hour or less 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 make an appointment for the recall service. Be prepared to provide them with the VIN of your motorcycle (provided at the top of this notice).
- Please take this notice 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 motorcycle 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 motorcycle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Customer reimbursement for prior repairs related to this emissions recall campaign:

If your motorcycle is included in this recall campaign and you have paid for a replacement ECM, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

- Only repairs made to address the symptom that led to this service campaign 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, contact Suzuki Motor of America's Customer Service Department at (714) 572-1490.

Emission Warranty Provision:

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your motorcycle serviced as soon as possible. Failure to do so could be determined to be a lack of proper maintenance of your motorcycle. Eligibility for the recall service will not be denied solely because you installed non-Suzuki parts or had repairs performed by someone other than an authorized Suzuki dealer.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this Emissions 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.

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your satisfaction is an important priority for us.

Sincerely,

Suzuki Motor of America, Inc.