



AMERICAN SUZUKI MOTOR CORPORATION

November 30, 2006

700 DEC -1 P 3:29

Mr. Richard Boyd, Chief
Medium Heavy Duty Vehicle Division
Office of Defects Investigation
U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC. 20590

Re: NVS-214jry
PE06-043

Dear Mr. Boyd:

On behalf of Suzuki Motor Corporation and American Suzuki Motor Corporation (collectively referred to as "Suzuki"), this responds to your letter dated October 26, 2006, which requests information to assist in the National Highway Traffic Safety Administration's ("NHTSA's") investigation (PE06-043) relating to complaints received by NHTSA alleging incidents of 2006 model year VZR1800 motorcycles falling off the side stand without warning while parked.

Your requests and our corresponding replies are provided below.

1. State, by model and model year, the number of subject vehicles Suzuki has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Suzuki, state the following:
 - a. Vehicle identification number (VIN);
 - b. Model Year;
 - c. Model;
 - d. Date of manufacture;
 - e. Warranty coverage start date;
 - f. Original purchaser first and last name; and
 - g. The selling dealer Suzuki identification number (i.e., 239224, 241415, etc.).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See the attached CD-ROM, titled "PE06-043 IR Attachments", for

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a pre-formatted template illustrating the requested information format.

Suzuki Motor Corporation (SMC) has manufactured a total of 4,735 2006 model year VZR1800K6 motorcycles for sale in the United States by American Suzuki Motor Corporation (ASMC). Enclosed is a CD-ROM containing a table in Microsoft Access 2000 format entitled "Production Data" which contains the requested information for each subject motorcycle.

2. *State the number of each of the following, received by Suzuki, or of which Suzuki is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:*
 - a. *Consumer complaints;*
 - b. *Field reports, including dealer field reports;*
 - c. *Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury and/or notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle;*
 - d. *Property damage claims;*
 - e. *Third-party arbitration proceedings where Suzuki is or was a party to the arbitration; and*
 - f. *Lawsuits, both pending and closed, where Suzuki is or was a defendant or codefendant.*

For subparts "a" through "d", state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e. a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f", provide a summary description of the alleged problem and causal and contributing factors and Suzuki's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action, as well as the caption,

court, docket number, and date on which the complaint or other document initiating the action was filed.

ASMC has identified three consumer complaints which may relate to the alleged defect in the subject motorcycles. ASMC has not identified any of the following which may relate to the alleged defect in the subject motorcycles: field reports; reports involving a crash, injury, or fatality; property damage claims; third-party arbitration proceedings; or lawsuits.

3. *Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:*
 - a. *Suzuki's file number or other identifier used;*
 - b. *The category of the item, as identified in Request No. 2 (i.e. consumer complaint, field report, etc.);*
 - c. *Vehicle owner name, address, and telephone number;*
 - d. *Vehicle's VIN;*
 - e. *Vehicle model year;*
 - f. *Vehicle's mileage at time of incident;*
 - g. *Incident date;*
 - h. *Report or claim date;*
 - i. *Whether a crash is alleged;*
 - j. *Whether property damage is alleged;*
 - k. *Number of alleged injuries, if any; and*
 - l. *Number of alleged fatalities, if any.*

Provide this information in Microsoft Access 2000, or a compatible format, entitled "COMPLAINT DATA." See the attached CD-ROM, titled "PE06-043 IR Attachments" for a pre-formatted template illustrating the requested information format.

Enclosed is a CD-ROM containing a table in Microsoft Access 2000 format entitled "Complaint Data" which contains the requested information. The information provided in the table is based solely on information in the consumer complaint records. No effort has been made to provide additional details by searching other data sources.

4. *Produce copies of all documents related to each item within the scope of Request No. 2. Organize the*

documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Suzuki used for organizing the documents.

Attachment A contains copies of the 3 consumer complaint records identified by ASMC in responding to Request No. 2.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Suzuki to date that relate to, or may relate to, replacement of the subject components in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Suzuki's claim number;
- b. Vehicle owner and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's Suzuki identification number;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See the attached CD-ROM, titled "PE06-043 IR Attachments", for a pre-formatted template illustrating the requested information format.

In addition to the total counts requested above, provide Suzuki's assessment, by model and model year, of the number of claims within each of the counts given that relate to, or may relate to, the alleged defect.

ASMC has identified one regular warranty claim which may relate to the alleged defect in the subject motorcycles.

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Enclosed is a CD-ROM which contains the detailed warranty claim information requested by NHTSA. The warranty claim information is provided in a Microsoft Access 2000 table entitled "Warranty Claims".

6. *Describe in detail the search criteria used by Suzuki to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Suzuki on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage options(s) that Suzuki offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.*

ASMC conducted a search of its warranty records for all claims involving the subject motorcycles that identify any of the following part numbers as the failed part:

42310-48G00	Stand, Prop
09111-10058	Bolt
42321-03FK0	Nut
09443-14069	Spring, Inner
09443-19012	Spring, Outer
41100-48G00-019	Frame

The Limited Warranty for the subject motorcycles extends for a period of use of one year, with unlimited mileage. Enclosed is a copy of Suzuki's On-Road Motorcycle Limited Warranty Policy, which provides details of the warranty coverage.

7. *Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, and or the subject component, that Suzuki has issued to any dealers, regional or zones offices, field offices, fleet*

purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents, or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Suzuki is planning to issue within the next 120 days.

Suzuki has not issued any documents to dealers, regional or zone offices, field offices, fleet purchasers, or other entities that relate to, or may relate to, the alleged defect in the subject motorcycles. Suzuki does not have plans to issue any such documents within the next 120 days.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles, and or the subject component, that have been conducted, are being conducted, are planned, or being planned by, or for, Suzuki. For each such action, provide the following information:

- a. Action title or identifier;*
- b. The actual or planned start date;*
- c. The actual or expected end date;*
- d. Brief summary of the subject and objective of the action;*
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and*
- f. A brief summary of the findings and/or conclusions resulting from the action.*

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

Suzuki conducted a test during the vehicle development process to confirm compliance with SAE J1248, Performance Requirements for Parking Stability of Motorcycles. Following is a summary of the details of the test.

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- (1) a. Testing to confirm compliance with SAE J1248 NOV02, Performance Requirements for Parking Stability of Motorcycles
- b. Testing was started on October 1, 2005.
- c. Testing was completed on October 3, 2005.
- d. Testing was conducted using the test procedure in SAE J1101 NOV02, Test Procedures for Parking Stability of Motorcycles, to confirm compliance with the applicable requirements of SAE J1248 NOV02, Performance Requirements for Parking Stability of Motorcycles.
- e. This testing was conducted by SMC's Motorcycle/Outboard Quality Assurance Division.
- f. Testing confirmed that the VZR1800 motorcycle complies with the following requirements of SAE J1248 NOV02:

Minimum Required Tip Over Angle - 16 degrees toward
side stand

- 8 degrees away from
side stand

Minimum Required Roll Off Angle - 4 degrees forward

9. Describe all modifications or changes made by, or on behalf of, Suzuki in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect. For each such modification or change, provide the following information:

- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part number (service and engineering) of the original component;
- e. The part number (service and engineering) of the modified component;

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- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and
- h. Whether the modified component can be interchanged with earlier production components.

Suzuki has not made any changes, from the start of production to date, in the design or installation of the subject component.

- 10. Also, provide the above information for any modification or change that Suzuki is aware of which may be incorporated into vehicle production within the next 120 days.

No modifications or changes are planned to be incorporated into productions within the next 120 days.

- 11. Furnish Suzuki's assessment of the alleged defect in the subject vehicles, including:
 - a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning;
 - f. The reports included with this inquiry.

Based on the information available, Suzuki does not believe that a defect exists in the side stand or mounting structure/hardware of the subject motorcycles. ASMC has only received three consumer complaints and one warranty claim which may relate to the alleged defect. Two of the consumer complaints received by ASMC are for the same motorcycles identified in two of the owner reports (VOQs) provided to ASMC by NHTSA. One of these motorcycles (JS1VY53A862 [REDACTED]) was inspected by a Suzuki dealer and determined to have no problem. It is possible that the few owner reports received by NHTSA are the result of failure of the owners to properly park and fully extend the side stand as described in the owner's manual. Attached, for your

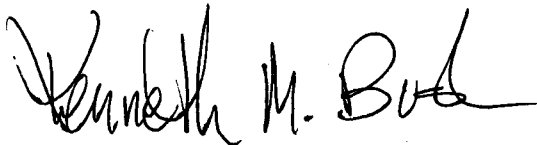
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reference, is a copy of the side stand use instructions and parking caution in the VZR1800 owner's manual.

Suzuki's response is based on searches of documents where information responsive to the agency's request would normally be found, as well as consultation with personnel who could reasonably be expected to have such information. Consequently, Suzuki's search did not include "... all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Suzuki (including all business units and persons previously referred to)..."

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION

A handwritten signature in black ink, appearing to read "Kenneth M. Bush". The signature is fluid and cursive, with the first name "Kenneth" being more prominent and the last name "Bush" following in a similar style.

Kenneth M. Bush

Associate Director, Government Relations

SIEBEL SR REPORT WITH VIN

SR #: 1-67259404	Product: VZR1800K6	Type: Consumer	Opened: 5/17/2006 1:16:35 PM
Dealer #: 250554	Year: 2006	System: Body	Closed: 5/18/2006 9:16:01 AM
Name: ALABAMA MOTORSPORTS INC	Model: VZR1800	Complaint Code: UNEVEN SURFACE OR	Owner: [REDACTED]
DBA: DBA ACTION MOTORSPORTS	VIN: JS1VY53A462 [REDACTED]	Defect:	Priority: 3B Incident - Out Of Service
Phone #: [REDACTED]	Engine #: 103203	Primary Cause: Unit Not At Dealership Yet	Severity: 5 - Out of service
Caller First Name: [REDACTED]	Purchase Date:	Incident Date:	Status: Closed
Caller Last Name: [REDACTED]	Odometer Reading:	Warranty Claim #:	Sub Status: Unassigned
	Primary Vehicle Contact:	PAS:	Goodwill Amount:

Description:

Customer claims that kickstand gave way causing damage to unit.

Comment:

S/R#: 1-67259404

Symptom: Customer says that kickstand of bike failed and the bike fell over causing damage

Inspection results: unit not at dealer yet

Problem Cause: Improper operation

Usage: n/a

Unit Condition: new

Action Taken: BL advised customer that ASMC is not responsible for damage to unit. Advised to take unit to dealer for inspection

Sample Parts: n/a

Attachments: n/a

SIEBEL SR REPORT WITH VIN

SR #: 1-68639662	Product: VZR1800K6	Type: Consumer	Opened: 5/30/2006 10:24:07 AM
Dealer #: 210722	Year: 2006	System: Frame	Closed: 11/7/2006 3:52:27 PM
Name: WHITTON ENTERPRIZES INC	Model: VZR1800	Complaint Code:	Owner: CMASCARENHAS
DBA: DBA HONDA OF FLORENCE	VIN: JS1VY53A76	Defect:	Priority: 2E New Model ☐ Information Pu
Phone #: 859/371-1212	Engine #: 103010	Primary Cause: Unit Not At Dealership Yet	Severity: 7 - Lowest-Info
Caller First Name: [REDACTED]	Purchase Date:	Incident Date: 5/30/2006 7:00:00 AM	Status: Closed
Caller Last Name: [REDACTED]	Odometer Reading:	Warranty Claim #:	Sub Status: Unassigned
	Primary Vehicle Contact:	PAS:	Goodwill Amount:

Description:

Cust. claims Bike fell over due faulty kickstand.

Comment:

Symptom: Cust. claims Bike fell over due faulty kickstand.

Inspection results: N/A

Problem Cause: Unknown

Usage: Pleasure

Unit Condition: Unknown

Action Taken: Referred cust. to see dealer cause of bike having tipped over - whether faulty kickstand or improperly parked.

Sample Parts: N/A

Attachments: N/A

SIEBEL SR REPORT WITH VIN

SR #: 1-68957554	Product: VZR1800K6	Type: Consumer	Opened: 5/31/2006 9:19:06 AM
Dealer #: 241695	Year: 2006	System: Body	Closed: 5/31/2006 1:01:04 PM
Name: SPOKES INC	Model: VZR1800	Complaint Code: IMPROPER APPEAR / P	Owner: [REDACTED]
DBA: DBA CYCLE WORLD	VIN: JS1VY53A862 [REDACTED]	Defect: [REDACTED]	Priority: 2D New Model ☐ Nuisance
Phone #: [REDACTED]	Engine #: 105141	Primary Cause: Unit Not At Dealership Yet	Severity: 7 - Lowest-Info
Caller First Name: [REDACTED]	Purchase Date: [REDACTED]	Incident Date: 5/31/2006 7:00:00 AM	Status: Closed
Caller Last Name: [REDACTED]	Odometer Reading: 545	Warranty Claim #: [REDACTED]	Sub Status: Unassigned
	Primary Vehicle Contact: [REDACTED]	PAS: [REDACTED]	Goodwill Amount: [REDACTED]

Description:

Bike fell off kick stand

Comment:

Customer Complaint: Bike fell of kick stand

Symptom: damaged parts

Inspection results: N/A

Problem Cause: N/A

Usage: Recreational

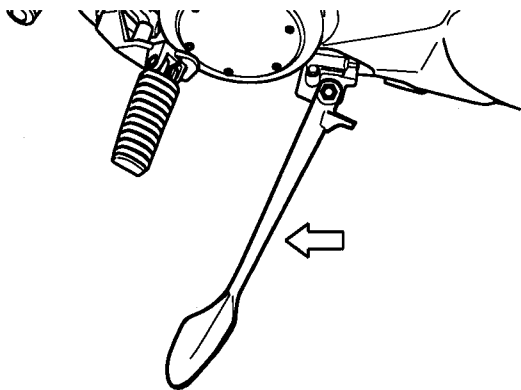
Unit Condition: New

Action Taken: Customer will be taking unit into selling dealer to be inspected, just wanted situation to be Doc.

Sample Parts: N/A

Attachments: N/A

SIDE STAND



The motorcycle has a side stand. To place the motorcycle on the side stand, place your right foot on the end of the side stand and push down firmly until the stand pivots fully through its arc and comes to rest against it stop.

An interlock system is provided to cut off the ignition circuit when the side stand is down and the transmission is in any gear other than neutral.

The side stand/ignition interlock system works as follows:

- If the side stand is down and the transmission is in gear, the engine cannot be started.
- If the engine is running and the transmission is shifted into gear with the side stand down, the engine will stop running.
- If the engine is running and the side stand is put down with the transmission in gear, the engine will stop running.

⚠ WARNING

Riding with the side stand incompletely retracted can result in an accident when you turn left.

- Check operation of the side stand/ignition interlock system before riding.
- Always retract the side stand completely before starting off.

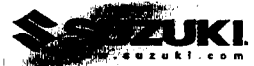
CAUTION

Park the motorcycle on firm, level ground to help prevent it from falling over.

If you must park on an incline, aim the front of the motorcycle uphill and put the transmission into 1st gear to reduce the possibility of rolling off the side stand.



ON-ROAD MOTORCYCLE LIMITED WARRANTY POLICY



DEALER CONTACT INFORMATION

If you have any questions regarding your new Suzuki On-Road Motorcycle, your dealer will be glad to assist you. Please record your dealer's contact information here:

Dealer Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Ph#: _____

Contact Person: _____

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Introduction

Thank you for your purchase of a Suzuki motorcycle. Suzuki makes some of the finest vehicles in the world, and we back our products with a warranty that we intend to be clear and fair, and supports you and your Suzuki product.

Every Suzuki motorcycle undergoes numerous and detailed inspections during the manufacturing process. American Suzuki Motor Corporation requires its dealers to examine vehicles such as yours several times before your first ride: at the time of vehicle assembly from its shipping container; at the time the vehicle is serviced for its first test ride; and after the dealer's test ride. These inspections are described on your copy of the Certificate of Vehicle Pre-delivery that the dealer provided you when he sold you your vehicle. The reason for all of these inspections is to make sure that your vehicle is as perfect as possible at the time of your purchase.

Though your Suzuki vehicle was manufactured using state-of-the-art manufacturing processes, backed by decades of experience in motorcycle design and development, it is still possible that a problem might occur. We do our very best to make sure that this cannot happen, but sometimes it does.

If a problem should occur with your vehicle after you buy it, American Suzuki supports your vehicle with a Limited Warranty Policy that ensures that any defects in factory workmanship or materials reported within the warranty period of the vehicle will be repaired as promptly as possible, at no cost to you for parts or labor.

This Suzuki Limited Warranty Policy Booklet describes what conditions are covered by the vehicle warranty, and which conditions are not.

If you have read this booklet and still have a question, ask your dealer's Service Manager, or Owner. If they cannot answer your question, please contact American Suzuki, using the information contained in the Suzuki Limited Warranty Policy.

Welcome to the Suzuki family. We hope that you enjoy every minute you spend with your new Suzuki motorcycle.

SUZUKI ON-ROAD MOTORCYCLE LIMITED WARRANTY 1995 and Later Models

WHAT IS COVERED

American Suzuki Motor Corporation provides a limited warranty for each Suzuki on-road (street-legal) motorcycle that it distributes to, and that is purchased from, an authorized American Suzuki Motor Corporation motorcycle dealer. With regard to those vehicles, American Suzuki warrants that each vehicle is free from defects in materials and factory workmanship, subject to the following exclusions, obligations and limitations. This warranty policy applies to all 1995 and later model Suzuki on-road motorcycles.

If an eligible defect is found, the needed repairs will be performed at no charge to you for parts or labor. Warranty repairs may be made at any authorized American Suzuki Motor Corporation motorcycle dealer in the continental United States of America. Any needed parts replacement will be made using new or remanufactured genuine Suzuki parts. If parts for the warranty repair must be ordered, you will not be required to leave your vehicle in the dealer during the order period.

Your selling Suzuki dealer is responsible for the correct assembly and pre-delivery servicing of your on-road motorcycle, and will provide you with a signed and completed copy of the Certificate of Vehicle Pre-Delivery. This document describes the operations that the dealer has performed in the preparation of your vehicle for sale.

SUZUKI VEHICLE LIMITED WARRANTY PERIODS

All warranty periods begin on the date that the vehicle is first delivered to you, or placed into dealer service, such as in the case of a dealer demonstrator.

ON-ROAD MOTORCYCLE WARRANTY PERIOD (1995 and later Models)

12 Months, Unlimited Mileage

DEMONSTRATORS

If you purchased a Suzuki On-Road motorcycle that was used as a dealer or American Suzuki demonstration motorcycle, it will have a

different warranty period than that of a new motorcycle. The selling dealer will inform you of the applicable warranty period for your vehicle.

WARRANTY TRANSFER

This warranty is transferable to subsequent purchasers of the on-road motorcycle if American Suzuki Motor Corporation is notified in writing of the new owner's name and address information.

WHAT IS NOT COVERED

Routine service or periodic maintenance such as tune-ups, oil changes and service checks are your responsibility to pay for and have done, and are not covered by this warranty.

Repairs to your vehicle for failures that occurred after the expiration date of the warranty period.

Damage to the vehicle that is not our fault, such as damage caused by accidents or carelessness.

Damage caused by misuse, abuse, or unreasonable or improper vehicle operation, such as intentional burning or spinning of the rear tire, shifting gears improperly, overloading of the vehicle, operating the vehicle with the front wheel aloft, or overheating the vehicle's engine by operating the vehicle in incorrect gears for vehicle speeds.

Damage caused by negligence, such as operation of the vehicle with insufficient, incorrect, or excessive oil, fuel, coolant, or brake fluid.

Damage caused by alterations or modifications not approved by American Suzuki, such as use of non-Suzuki Genuine Parts or Accessories, or modifications that would change the original vehicle specifications.

Damage to the vehicle from competition, such as racing.

Damage to the vehicle that is caused by insufficient or improperly performed maintenance or repairs, such as not performing maintenance at the intervals required in the Owner's Manual, or the use of chemical cleaners that damage the finish of the vehicle.

Damage to the vehicle caused by improper storage, such as weathered or faded finishes, rusting, or corrosion of metal components.

Wearing or deterioration of components subject to normal wear during normal vehicle operation, such as tires, brake pads or linings, drive chains and sprockets, clutch plates, body components, spark plugs, any rubber components, with the exception of oil seals, and fuel, oil and air filters.

APPLICATION EXCLUSIONS

On-road motorcycles that are used for racing, commercial, rental or law enforcement purposes are excluded from any warranty coverage, and are sold "AS IS".

LIMITATIONS

This warranty does not cover incidental or consequential damage, such as damage to personal gear or property, rental of a replacement vehicle, transportation of your vehicle to an authorized dealer for repair, expenses incurred from the loss of use of the vehicle, or your inconvenience.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

YOUR RESPONSIBILITIES

You must operate and maintain your on-road motorcycle in a normal manner, following the recommendations described in the vehicle's Owner's Manual. Depending upon your application or climate, some vehicles may require more frequent or additional maintenance than that described in the Owner's Manual. While an Authorized Suzuki Motorcycle Dealer is trained and equipped to perform servicing of your vehicle, periodic maintenance may be performed by anyone qualified to do so.

Suzuki reserves the right to deny warranty coverage if the vehicle has not been properly maintained. Be sure to document periodic maintenance to your vehicle. When requesting warranty repair consideration, you may be requested to provide evidence that proper maintenance has been performed.

OBTAINING WARRANTY REPAIRS

If your on-road motorcycle requires a warranty repair, it is your responsibility to take your vehicle to an authorized Suzuki motorcycle dealer for repair. Your dealer will perform the necessary repairs or adjustments within a reasonable amount of time, and will provide you with a copy of the repair order for your records.

Any parts replaced under coverage of this limited warranty become the property of American Suzuki.

SPECIAL ASSISTANCE

Should you have a question or problem concerning the limited warranty or the servicing of your on-road motorcycle, please follow these procedures, in the following sequence, for the fastest possible response:

1. Bring your problem to the attention of the dealership's Service Manager, and allow the manager the opportunity to resolve your concern.
2. If you still have a concern, fully explain the situation to the General Manager or Owner of the dealership. Ask for their cooperation and assistance in resolving your concerns. These individuals are in the very best position to assist you, as they are vitally concerned with your satisfaction and future business.
3. If you request us to do so, American Suzuki will assist you by contacting the authorized Suzuki dealer regarding any inquiry related to service or warranty concerns. We will speak to the Owner, General Manager, Service Manager or Technician to learn all of the relevant facts, before making any decisions. This process will be performed as quickly as possible, a certain amount of time must be allowed for us to thoroughly investigate the facts of the situation.

When contacting American Suzuki, we urge you to write rather than call, so that you can provide us with a detailed description of your concern. You may also call the American Suzuki Customer Service Department. The address and phone numbers are:

American Suzuki Motor Corporation
Motorcycle / ATV Customer Relations
P.O. Box 1100
Brea, CA 92822-1100
Phone: (714) 572-1490
Fax: (714) 970-6005

We will require some information to investigate your problem: the model, frame number, mileage, event dates, dealer name and the dealer personnel consulted, your problem or question, and any modifications or accessories your vehicle has that might be related to the problem.

Your State may require that you notify American Suzuki Motor Corporation of a problem in writing prior to seeking assistance through legislated remedies, such as under Repair/Replace laws. If so, please use the above address.

SUZUKI MAKES NO PROMISES OR WARRANTIES OTHER THAN THOSE PROMISES MADE IN THIS LIMITED WARRANTY.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE LIMITATIONS MAY NOT APPLY.

THIS WARRANTY GIVES YOU SOME SPECIFIC RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY, FROM STATE TO STATE.

SUZUKI DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER WARRANTY, OBLIGATION, OR LIABILITY IN CONNECTION WITH THESE PRODUCTS.

Suzuki Motorcycle Limited Noise Emissions Warranty

American Suzuki Motor Corporation (P.O. Box 1100, Brea, CA, 92822-1100) warrants to the first and each subsequent purchaser that each new Suzuki motorcycle distributed by American Suzuki in the United States or its possessions, was designed, built and equipped so as to conform at the time of initial sale with applicable U.S. E.P.A. noise regulations.

Suzuki Motorcycle Federal Emission Control System Limited Warranty

This Limited Warranty Applies To All Suzuki Street-Legal Emission Controlled Motorcycles

American Suzuki Motor Corporation warrants to the first and each subsequent purchaser of each Suzuki motorcycle sold in the United States or its possessions that was manufactured on or after January 1, 1978, and that included as standard equipment a headlight, taillight, and stoplight, that it was designed, built and equipped so as to conform at the time of initial sale with all U.S. emission standards applicable at the time of manufacture, and that it is free from defects in material and workmanship which cause it not to meet these standards within the time and mileage limits listed below.

WARRANTY COVERAGE TIME AND MILEAGE LIMITS

Class I	50cc - 169cc	5 years or 12,000km (7,456mi) whichever comes first
Class II	170cc - 279cc	5 years or 18,000km (11,185mi) whichever comes first
Class III	280cc or larger	5 years or 30,000km (18,641mi) whichever comes first

WHAT IS NOT COVERED BY THIS WARRANTY

This warranty does not cover the following:

Failures, other than those resulting from defects in materials and workmanship, which arise solely as a result of owner abuse and/or lack of maintenance such as:

- a. misuse
- b. accident
- c. failure to perform required maintenance services
- d. improperly performed maintenance
- e. use of replacement parts or accessories which do not conform to Suzuki specifications which adversely affect emission performance and/or durability
- f. racing
- g. renting
- h. tampering with the speedometer so that actual mileage cannot be readily determined

Also not covered are:

- a. replacement parts used in regular maintenance services (such as spark plugs, fuel lines, filters, lubricants, tappet shims)
- b. loss of time, inconvenience, or loss of use of the motorcycle or other consequential damages

Maintenance, Replacement, Or Repair Of The Emission Controlled Device And Systems May Be Performed By Any Motorcycle Repair Establishment Or Individual, Using Any Motorcycle Part Which Has Been Certified Under The Provisions Of The Clean Air Act, Section 207 (a) 2.

While maintenance service can be performed by any qualified service outlet, warranty service must be performed by an authorized Suzuki dealer during normal business hours. Receipts should be retained in the event questions arise concerning maintenance service.

Suzuki motorcycles which comply with U.S. emission regulations were designed, built, and tested using Genuine Suzuki Parts. Therefore, it is recommended that only Genuine Suzuki Parts be used for maintenance, replacement or repair.

The warranty obligations are not dependent upon the use of Suzuki Genuine Parts; however, if other than Genuine Suzuki Parts are used for maintenance, replacement or repair of components affecting emission control, the owner should assure himself that such parts are warranted by their manufacturer to be equivalent to Genuine Suzuki Parts in performance and durability.

WARRANTY LIMITATIONS

Any emission control systems warranty implied by law, including any warranty of merchantability or fitness for a particular purpose, is limited to the express emission control systems warranty terms stated in this warranty.

Some States Do Not Allow The Exclusion Or Limitation Of Incidental Or Consequential Damages, So The Preceding Limitations Or Exclusions May Not Apply To You.

Some States Do Not Allow Limitations On How Long An Implied Warranty Lasts, So The Above Limitations May Not Apply

This Limited Warranty Gives You Specific Legal Rights And You May Also Have Other Rights Which Vary From State To State.

If you have any questions regarding this warranty, please use the following contact information:

American Suzuki Motor Corporation
Motorcycle / ATV Customer Relations
P.O. Box 1100
Brea, CA 92622-1100
(714) 572-1490

Suzuki California Emission Control System Limited Warranty

This Limited Warranty Applies ONLY to Suzuki street-legal emission-controlled motorcycles certified for sale and registered in California.

WARRANTY COVERAGE

American Suzuki Motor Corporation warrants to the first and each subsequent purchaser of any 1991 and later model year Suzuki motorcycle certified for sale and registered in California, which includes as standard equipment a headlight, taillight, and stoplight, and which has an engine displacement of 50cc or more, that the motorcycle is:

- (1) Designed, built and equipped to conform with applicable regulations of the U.S. Environmental Protection Agency and the California Air Resources Board; and
- (2) Free from defects in material and workmanship which would cause it not to conform with applicable regulations within the applicable warranty period described below.

During the applicable warranty period, any authorized Suzuki motorcycle dealer will, at no cost to you, make the necessary diagnosis, repair, or replacement necessary to correct defects in the components listed under Covered Parts.

WARRANTY PERIODS

The warranty begins on the date the motorcycle is first delivered at retail or is first put into use as a demonstrator, whichever comes first, and continues for the applicable warranty period shown below.

Class I	50cc - 169cc	5 years or 12,000km (7,456mi) whichever comes first
Class II	170cc - 279cc	5 years or 18,000km (11,185mi) whichever comes first
Class III	280cc or larger	5 years or 30,000km (18,641mi) whichever comes first

COVERED PARTS

Listed below are parts which are covered by the California Emission Control System Warranty. Some of the parts listed below may require

scheduled replacement and are warranted up to the replacement interval.

Carburetor(s) and internal parts
Fuel Injection system and internal parts
Cold start enrichment system
Intake pipe(s)
Air suction system components
Spark advance mechanism, ignition coil and control module
Spark plugs and ignition wires
Crankcase ventilation system components
Evaporative emission control carbon canister and associated controls
Fuel Tank and filler cap
Emission-related sensors, switches, valves, hoses, clamps, fittings, tubes, sealing gaskets or devices, mounting hardware, and electronic controls used in the above systems.

WHAT IS NOT COVERED

Suzuki's obligations under the California Emission Control System Warranty do not apply to any of the following:

Conditions resulting from tampering, misuse, improper adjustments (unless they were made by an authorized Suzuki motorcycle dealer during a warranty repair), alteration, accident, failure to use the recommended fuel and oil, or not performing required maintenance services.

The replacement of maintenance parts after these parts have been replaced at their first required maintenance point.

Consequential damages such as loss of time, inconvenience, loss of use of the motorcycle, etc.

Any motorcycle on which the odometer reading has been changed so that the actual mileage cannot be readily determined.

Any non-Suzuki part or malfunctions of Suzuki parts due to the use of non-Suzuki parts.

MAINTENANCE AND REPAIRS

You are responsible for the proper use and maintenance of your motorcycle. You should keep all receipts and/or maintenance records

covering the performance of regular maintenance in the event that questions arise. These receipts and/or maintenance records should be transferred to each subsequent owner. Suzuki reserves the right to deny warranty coverage if the motorcycle has not been properly maintained. Warranty claims will not be denied, however, solely because of the lack of required maintenance or failure to keep maintenance records.

MAINTENANCE, REPLACEMENT OR REPAIR OF EMISSION CONTROL DEVICES AND SYSTEMS MAY BE PERFORMED BY ANY REPAIR ESTABLISHMENT OR INDIVIDUAL USING ANY PART. HOWEVER, WARRANTY REPAIRS (WHICH ARE PROVIDED AT NO COST TO YOU) MUST BE PERFORMED BY AN AUTHORIZED SUZUKI MOTORCYCLE DEALER (EXCEPT IN AN EMERGENCY SITUATION). THE USE OF PARTS THAT ARE NOT EQUIVALENT IN PERFORMANCE AND DURABILITY TO SUZUKI PARTS MAY IMPAIR THE EFFECTIVENESS OF THE EMISSION CONTROL SYSTEM AND HAVE A BEARING ON THE OUTCOME OF A WARRANTY CLAIM IF THESE PARTS CAUSE FAILURE TO WARRANTED PARTS.

If other than Suzuki parts are used for maintenance replacement or for the repair of components affecting emission control, you should assure yourself that such parts are warranted by their manufacturer to be equivalent to Suzuki parts in performance and durability. In an emergency situation (when a Suzuki motorcycle dealer is not reasonably available, a Suzuki part is not available for 30 days, or a repair is not completed in 30 days) you may have repairs performed by any repair establishment or individual using any equivalent part. For emergency repairs, Suzuki will reimburse you for the diagnosis, labor, and parts used (parts not to exceed the Suzuki retail price, and labor not to exceed the geographically appropriate hourly rate or Suzuki's recommended time allowance).

HOW TO MAKE A CLAIM

To make a claim under the California Emission Control System Warranty, bring your Suzuki motorcycle to any authorized Suzuki motorcycle dealer. If an emergency repair was performed, bring the replaced parts and a copy of the paid receipt to any authorized Suzuki dealer for reimbursement consideration.

This warranty is in addition to the applicable Suzuki Motorcycle Limited Warranty. If you have any questions regarding this warranty, use the following contact information:

American Suzuki Motor Corporation
Motorcycle / ATV Customer Relations
P.O. Box 1100
Brea, CA 92622-1100
(714) 572-1490

California Emission Control System Warranty Statement Your Warranty Rights and Obligations

**THIS PAGE SUMMARIZES THE COVERAGE PROVIDED BY
SUZUKI'S CALIFORNIA EMISSION CONTROL SYSTEM WARRANTY
AS DISPLAYED ABOVE. THIS SUMMARY IS REQUIRED BY THE
CALIFORNIA AIR RESOURCES BOARD**

The California Air Resources Board and American Suzuki Motor Corporation ("Suzuki") are pleased to explain the emission control system warranty on your 1991 or later model year motorcycle. In California, new motorcycles must be designed, built and equipped to meet the State's stringent anti-smog standards. Suzuki must warrant the emission control system on your motorcycle for the periods of time listed below, provided that there has been no abuse, neglect, or improper maintenance of your motorcycle.

Your emission control system may include parts such as the carburetor or fuel injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies. When a warrantable condition exists, Suzuki will repair your motorcycle at no cost to you, including diagnosis, parts and labor.

SUZUKI'S WARRANTY COVERAGE

For the applicable warranty period shown below, if an emission related part on your motorcycle is defective, the part will be repaired or replaced by Suzuki. This is your emission control system DEFECTS WARRANTY:

WARRANTY PERIODS

Class I	50cc - 169cc	5 years or 12,000km (7,456mi) whichever comes first
Class II.	170cc - 279cc	5 years or 18,000km (11,185mi) whichever comes first

Class III. 280cc or larger 5 years or 30,000km (18,641mi)
whichever comes first

OWNER'S WARRANTY RESPONSIBILITIES:

As the motorcycle owner, you are responsible for the performance of the required maintenance listed in your owner's manual. Suzuki recommends that you retain all receipts covering maintenance on your motorcycle. Suzuki cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your motorcycle to an authorized Suzuki motorcycle dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the motorcycle owner, you should also be aware that Suzuki may deny you warranty coverage if your motorcycle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact Suzuki's Customer Service Department at 1-714-572-1490, or the California Air Resources Board at 9528 Telstar Avenue, El Monte, Ca 91731.

MAINTENANCE RECORD

Your Suzuki On-Road Motorcycle requires periodic maintenance to ensure its reliable operation and performance. Please refer to your Owner's Manual for the exact maintenance operations required and the intervals at which they are to be performed.

For your convenience, a record of your vehicle's service may be recorded below:

1st Service DATE: _____ VEHICLE MILEAGE/TIME: _____ mi/hr

WORK PERFORMED: _____

TECHNICIAN: _____

2nd Service DATE: _____ VEHICLE MILEAGE/TIME: _____ mi/hr

WORK PERFORMED: _____

TECHNICIAN: _____

3rd Service DATE: _____ VEHICLE MILEAGE/TIME: _____ mi/hr

WORK PERFORMED: _____

TECHNICIAN: _____

4th Service DATE: _____ VEHICLE MILEAGE/TIME: _____ mi/hr

WORK PERFORMED: _____

TECHNICIAN: _____

5th Service DATE: _____ VEHICLE MILEAGE/TIME: _____ mi/hr

WORK PERFORMED: _____

TECHNICIAN: _____