



AMERICAN SUZUKI MOTOR CORPORATION

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2005 NOV -7 A 10: 24

November 4, 2005

OFFICE OF
DEFECTS INVESTIGATION

Mr. Ronald Medford
Senior Administrator for Vehicle Safety
National Highway Traffic Safety Administration
400 7th Street, S.W.
Washington, D.C. 20590

Dear Mr. Medford:

Subject: Recall Campaign No. 05V-497

Enclosed is a copy of American Suzuki Motor Corporation's final Service Bulletin for the subject recall campaign. This bulletin was mailed to all authorized Suzuki motorcycle dealers in the mainland U.S. on October 28, 2005.

Please contact me if you have any questions concerning this matter.

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION

A handwritten signature in black ink, appearing to read 'Kenneth M. Bush', written over the printed name.

Kenneth M. Bush
Associate Director
Government Relations



Service Bulletin

MOTORCYCLE / ATV DIVISION

4 - STROKE
GV/AN BULLETIN NO. 21
DATE: 10/28/2005

SAFETY RECALL CAMPAIGN 2005 AN650K5 BURGMAN SCOOTERS FUEL PUMP RETAINER RING REPLACEMENT

SUBJECT: RECALL CAMPAIGN - FUEL PUMP RETAINER RING REPLACEMENT

AFFECTED UNITS: Certain 2005 model year AN650 Burgman Scooters

REFERENCE: AN650 SERVICE MANUAL (PN 99500-36111-03E)

ATTACHMENT: CUSTOMER LETTER

NOTICE:

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 relating to motor vehicle safety exists in certain 2005 model year AN650K5 Burgman scooters.

Suzuki Motor Corporation has discovered that the fuel pump retainer ring may have been improperly installed. Suzuki Motor Corporation is conducting a voluntary Safety Recall Campaign.

STOP DELIVERY OF 2005 AN650 SCOOTERS IMMEDIATELY

DO NOT DELIVER an affected NEW or USED 2005 AN650 to a customer until you have completed, or verified completion of, the procedures in this bulletin.

It is a violation of Federal law to deliver any new vehicle subject to a safety recall campaign under a sale or lease until the defect or noncompliance has been corrected. You must verify this on the Suzuki "Certificate of Vehicle Pre-Delivery" form, which is to be completed for all new and used vehicle sales.

AFFECTED UNIT VIN RANGES & VERIFICATION:

The VIN range of the affected AN650 Burgman scooters are listed below. Confirmation of an affected unit can be checked on SCAT.

AN650K5	JS1CP51A*52101510 through JS1CP51A*52102276
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WHAT IS THE PROBLEM?

Suzuki Motor Corporation has determined that the fuel pump retainer ring may have been improperly installed during the assembly process, resulting in improper seating of the fuel pump retaining ring on the fuel tank due to misalignment of the threads. If the fuel pump retaining ring is not properly seated on the fuel tank, the fuel pump retaining ring could be deformed during normal expansion of the plastic fuel tank, resulting in insufficient sealing performance and fuel leakage. This could present a fire safety hazard and risk of injury or death.

CUSTOMER NOTIFICATION:

In the Safety Recall Campaign letter that will be mailed on November 3, 2005 (see attachment), customers are being advised to contact the Suzuki dealer where they purchased their Burgman scooter to schedule an appointment to have the fuel pump retainer replaced. As some customers may have moved to other communities since their Burgman scooter purchase, you may also receive calls from customers who purchased their scooter elsewhere. Once you are contacted by the owner of an affected Burgman scooter, please arrange to order the Safety Recall Campaign parts for the customer's scooter. Also, let your customers know that the Safety Recall Campaign service will be performed at no cost to them for parts and labor.

UNREGISTERED UNITS:

If your dealership sold an affected Burgman scooter to a customer, but has not yet submitted a SCAT registration, send the sales information to American Suzuki **AT ONCE**. We will send the customer an owner notification letter when we receive the sales information from your dealership.

Since only you know the identity of these customers, **you must immediately notify these customers of the Safety Recall Campaign**. Please telephone all of these customers and inform them of the need to stop riding their affected Burgman scooter.

ORDERING PARTS FOR THE SAFETY RECALL CAMPAIGN:

You will be responsible for ordering the fuel pump retaining ring parts for your customer's scooter using the part number below and your normal parts ordering methods.

FUEL PUMP RETAINING RING (Kit #99103-11202) \$9.28

Kit includes: Qty 1 Fuel pump retaining ring

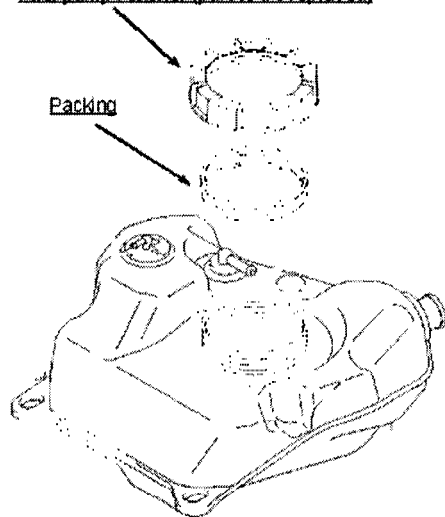


SPECIAL TOOL REQUIRED FOR THIS PROCEDURE:

As the fuel pump retaining ring is in a confined area, a Ring Locknut Wrench (PN 99103-11203) is needed to remove the retaining ring. American Suzuki will be shipping these tools (at no cost to your dealership for the tool or shipping) to dealers that have been invoiced for an affected unit. If your dealership has not been invoiced for an affected unit, use the part number above to order the tool (at no cost to your dealership for the tool or shipping) using your normal parts ordering methods.

Fuel pump retainer (part to be replaced)

Packing



WARRANTY REIMBURSEMENT & CLAIM INFORMATION:

The flat-rate time is 0.6 hours.

**RECALL CAMPAIGN
SCAT Short Form Instructions**

CLAIM NUMBER:	Dealer enters number
ENTRY TYPE:	Model, Frame
(Dealer Chooses)	Control Sequence
	VIN
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage on unit
CAMPAIGN:	2084

**RECALL CAMPAIGN
SCAT Long Form Instructions*****Claim Type for unit with ADDITIONAL time or parts required***

CLAIM NUMBER:	Dealer enters number
ENTRY TYPE:	Model, Frame
(Dealer Chooses)	Control Sequence
	VIN
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage on unit
CAMPAIGN:	2084
CAMPAIGN PART:	99103-11202
AUTH. NUMBER:	As approved by TECH-LINE
ADDTL. PART NUMBERS:	As approved by TECH-LINE
COMPLAINT CODE:	99
DEFECT CODE:	JG
LABOR OPERATION:	DH9999 (Paper claim only)
ADDTL. PART NUMBERS:	As approved by TECH-LINE
LABOR TIME:	0.6 hr or as approved by TECH-LINE
FAILURE DESCRIPTION:	REPLACE FUEL PUMP RETAINER RING AS PER BULLETIN GV/AN #21

IMPORTANT:

Successful completion of this safety recall campaign depends on your efforts. It is your responsibility to repair any Burgman scooter within the affected VIN range at no cost to the customer for recall service parts and labor. Incidental costs your customers may incur are not normally covered. However, if you have a customer with special needs, contact your Technical Service Manager (800/765-3251) to discuss possible solutions.

CUSTOMER SATISFACTION:

We understand and apologize for any inconvenience this recall campaign may cause you or your customers.

Thank you for your cooperation in conducting this very important campaign for your customers' safety and satisfaction.

⚠ WARNING

When working with the fuel system, make sure to work in a well ventilated area away from any flame or ignition sources. Store the vehicle in an area away from any flame or ignition sources.

FUEL PUMP RETAINING RING REPLACEMENT PROCEDURE:

Refer to the service manual for details that are not covered in this bulletin.

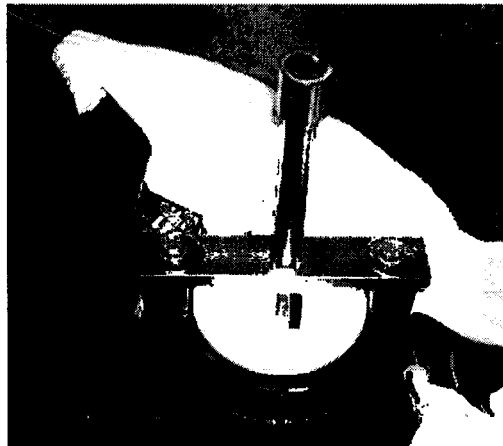
Disassembly;

1. Support the unit using the center stand on level ground.
2. Confirm the fuel level is less than half full. If it is more than half full, remove fuel from the fuel tank to prevent a fuel spill during the procedure. It is recommended to connect one end of the hose from special tool 09940-40220 to the fuel pump outlet and place the other end of the hose into a fuel container. Make sure the container can hold more than 4.0 US gallons. Turn the ignition switch on for a short period of time to cycle the fuel pump and remove fuel from the fuel tank. Attempting to remove the fuel pump retaining ring before the fuel has been removed may dislodge the packing from the fuel tank creating a hazardous spill. Save the fuel in a clean fuel container so it can be placed back into the fuel tank.
3. Lift the seat and remove the following items in order;
 - Remove the tool bag
 - Remove the starter relay and coupler from the battery cover (manual page 9-16)
 - Remove the battery cover clip and remove the battery cover (manual page 9-16)
 - Disconnect the battery negative $\ominus$ lead wire
 - Disconnect the battery positive $\oplus$ lead wire
 - Remove the battery
 - Remove the trunk box cover (manual page 9-16)
 - Disconnect the fuel pump/fuel level gauge coupler ① and the fuel feed hose ②
 - Disconnect the wire harness clamp and move the wire harness to the side



4. Using the special tool, remove the fuel pump retainer ring;
 - Place rags in the area to prevent scratching the frame and contain any fuel that may weep out
 - While holding the fuel pump to prevent it from turning, turn the wrench counterclockwise to loosen the retaining ring

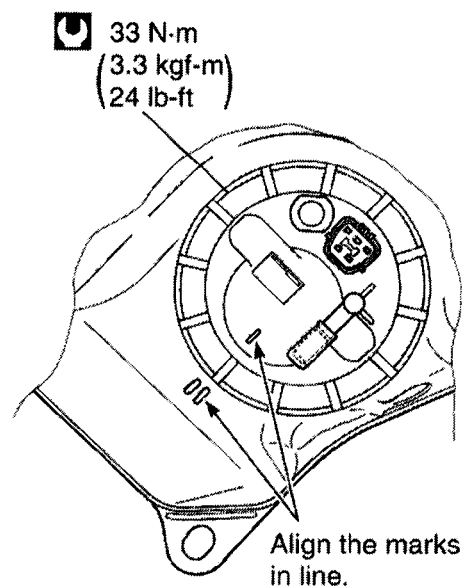
NOTE: Due to limited space, you may have to turn the wrench in 30° increments.



Assembly;

1. Install the new fuel pump retainer ring;
 - Align the marks as indicated
 - Tighten the retainer ring by hand to ensure the marks stay aligned
 - Using the special tool, tighten the retainer ring to the specified torque

NOTE: Due to limited space, you may have to turn the wrench in 30° increments.



2. Connect the fuel pump/fuel level gauge coupler ① and the fuel feed hose ②
3. Place the unit on the side stand and inspect for fuel leakage around the fuel pump retainer.

Replace the unit onto the center stand.

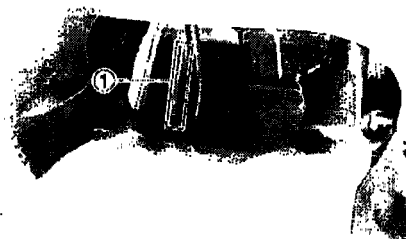


4. Punch mark the frame in the area just before the VIN ① as indicated.

Location of punch mark



• JS1CP51A*52101510



5. Reassemble the removed parts in reverse order and test ride the unit to confirm proper operation of all components.

AFFECTED DEPARTMENTS:

The following departments in your dealership should be notified of this information:

☒ Management ☒ Service ☒ Warranty ☒ Sales ☒ Parts ☒ Accessories

American Suzuki Motor Corporation
Technical Service Department
Motorcycle / ATV



AMERICAN SUZUKI MOTOR CORPORATION
MOTORCYCLE

November 3, 2005

**SAFETY RECALL CAMPAIGN
2005 AN650K5 BURGMAN SCOOTERS
FUEL PUMP RETAINER RING REPLACEMENT**

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 relating to motor vehicle safety exists in certain 2005 model year AN650K5 Burgman scooters.

What is the reason for this notice?

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety on certain 2005 model year AN650 Burgman scooters. Suzuki Motor Corporation is conducting a voluntary Safety Recall Campaign. According to our records, you are the owner of one of these scooters.

What is the problem?

Suzuki Motor Corporation has determined that the fuel pump retaining ring may have been improperly installed during the assembly process, resulting in improper seating of the fuel pump retaining ring on the fuel tank due to misalignment of the threads. If the fuel pump retaining ring is not properly seated on the fuel tank, the fuel pump retaining ring could be deformed during normal expansion of the plastic fuel tank, resulting in insufficient sealing performance and fuel leakage. This could present a fire safety hazard and risk of injury or death.

▲ WARNING

**SUZUKI STRONGLY RECOMMENDS THAT YOU DO NOT RIDE YOUR
AFFECTED 2005 MODEL YEAR AN650 BURGMAN SCOOTER UNTIL THE
REPAIR HAS BEEN COMPLETED**

To minimize the risk of injury or death, do not ride, or allow anyone else to ride, your scooter. If you must ride your scooter before the recall service is completed, make certain that the fuel tank is not more than half full at any given time. Schedule this repair as soon as possible.

What is Suzuki doing to solve the problem?

The repair consists of replacing the fuel pump retaining ring. Repair time is approximately 1 hour and will be done at no cost to you for parts or labor.

How do I receive the fastest possible service?

Suzuki understands that your riding time is precious. Our suggestion is to work closely with your authorized Suzuki dealer to get your scooter's recall service scheduled and performed as quickly as possible. Schedule an appointment for the recall service to be performed. Parts are currently available. It will be necessary for your dealer to order the parts. It may be necessary to leave your scooter with the dealer overnight, so check with your dealer.

When you pick up your repaired scooter, please allow a few extra minutes for your dealer to prepare and complete the necessary warranty paperwork with you.

CUSTOMER NOTIFICATION LETTER - Page Two of Two

How do I receive the fastest possible service (cont.)

If you have special circumstances, discuss them with your Suzuki dealer. Suzuki understands that some customers may have difficult circumstances to overcome in bringing their scooter to the dealership for repair. We have asked your Suzuki dealer to work closely and flexibly with you to arrange alternative, but reasonable solutions for your special requests. Please remember, however, that each dealership has its own limitations in providing special assistance due to staff size, available time, and dealership location. Your dealer can also consult with Suzuki on other alternatives.

Questions & Answers

Your Suzuki dealer has been provided specific and complete instructions regarding this recall service. Please call your dealer if you have any questions. Your local Suzuki dealer can provide the fastest responses to your questions or concerns about the recall service. Your dealer can also contact Suzuki on your behalf if you have a unique question or concern.

If you have difficulty having the recall service performed on your scooter you may contact the American Suzuki Customer Service Department for assistance at 714-572-1490. You will need to have your Vehicle Identification Number ready when calling.

If you believe that (1) Suzuki or your Suzuki dealer has failed to or is unable to perform the recall service without charge, or (2) Suzuki has failed to or is unable to perform the recall procedure to your vehicle within 60 days after you first brought your vehicle to your Suzuki dealer after November 3, 2005 you may submit a complaint to the Administrator, National Highway Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Locating an alternate dealer

Suzuki dealers can be located on the internet at www.suzukicycles.com or by calling 1 (800) 828-7433

Customer Reimbursement

If your scooter is included in the recall and you have paid for the repair or replacement of the fuel pump retainer ring, you may be eligible for full or partial reimbursement. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of the safety recall are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate time allowance.
- An owner will not be eligible for reimbursement if the expenses for repairs are performed more than 10 days after the date of this letter.
- Reimbursement claims may also be excluded when you do not submit adequate documentation. Your authorized Suzuki dealer will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

To obtain information or request reimbursement, contact your Suzuki dealer or the American Suzuki Motor Corporation Motorcycle Customer Service Department, PO Box 1100, Brea, CA 92822-1100, or call (714) 572-1490. You will need to have your Vehicle Identification Number ready when calling.

We thank you for your prompt attention to completing this recall service on your Suzuki scooter. We apologize for any inconvenience this campaign causes you. Your safety, satisfaction, and riding enjoyment are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation