



AMERICAN SUZUKI MOTOR CORPORATION

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DEFECTS INVESTIGATION

January 17, 2006

Mr. Daniel Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
400 7th Street, S.W.  
Washington, D.C. 20590

Dear Mr. Smith:

Subject: Recall Campaign No. 05V-566

Enclosed are copies of American Suzuki Motor Corporation's final Service Bulletin and final owner notification letter for the subject recall campaign.

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

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION

Kenneth M. Bush  
Associate Director  
Government Relations



# Service Bulletin

MOTORCYCLE / ATV DIVISION

4 - STROKE  
VS/VX/VZ/VL BULLETIN NO. 33  
DATE: 1/3/2006

**SAFETY RECALL CAMPAIGN**  
ALL 2005 AND CERTAIN 2006 VL800/T/Z BOULEVARD C50/T  
& VZ800 BOULEVARD M50 MOTORCYCLES  
IGNITION SWITCH INSPECTION/REPLACEMENT

**SUBJECT:** RECALL CAMPAIGN - IGNITION SWITCH INSPECTION/  
REPLACEMENT

**AFFECTED UNITS:** ALL 2005 and certain 2006 VL800/T/Z BOULEVARD C50/T and  
VZ800 BOULEVARD M50 motorcycles

**REFERENCE:** VL800 SERVICE MANUAL (PN 99500-38044-03E)  
VZ800 SERVICE MANUAL (PN 99500-38050-03E)

**ATTACHMENT:** CUSTOMER LETTER

## **WHAT IS THE PROBLEM?**

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 all 2005 and certain 2006 model year VL800/T/Z C50/T and VZ800 M50 motorcycles. Suzuki Motor Corporation is conducting a voluntary Safety Recall Campaign.

The ignition switch wiring harness may have been improperly routed at the time of production. If the wiring harness is not routed properly, it can rub against the clutch cable/throttle cable. Continued rubbing may eventually lead to a short circuit which may cause the engine to stall and/or the lights to go out. If the engine stalls the rider may be unable to restart it. This can increase the risk of a crash.

## **STOP DELIVERY OF 2005 ~ 2006 VL800/T/Z AND VZ800 MOTORCYCLES IMMEDIATELY**

**DO NOT DELIVER** an affected NEW or USED 2005 OR 2006 VL800/T/Z C50/T OR VZ800 M50 motorcycle 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.

## **WHAT WILL SUZUKI DO?**

Suzuki is recalling affected units for inspection of the ignition switch wiring harness. Suzuki will replace the lock set including the ignition switch if damage due to rubbing between the clutch cable/throttle cable and the ignition switch wiring harness is present. Instructions are provided in this bulletin for correct routing of the ignition switch wiring harness to prevent rubbing.

**AFFECTED UNIT VIN RANGES:**

The VIN ranges of the affected VL800/T/Z C50/T and VZ800 M50 models are listed below. Confirmation of an affected unit can be checked on SCAT.

VL800/T/ZK5 C50/T	JS1VS55A*52100020 through JS1VS55A*52117470
VL800/T/K6 C50/T	JS1VS55A*62100013 through JS1VS55A*62102646
VZ800K5 M50	JS1VS56A*52100031 through JS1VS56A*52105190
VZ800K6 M50	JS1VS56A*62100010 through JS1VS56A*62100763

Repair completion can be verified by inspecting the right side of the steering head pipe for an identification punch mark located after the Vehicle Identification Number.

**WHAT YOUR DEALERSHIP WILL DO:**

**CUSTOMER NOTIFICATION:**

In the Safety Recall Campaign letter that will be mailed on January 6, 2006 (see attachment), customers are being advised to contact the Suzuki dealer where they purchased their affected units to schedule an appointment to have the ignition switch wiring harness inspected. As some customers may have moved to other communities since their motorcycle purchase, you may also receive calls from customers who purchased their Suzuki elsewhere. Once you are contacted by the owner of an affected unit, please arrange an appointment for a recall inspection. 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 unit 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 motorcycle.

**ORDERING PARTS FOR THE SAFETY RECALL CAMPAIGN:**

You will be responsible for ordering the lock set and clutch cable/throttle cable if replacement is required for your customer's motorcycle using your normal parts ordering methods.

**IMPORTANT:**

Successful completion of this safety recall campaign depends on your efforts. It is your responsibility to repair any affected unit within the 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.

**REPAIR PROCEDURE:**

1. Remove rear and front seats. (Refer to VL800 Service Manual, Pages 7-2,3 and VZ800 Service Manual, Page 8-3)
2. Remove the bolt securing the rear of the fuel tank to the frame. Lift and slide the fuel tank approximately 50mm rearward. Protect the frame and side covers with a rag to prevent scratches. Note that the lead wires and fuel hoses are still connected. Pay attention to their connections and routing so as not to damage them. Keep the handlebars straight. Turning the handlebars right or left fully may hit the fuel tank and damage it.

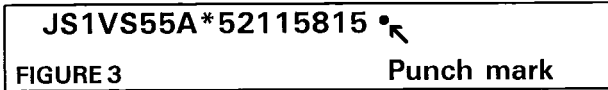
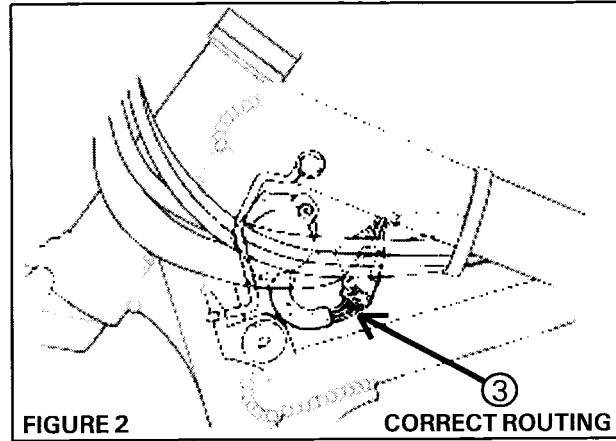
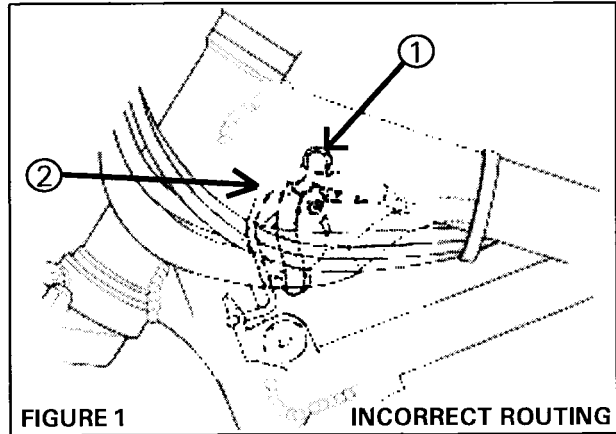
**REPAIR PROCEDURE CONTINUED:**

3. Remove ignition key and right side frame head cover. Remove left side frame head cover.
4. Inspect the ignition switch wiring harness ③ routing. If correct, re-install the frame head covers, fuel tank and front and rear seats. Proceed to Step 7.
5. If routing is incorrect, remove guide bolt ① and guide ② only. Inspect and re-route wires as shown in Figure 2.

If the protective covering over the ignition switch sub-harness is cut and the insulation of the lead wires is cut and/or abraded, replace the ignition switch and lock set. (Refer to VL800 Service Manual page 8-29 and VZ800 Service Manual page 9-35 for ignition switch replacement).

If the wire insulation is not cut and only the outer protective covering is damaged/cut, wrap the sub-harness with several wraps of electrical tape. In addition, if the clutch cable/throttle cable is damaged replace as necessary.

6. Re-install the cable guide, frame head covers, fuel tank and front and rear seats.
7. Turn on the ignition switch to confirm all of the electrical components are functioning properly (lights are working, engine starts and runs, etc.). Test ride the motorcycle.
8. Place an identification punch mark on the frame just after the Vehicle Identification Number per Figure 3 to confirm that the recall service has been completed. The VIN is located on the right side of the steering head pipe.



**WARRANTY REIMBURSEMENT & CLAIM INFORMATION:**

Use SCAT Short Form for inspection and re-routing only (no parts replacement). The flat-rate time for inspection and re-routing of the ignition switch wiring harness is 0.3 hr.

<b>RECALL CAMPAIGN IGNITION SWITCH INSPECTION/REPLACEMENT SCAT Short Form Instructions</b>	
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:	2085

**WARRANTY REIMBURSEMENT & CLAIM INFORMATION CONTINUED:**

The flat-rate time for inspection, re-routing, and lock set replacement is 1.0 hr.

<b>RECALL CAMPAIGN IGNITION SWITCH INSPECTION/REPLACEMENT SCAT Long Form Instructions</b>	
<i>Claim Type for unit with ADDITIONAL time or parts required</i>	
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:	2085
CAMPAIGN PART:	99103-11205
ADDTL. PART NUMBERS:	List All Parts Replaced
COMPLAINT CODE:	99
DEFECT CODE:	JH
LABOR OPERATION:	SF9999
LABOR TIME:	Inspection, re-routing, and lock set R&R 1.0 hr
FAILURE DESCRIPTION:	Performed Campaign Repair

*SCAT Long Form warranty claim entries with additional parts or labor require a prior authorization (PAS) code from TECH-LINE or your Technical Service Manager, or the SCAT system will not accept the claim.*

**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.

Only your conscientious action at the dealership level can lead to a successful campaign conclusion. Please remind your staff to be sympathetic and sensitive to your customers' feelings. Please extend Suzuki's apologies for any inconvenience this recall campaign may cause them.

**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

January 6, 2006

**SAFETY RECALL CAMPAIGN**  
**ALL 2005 AND CERTAIN 2006 VL800/T/Z BOULEVARD C50/T**  
**& VZ800 BOULEVARD M50 MOTORCYCLES**  
**IGNITION SWITCH INSPECTION/REPLACEMENT**

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**What is the reason for this notice?**

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in all 2005 and certain 2006 model year VL800/T/Z C50/T and VZ800 M50 motorcycles. Suzuki Motor Corporation is conducting a voluntary Safety Recall Campaign.

**What is the problem?**

The ignition switch wiring harness may have been improperly routed at the time of production. If the wiring harness is not routed properly, it can rub against the clutch cable/throttle cable. Continued rubbing may eventually lead to a short circuit which may cause the engine to stall and/or the lights to go out. If the engine stalls, you may be unable to restart it. If this happens, it will increase the chance you could be in a crash resulting in serious injury or death.

**▲ WARNING**

**SUZUKI STRONGLY RECOMMENDS THAT YOU DO NOT RIDE YOUR AFFECTED 2005 OR 2006 VL800/T/Z BOULEVARD C50/T OR VZ800 BOULEVARD M50 MOTORCYCLE UNTIL THE IGNITION SWITCH INSPECTION/REPLACEMENT HAS BEEN COMPLETED**  
To minimize the risk of injury or death, do not ride, or allow anyone else to ride, your 2005 or 2006 model year VL800/T/Z C50/T and VZ800 M50 until a Suzuki dealer has completed the recall service.

**What is Suzuki doing to solve the problem?**

The repair consists of thoroughly inspecting and re-routing the ignition switch wiring harness. If damage has occurred from rubbing, Suzuki will replace the lock set including the ignition switch along with the clutch cable/throttle cable if necessary. Repair time is approximately 1 hour and will be performed 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 dealer to get the recall service scheduled and performed on your motorcycle 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 motorcycle with the dealer overnight, so check with your dealer.

When you pick up your repaired motorcycle, 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 motorcycle 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 motorcycle 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) you believe 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 January 6, 2006 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](http://www.suzukicycles.com) or by calling 1(800) 828-7433.

### **Customer Reimbursement**

If your motorcycle is included in the recall and you have paid for the repair or replacement of the ignition switch, 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 adequate documentation is not submitted by the claimant. 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 motorcycle. We apologize for any inconvenience this campaign causes you. Your safety, satisfaction and riding enjoyment are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation