

Service Bulletin

MOTORCYCLE / ATV DIVISION

4 - STROKE
BULLETIN NO. SP/DR/GN/GZ/LS NO. 48
DATE: 11/7/2007

SAFETY RECALL CAMPAIGN #2A01 ALL 2002 - 2007 GZ250K2-K7 MODELS REFLECTOR SET REPLACEMENT

SUBJECT: RECALL CAMPAIGN - REFLECTOR SET REPLACEMENT

AFFECTED UNITS: All 2002 - 2007 GZ250K2-K7 models

REFERENCE: GZ250 SERVICE MANUAL (PN 99500-32109-03E)

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 all 2002-2007 GZ250 motorcycles fail to conform to Federal Motor Vehicle Safety Standard No.108, *Lamps, reflective devices, and associated equipment*. Suzuki Motor Corporation is conducting a voluntary Safety Recall Campaign.

▲ WARNING

STOP DELIVERY OF 2002 - 2007 GZ250K2-K7 MODEL MOTORCYCLES IMMEDIATELY

DO NOT DELIVER an affected **NEW** or **USED** 2002 - 2007 GZ250K2-K7 model 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 IS THE PROBLEM?

Suzuki Motor Corporation has determined that reflectors used during the assembly of all 2002 - 2007 GZ250K2-K7 model motorcycles do not comply with Federal Motor Vehicle Safety Standards. The reflectors performance at some measurement angles is less than required by the standard. It is possible that this could contribute to another motorist's not noticing the motorcycle in darkness, which may contribute to a crash.

WHAT WILL SUZUKI DO?

Suzuki will replace the reflector set with corrected parts on all affected models.

AFFECTED UNIT VIN RANGE:

The VIN ranges of the affected 2002 - 2007 GZ250K2-K7 motorcycles are listed below. (The "*" indicates the check digit)

Model	VIN Range
GZ250K2	VTTNJ48A*22100003 ~ VTTNJ48A*22103003
GZ250K3	VTTNJ48A*32100002 ~ VTTNJ48A*32102581
GZ250K4	VTTNJ48A*42100002 ~ VTTNJ48A*42101341
GZ250K5	VTTNJ48A*52100001 ~ VTTNJ48A*52102400
GZ250K6	VTTNJ48A*62100001 ~ VTTNJ48A*62103060
GZ250K7	VTTNJ48A*72100001 ~ VTTNJ48A*72103120

VERIFY THE UNIT REQUIRES THE RECALL REPAIR:

Before performing the recall to a unit, verify that the repair needs to be done. There are two ways to identify a unit that has already been repaired.

1. Check the repair status by checking the Vehicle History in the Suzuki Connect Service Menu. If the repair needs to be performed to the motorcycle, you will see the message "CAMPAIGN NOT YET PERFORMED" displayed and the front and rear reflectors will need to be replaced. Refer to the replacement procedure in this bulletin.
2. Inspect the manufacturer identification markings on the front and rear fender reflectors. If the name "TOKAIDENSO RR014Y" is present on the front side reflectors and "TOKAIDENSO RR026" is present on the rear side and rear fender reflectors (refer to Figure 1 on page 3) the recall repair has already been performed.

WHAT YOUR DEALERSHIP WILL DO:

Notify your staff.

Please contact all of your customers and inform them of the need to have the reflectors replacement campaign completed.

NOTICE:

If your dealership has sold an affected GZ250K2-K7 to a customer, but you have not yet submitted sales registration entry, 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 recall campaign.

CUSTOMER NOTIFICATION:

In the Safety Recall Campaign letter that will be mailed on November 16, 2007 (see attachment), customers are being advised to contact the Suzuki dealer where they purchased their affected unit to schedule an appointment to have the reflector set replaced. As some customers may have moved to other communities since their motorcycle purchase, you may also receive calls from customers who purchased their motorcycle elsewhere. Once you are contacted by the owner of an affected unit, please arrange to order the reflector set for the customer's motorcycle. Also, let your customers know that the Safety Recall Campaign service will be performed at no cost to them for parts and labor.

ORDERING PARTS FOR THE SAFETY RECALL CAMPAIGN:

You will be responsible for ordering the reflector set for your customer's motorcycle using the part number below and your normal parts ordering methods.

GZ250 Reflector Kit		
Part Number 99103-11230		Dealer Price \$29.42
Reflector Replacement Kit contains:		
	Part name	Qty
1	Front Reflector (35950-14A10)	2
2	Rear Reflector (35970-07F01)	3
3	Nuts for front reflector (08316-1005A)	2

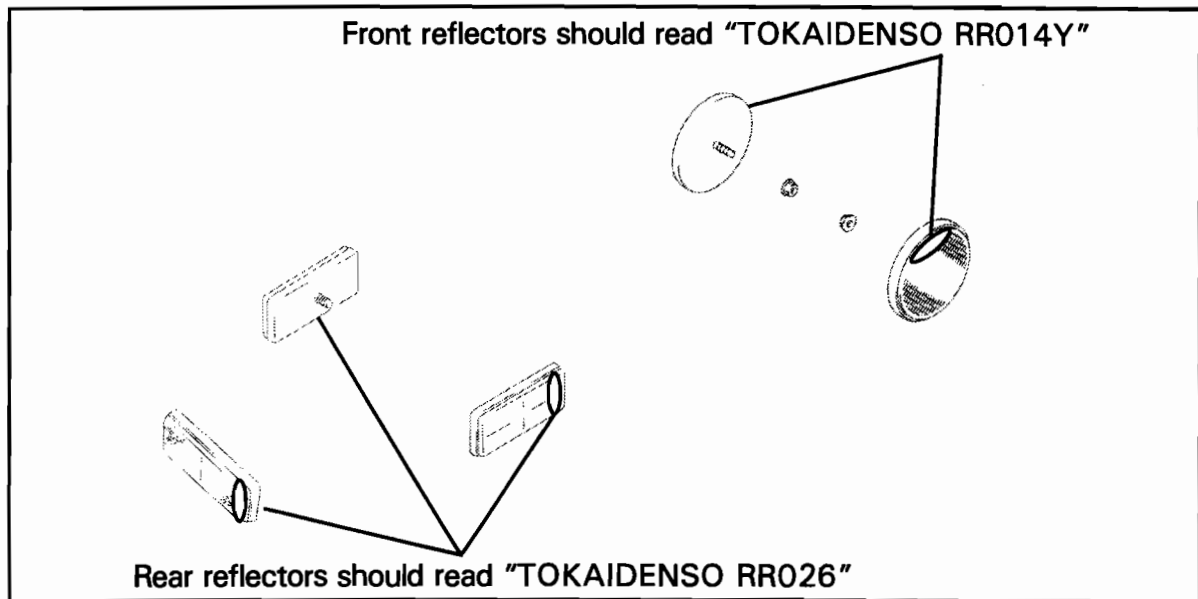


Figure 1

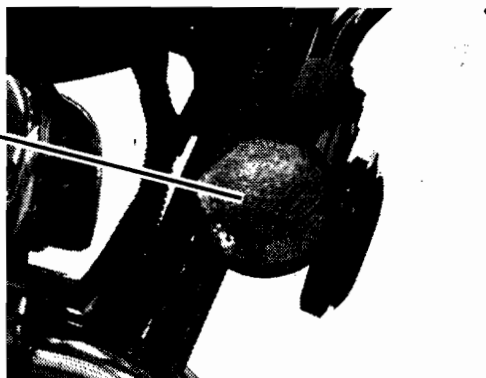
SHIPPING:

All parts will be shipped to you via UPS Ground unless otherwise specified at the time of order.

REPLACEMENT PROCEDURE:

1. Remove and replace the front side reflectors using the replacement nuts provided in the Reflector Kit.

Front side reflectors



CUSTOMER NOTIFICATION LETTER - Page Two of Two

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) 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 16, 2007 you may submit a complaint to the Administrator, 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: 1-800-424-9153); 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 motorcycle is included in the recall and you have paid for the repair or replacement of the reflectors, 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 incurred more than 10 days after the date of the last owner notification letter sent by Suzuki.
- 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.

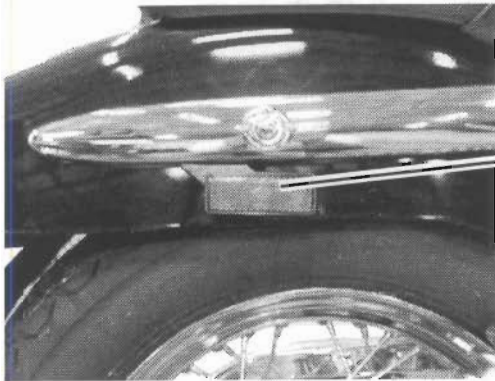
We thank you for your prompt attention to completing this recall service on your Suzuki motorcycle. We apologize for any inconvenience this campaign causes you. Your safety, satisfaction, and riding enjoyment are priorities for Suzuki.

Sincerely,

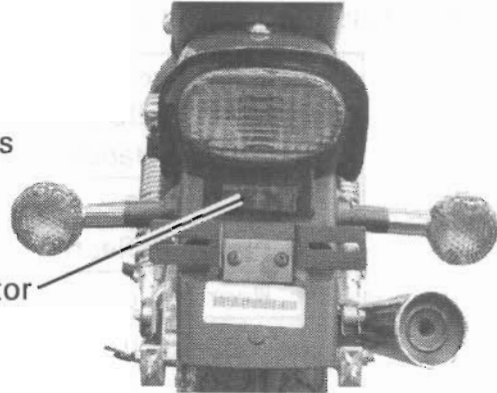
American Suzuki Motor Corporation

REPLACEMENT PROCEDURE continued:

2. Remove and replace the rear fender and rear side reflectors using the preexisting nuts.



Rear side reflectors



Rear fender reflector

WARRANTY REIMBURSEMENT & CLAIM INFORMATION:

Reflector Kit Replacement: 0.2 hrs

**RECALL CAMPAIGN #2A01
Reflector Kit Replacement**

CLAIM NUMBER:	Dealer enters number
ENTRY TYPE: (Dealer Chooses)	Model, Frame or Control Sequence
MODEL	GZ250K* (enter 2,3,4,5,6, or 7 for *)
FRAME	XXXXXXXXXX
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage on unit
CAMPAIGN:	2A01

Warranty claim entries with additional parts or labor require a prior authorization (PAS) code from TECH-LINE or your Technical Service Manager and completion of the long campaign claim.

IMPORTANT:

Successful completion of this safety recall campaign depends on your efforts. It is your responsibility to repair any motorcycle 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 TechLine (800/756-3251) to discuss possible solutions.

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 16, 2007

**SAFETY RECALL CAMPAIGN #2A01
ALL 2002 - 2007 GZ250K2-K7 MODELS
REFLECTOR SET 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 all 2002-2007 GZ250 motorcycles fail to conform to Federal Motor Vehicle Safety Standard No.108, *Lamps, reflective devices, and associated equipment*. According to our records, you are the owner of one of these motorcycles.

What is the problem?

Suzuki Motor Corporation has determined that reflectors used during the assembly of all 2002 - 2007 GZ250K2-K7 model motorcycles do not comply with Federal Motor Vehicle Safety Standards. The reflectors performance at some measurement angles is less than required by the standard. It is possible that this could contribute to another motorist's not noticing the motorcycle in darkness, which may contribute to a crash.

▲ WARNING

SUZUKI RECOMMENDS THAT YOU DO NOT RIDE YOUR AFFECTED 2002 - 2007 GZ250K2-K7 MOTORCYCLE AFTER DARK UNTIL THE REPAIR HAS BEEN COMPLETED

To minimize the risk of injury or death, we recommend that you do not ride, or allow anyone else to ride, your motorcycle after dark until your motorcycle has been repaired by your Suzuki dealer.

What is Suzuki doing to solve the problem?

Suzuki is recalling affected units for the installation of an improved Reflector Kit. Repair time is approximately 20 minutes 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 motorcycle's recall service scheduled and performed as quickly as possible. Schedule an appointment for the recall service to be performed. Parts are currently available for dealer ordering. 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. 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.