



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

This Notice Applies to Your Motorcycle VIN: xxxxxxxxxxxxxxxxx

November 18, 2013

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 which relates to motor vehicle safety exists in 2004-2013 GSX-R600, 2004-2013 GSX-R750 and 2005-2013 GSX-R1000 Suzuki motorcycles.

What is the problem?

After a long-term service life of the motorcycle without changing the brake fluid, the brake fluid can deteriorate and absorb moisture. The brake piston inside the front brake master cylinder of some motorcycles may not have uniform surface treatment. This combination of conditions can lead to corrosion of the brake piston. Corrosion of the brake piston generates gas, which may not be adequately purged from the master cylinder due to the side position location of the reservoir port. Gas remaining in the master cylinder can affect braking power by reducing proper fluid pressure transmission to the front brake. Over time, as gas continues to slowly accumulate above the reservoir port, the front brake lever may develop a "spongy" feel and stopping distances may be extended, increasing the risk of a crash.

For your safety and customer satisfaction, we are initiating a safety recall campaign to replace the affected front brake master cylinder.

▲ WARNING

Operating your motorcycle without having the recall service performed may increase the risk of a crash.

To minimize the risk of a crash, do not ride or allow anyone else to ride your motorcycle until this recall service has been completed.

What is Suzuki doing to solve the problem?

Your dealer will replace the front brake master cylinder. The redesigned master cylinder has the reservoir port located at the top to allow better purging of gas and a uniform surface treatment on the master cylinder piston. Your dealer will also flush the brake hydraulic system of old brake fluid. The brake hydraulic system will then be refilled with fresh brake fluid and bled to remove any air from the system. This procedure will take approximately 2 hours to complete. Parts are available now, and there will be no charge to you for any recall service-related parts or labor.

What you should do:

Make sure you are prepared for the recall service by taking the following steps:

(continued)

- Before taking your motorcycle to your dealer, contact them as soon as possible to set up an appointment for the recall service.
- We suggest that you bring this letter and the enclosed card to your dealer to help your dealer process your claim.
- If you have additional questions, please visit www.suzukicycles.com to read *GSX-R Front Brake Master Cylinder Recall Campaign Frequently Asked Questions*.

Following the recall service, it is important to maintain the brake system of your motorcycle by replacing the brake fluid every 2 years as specified in your owner's manual. Suzuki recommends the use of a high quality brake fluid, such as Genuine Suzuki DOT 4 Brake Fluid.

What to do if you receive this letter in error:

This notice was mailed to you according to the most current information we have available. If you no longer own the Suzuki motorcycle described in this letter, please complete and return the enclosed postage-paid card to Suzuki Motor of America, Inc., and forward this recall information to the current owner (if known).

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Customer reimbursement for prior front brake master cylinder replacement:

If your motorcycle is included in the recall and you have paid for replacement of the front brake master cylinder or other repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. **To request reimbursement for a previous repair, contact your Suzuki dealer.**

Please note the following conditions for reimbursement:

- Only repairs made to address the defect that led to this recall are reimbursable. Additional expenses such as towing, car rental, accommodations, damage repairs, etc., will not be reimbursed. Reimbursement will not be provided for routine scheduled maintenance.
- Reimbursement may be limited to the suggested list price for parts, the Suzuki published flat rate time allowance for the repair, and the labor rate that an authorized Suzuki dealer in the same area would charge for the same repair.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of the last owner notification letter sent by Suzuki Motor of America, Inc.
- Reimbursement claims may also be excluded when inadequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the Front Brake Master Cylinder replacement campaign. If you have any difficulty with this recall campaign, you may contact the Suzuki Motor of America Customer Service Department for assistance using the direct Customer Service telephone line at (714) 572-1490 during the hours of 8:30 AM to 4:30 PM Pacific Time. Please have your Vehicle Identification Number (VIN) ready when calling. You may also leave a brief message at (800) 444-5077 and a representative from the Suzuki Motor of America Customer Service Department will contact you.

If you believe that Suzuki Motor of America has failed to provide the Recall service without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the 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: 1-888-424-9153) or go to: www.safercar.gov

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety, satisfaction and riding pleasure are important priorities for Suzuki.

Sincerely,

Suzuki Motor of America, Inc.