



SUZUKI MOTOR OF AMERICA, INC.

# IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Motorcycle Identification Number (VIN)

XXXXXXXXXXXXXXXXXXXX

October 9, 2020

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 (SMC) has decided that a defect which relates to motor vehicle safety exists in certain 2018 model-year GSX250R motorcycles. According to our records, you own one of the motorcycles affected by this recall.

### What is the problem?

SMC is initiating a safety recall campaign of certain 2018 GSX250R motorcycles. The filament of the headlamp bulb may fail prematurely, resulting in the headlamp going out during operation, increasing the risk of a crash.

### What is Suzuki Motor Corporation doing to solve the problem?

SMC is analyzing this issue and is working to develop a repair procedure and the necessary repair parts. Suzuki Motor of America, Inc. (SMAI) will mail you a second notification letter in the future when the repair procedures and repair parts are available.

This safety recall repair will be performed by a Suzuki Dealer at no cost to you for parts and labor.

### What you should do:

Before having the recall repair performed, Suzuki recommends the following:

- Do not operate your motorcycle at night or in a dark condition until the recall has been completed.
- If you choose to ride in daytime, please observe the following instructions:
  - Check your state law for daytime headlight operation requirements.
  - Before each ride, inspect the low and high beam headlight functions for proper operation.
  - If you find the headlight is not operational, take the motorcycle to your Suzuki Dealer for a no-charge inspection and repair.
  - In the event of a high or low beam filament failure, the remaining high or low beam function can be used to temporarily operate the motorcycle.

P.O. Box 1100, Brea, CA 92822-1100 • Phone (714) 996-7040

\_\_\_\_\_  
Date

\_\_\_\_\_  
Your Signature

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Address

\_\_\_\_\_  
Name

If you know the name and address of the new owner, please enter them below:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Date

\_\_\_\_\_  
Your Signature

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Address

\_\_\_\_\_  
Name

If you know the name and address of the new owner, please enter them below:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Date

\_\_\_\_\_  
Your Signature

Vehicle:

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\*\*\*\*\*AUTO\*\*ALL FOR AADC 900



(LINEOUT INCORRECT INFORMATION AND ENTER CORRECT DATA)

If you do not own this vehicle, please fill in the following vehicle information as applicable:

### VEHICLE STATUS

Never owned this vehicle

Vehicle sold/transferred/traded

Vehicle scrapped

Vehicle stolen

Vehicle exported

Other:

If you still own this vehicle, but your name or address was incorrect, please correct the information and return this card.

### NAME/ADDRESS CORRECTION

If you no longer own the vehicle below, or if the name or address shown are incorrect, please fill out this card and mail it - no postage is necessary. Do not mail card if you own the vehicle and your name and address are shown correctly in the box below. Thank you for your assistance.

— IMPORTANT —



**What to do if you receive this notice in error:**

This notice was mailed to you according to the latest information that is available to us. If you no longer own the motorcycle described in this notice, please complete and return the attached Change of Address/Ownership card to SMAI, and forward this recall information to the current owner (if known).

**Customer reimbursement for repairs before this Safety Recall Notification:**

If your motorcycle is included in this recall and you have paid for repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. 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.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

To apply for reimbursement, contact SMAI's Customer Service Department at (714) 572-1490.

**Who to contact if you experience problems:**

Your Suzuki Dealer can provide you the fastest response to your questions or concerns about this safety recall campaign. If you have any difficulty with this recall campaign, you may contact SMAI's Customer Service Department for assistance at (714) 572-1490 during the hours of 7:00 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling. The VIN for your vehicle is listed at the top of this notice.

If you need to locate your nearest Suzuki Dealer, please visit [www.suzukicycles.com](http://www.suzukicycles.com), click on **Find a Dealer**, enter your zip code, and select **Go**.

If you believe that Suzuki has failed to provide the safety recall campaign 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](http://www.safercar.gov).

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

We sincerely regret any inconvenience this Important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki motorcycle.

Sincerely,

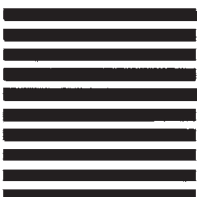
Suzuki Motor of America, Inc.



BREA, CA 92822-9988  
PO BOX 1100  
SUZUKI MOTOR OF AMERICA, INC  
WARRANTY / SERVICE DEPT.

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL  
FIRST CLASS MAIL PERMIT NO. 107 BREA, CA



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

