

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Hayabusa Motorcycle

February 4, 2024

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 certain 2024 model-year Hayabusa motorcycles. According to our records, you own one of the motorcycles affected by this recall.

What is the problem?

The brake fluid pipe flare nut installation torque for the brake fluid supply lines attached at the anti-lock brake system module (ABS unit) that supply the front and rear brake calipers may have been tightened to less than the correct specification. If the motorcycle continues to be used in this condition, in the worst case, loosening of a flare nut may cause brake fluid leakage and increase braking distance, increasing the risk of a crash.

What is Suzuki doing to solve the problem?

Your Suzuki dealer will tighten the brake pipe flare nuts on the ABS unit to the proper torque specification. In normal situations no parts will need to be replaced. The repair will take approximately one hour to perform, and there will be no charge to you for any recall-related parts or labor.

What you should do:

To expedite the recall repair, set an appointment with your authorized Suzuki dealer for you to bring your motorcycle in for the repair. While the actual repair takes about one hour to perform, please allow for additional time processing paperwork with the dealer when you drop off and then pick up your motorcycle following the repair.

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

- Minimize riding your motorcycle until the recall has been completed.

- If you choose to ride, please follow the following instructions:
 - Using the check list on page 3-7 of your Hayabusa's Owner's Manual, verify that the front and rear brake lever play is not excessive, and there is no "sponginess" at either lever, and the operation is smooth.
 - If brake lever play is normal and feels firm when you press down the rear brake pedal or squeeze the front brake lever you can ride your motorcycle with caution; allow additional distance for braking.
 - If either brake lever play is excessive and there is "sponginess" when you press down or squeeze the levers, contact your Suzuki dealer to discuss how to bring the motorcycle to the dealership for the recall repair.

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 Montgomery Motors Ltd. and forward this recall information to the current owner (if known). If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

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.

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 Montgomery Motors Ltd. Warranty Office for assistance at (808) 536-7023 ext.102 during the hours of 9:00 AM to 4:30 PM Pacific Standard Time. Please have your vehicle identification number (VIN) ready when calling.

If you need to locate your nearest Suzuki dealer, please visit www.suzukicycles.com, click on OWNERS, scroll to the bottom of the page to the RESOURCES list and select [Find a Dealer](#). On the Find a Dealer page enter your zip code and select Submit.

If you believe that Montgomery Motors Ltd. 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.

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 Hayabusa motorcycle.

Sincerely,

Montgomery Motors Ltd.