Suzuki Recall #3A03
NHTSA Recall #24V535

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki V-STROM 800DE or 800DE Adventure Motorcycle

September 20, 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 2023 and 2024 model-year V-STROM 800DE and 800DE Adventure motorcycles and original-equipment rear tires for this motorcycle that were sold as replacement parts. According to our records, you own one of the motorcycles affected by this recall.

What is the problem?

Affected motorcycles may have been equipped with a rear tire that can develop cracking or other deformation of the tire tread. The rubber layer between the belt and the carcass of rear tire may have insufficient thickness due to a manufacturing variation, which could cause the tire belt and tire carcass to separate from use. If this occurs, cracks and deformation may form in the tread of the rear tire. Under continued use, portions of the tire tread may separate from the tire structure and impact overall vehicle dynamics. This can increase the risk of a crash.

What is Montgomery Motors Ltd. (Suzuki) doing to solve the problem?

Suzuki offers a sincere apology to you as it took several weeks for the tire supplier to identify the cause of the deformation issue and adjust the manufacturing process to prepare the countermeasure rear tires. Suzuki has sent recall service parts ordering and repair information to our dealers, who will be able to order the necessary parts for your motorcycle the week of September 23, 2024. Once your recall service parts are at the dealer, the recall repairs will take about one hour to complete and will be performed by your Suzuki dealer at no cost to you for parts and labor.

What you should do:

If the original rear tire is still mounted, STOP RIDING the motorcycle and do not allow anyone else to ride your motorcycle until the recall countermeasure rear tire has been installed. Please contact your authorized Suzuki dealer to arrange for the recall service parts to be ordered, and then set an appointment with the dealer to have the recall service performed. Please have your motorcycle's vehicle identification number (VIN) ready when calling and let your dealer know if you require assistance bringing your motorcycle to the dealership for the recall repair.

If your Suzuki dealer provided you special support related to this recall situation, please discuss this assistance and the status of your motorcycle when you contact your dealer's Service Department to arrange for the recall service parts order and to set the recall repair appointment.

Montgomery Motors Ltd. 550 N. Nimitz Hwy Unit 2, Honolulu Hi. 96817

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 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 the claimant does not submit adequate documentation. 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 Department at (808) 536-7023 ext.102 during the hours of 9:00 AM to 4:00 PM Pacific Time, Monday through Friday. Please have your motorcycle's VIN ready when calling.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to www.nhtsa.gov.

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 V-STROM 800DE or 800DE Adventure motorcycle.

Sincerely,

Montgomery Motors Ltd.