



IMPORTANT SAFETY RECALL

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

XXXXXXXXXXXXXXXXXXXX

August 5, 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. 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 Suzuki Motor USA, LLC (Suzuki) doing to solve the problem?

Suzuki is analyzing the issue and is working to develop the necessary repair part as soon as possible. Suzuki will mail you another letter when recall service parts will be available. When the recall part is available, the recall service will be performed by a 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 service rear tire has been installed. If you have a unique circumstance related to this notification, please contact Suzuki's U.S. Customer Service Department for assistance at (714) 572-1490 during the hours of 7:30 AM to 4:30 PM Pacific Time. Please have your motorcycle's vehicle identification number (VIN) ready when calling.

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 Suzuki Motor USA, LLC 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.

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 Suzuki's U.S. Customer Service Department for assistance at (714) 572-1490 during the hours of 7:30 AM to 4:30 PM Pacific Time. Please have your motorcycle's VIN ready when calling.

1/2

Suzuki Motor USA, LLC P.O. Box 1100, Brea, CA 92822

Your Signature _____ Date _____

City _____ State _____ Zip _____

Address _____

Name _____

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

Never owned this vehicle

Vehicle sold/transferred/traded

Vehicle scrapped

Vehicle stolen


Vehicle exported

Other: _____

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

Vehicle: JS1EM12B5R7100415

3A03



MONROE, VA 24574-2763

20 FINGERS MOTO LLC
1276 MATOHE RD
MONROE, VA 24574-2763

(LINEOUT INCORRECT INFORMATION AND ENTER CORRECT DATA)

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

VEHICLE STATUS

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 —



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,

Suzuki Motor USA, LLC.

2/2

Suzuki Motor USA, LLC P.O. Box 1100, Brea, CA 92822



WARRANTY / SERVICE DEPT.
SUZUKI MOTOR USA, LLC
PO BOX 1100
BREA, CA 92822-9988

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

