

CUSTOMER NOTIFICATION LETTER - Page One of One



AMERICAN SUZUKI MOTOR CORPORATION
MOTORCYCLE

October 07, 2008

**CUSTOMER SATISFACTION PROGRAM
2008 AN400K8
REGULATOR/RECTIFIER CONNECTION WIRE INSTALLATION**

Dear Suzuki Owner:

Suzuki has received field reports regarding a no-start condition on AN400K8 Burgman scooters due to a discharged battery. Under certain operating conditions, water can enter the regulator/rectifier assembly through the wiring harness. Water entry into the regulator/rectifier will result in damage and loss of battery charging output. Loss of battery charging output will result in a discharged battery and a no-start condition. Our records indicate you are the current owner of a 2008 AN400 scooter included in this Customer Satisfaction Program.

Contact your Suzuki dealer to schedule an appointment for the Customer Satisfaction Program service. Your Suzuki dealer will install an additional regulator/rectifier connection wire on your AN400 to prevent water entry into the regulator/rectifier. Your dealer will also inspect the regulator/rectifier for water damage, and will replace it if necessary.

If you do not reside near the dealer from whom you purchased your AN400, or you purchased your AN400 from a private party, you can contact your nearest authorized Suzuki dealer to schedule an appointment for the service. You can obtain information about Suzuki dealers in your area online at www.suzukicycles.com or by calling the toll-free dealer locator telephone number of 800-828-7433.

To save yourself time and travel, do not bring your AN400 to your Suzuki dealer until you have made an appointment. Please be aware that no other condition or service is covered by the Customer Satisfaction Program. The cost of any additional service you ask your dealer to perform is your responsibility.

If you have an additional question that is not addressed in this letter, please do not hesitate to contact your Suzuki dealer or you may contact the American Suzuki Customer Service Department for assistance using the direct Customer Service telephone line at 714-572-1490. You will need to have your Vehicle Identification Number ready when calling.

We apologize for any inconvenience this action may cause, but we are certain you understand Suzuki's interest in your satisfaction with your AN400.

Sincerely,

American Suzuki Motor Corporation