



SUZUKI MOTOR OF AMERICA, INC.

SERVICE CAMPAIGN 2014 - 2015 DL1000A/AA ECM REPLACEMENT

Oct 27, 2017

Dear Suzuki Owner:

Suzuki has revised the engine control module (ECM) programming for certain 2014 - 2015 DL1000A/AA models to prevent engine stalling when decelerating to a stop.

To ensure customer satisfaction, Suzuki Motor of America, Inc., is initiating a service campaign to replace the ECM on affected motorcycles.

Our records indicate you are the current owner of an affected DL1000A/AA motorcycle included in this service campaign.

Please contact your Suzuki dealer to schedule an appointment for the service campaign repair. Your Suzuki dealer will install a new ECM in your DL1000A/AA motorcycle.

If you do not reside near the dealer where you purchased your DL1000A/AA, or you purchased your DL1000A/AA from a private party, you can contact your nearest authorized Suzuki dealer to schedule an appointment for the service campaign repair. You can obtain information about Suzuki dealers in your area online at www.suzukicycles.com.

To save yourself time and travel, do not bring your DL1000A/AA to your Suzuki dealer until you have made an appointment. Please be aware that no other condition or service is covered by this service campaign.

The cost of any additional service you ask your dealer to perform is your responsibility.

Customer reimbursement for prior repairs related to this service campaign:

If your motorcycle is included in this service campaign and you have paid for a replacement ECM, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

- Only repairs made to address the symptom that led to this service campaign 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.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of this notice.
- 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 Suzuki Motor of America's Customer Service Department at (714) 572-1490.

If you have any additional questions not addressed in this letter, please contact your Suzuki dealer, or you may contact the Suzuki's Customer Service Department for assistance 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 DL1000A/AA motorcycle.

Sincerely,

Suzuki Motor of America, Inc.