

# CUSTOMER SATISFACTION CAMPAIGN

## GSX-R1000RA/RZA INERTIAL SENSOR



3251 E. Imperial Highway  
P.O. Box 1100, Brea CA 92822-1100

Vin#

Campaign EZ-R1

Presorted  
First Class Mail  
U.S. Postage  
**PAID**  
Torrance, CA  
Permit No. 1



\*\*\*\*\*AUTO\*\*MIXED AADC 900



669

# CUSTOMER SATISFACTION CAMPAIGN

## FIRST REMINDER - ACTION REQUIRED

### 1 WHY HAVE YOU RECEIVED THIS NOTICE?

In September 2018, owners of select 2017-2018 GSX-R1000RA/RZA models were notified that Suzuki was conducting a customer satisfaction campaign to replace the inertial sensor (also known as the inertial measurement unit) on affected motorcycles.

### 2 WHAT SHOULD YOU DO?

- Schedule your **FREE** repair as soon as possible.
- Contact your nearest Suzuki Dealer to schedule an appointment.
- Provide the Vehicle Identification Number (VIN) from the front of this card.

**WHEN LOW BATTERY VOLTAGE IS PRESENT A COMMUNICATION ERROR BETWEEN THE ABS AND THE INERTIAL SENSOR WILL CAUSE THE ABS WARNING LAMP TO ILLUMINATE AND DISABLE THE ABS.**

Thank you for being a Suzuki customer and for your commitment to safety.

Suzuki Motor of America, Inc.

[www.suzukicycles.com](http://www.suzukicycles.com)



Call Suzuki  
Customer Support at

**1.714.572.1490**

Monday through Friday,  
8 a.m. to 4 p.m. PST

For more information and  
to find the dealer nearest  
you, scan the QR code  
or visit our website

[www.suzukicycles.com](http://www.suzukicycles.com)

