

# CUSTOMER SATISFACTION CAMPAIGN

## GSX-R1000RA/RZA INERTIAL SENSOR



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

Vin#

Campaign EZ-R3

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



# CUSTOMER SATISFACTION CAMPAIGN

## THIRD 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. Parts are available to complete this campaign.

### 2 WHAT SHOULD YOU DO?

Please make an appointment to have your vehicle repaired **free of charge** at any Suzuki Dealer. **To locate your nearest Suzuki Dealer, go to [www.suzukicycles.com](http://www.suzukicycles.com) and click on Find a Dealer at the top of the web page.** Provide the Vehicle Identification Number (VIN) from the front of this card to your Suzuki Dealer.

Operating your scooter without the repair being done may break the CVT, causing a loss of power to the rear wheel and increasing the risk of a crash.

We care about your safety and ask that you immediately make arrangements to have this **FREE** repair performed.

Thank you for being a Suzuki Customer.

*Suzuki Motor of America, Inc.*



To find your nearest Suzuki Dealer, go to [www.suzukicycles.com](http://www.suzukicycles.com) and click on **Find a Dealer** at the top of the web page.

If you're having trouble having this repair completed, contact Customer Support at **1.714.572.1490** Monday through Friday 8 a.m. to 4 p.m.. PDT