



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)

July 16, 2018

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 2018 Suzuki DR-Z400S/SM motorcycles.

What is the problem?

During the manufacturing process, the resin used to fill the rear brake stop lamp switch assembly may have adhered to the internal contacts, resulting in poor conductivity and preventing the stop lamp from illuminating when only the rear brake is applied. Failure of the stop lamp to illuminate may increase the risk of a rear crash. To ensure customer safety and satisfaction, Suzuki is replacing the rear brake stop lamp switch assembly.

WARNING

Operating your motorcycle without having the recall service performed may increase the risk of a crash.

If you must ride your motorcycle before this safety recall service has been completed, be aware that the stop lamp may not illuminate if you use only the rear brake pedal. Apply the front and rear brakes together as outlined in your Suzuki Owner's Manual.

What is Suzuki Motor of America, Inc. doing to solve the problem?

Your dealer will replace the rear brake stop lamp switch assembly. This procedure will take approximately one hour to complete. Parts are available now, and there will be no charge to you for this recall repair, parts and labor.

What you should do:

- Before taking your motorcycle to your dealer, contact them to set up an appointment for the recall repair.
- We suggest that you bring this letter and the enclosed card to your dealer to help your dealer process your claim.
- If you have additional questions, please visit <http://www.suzukicycles.com/recalls.aspx> to read the *2018 DR-Z400S/SM Rear Brake Stop Lamp Safety Recall Frequently Asked Questions*.

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 Suzuki motorcycle described in this notice, please complete and return the attached Change of Address/Ownership card to Suzuki Motor of America, Inc., and forward this recall information to the current owner (if known).

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Customer reimbursement for repairs prior to this Safety Recall Notification:

If your motorcycle is included in this recall and you have paid for repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

- Only repairs made to address the defect that led to this recall 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:

- 1) Go to www.suzukicycles.com.
- 2) Select Safety Recalls at the lower right side of the home page.
- 3) When the page refreshes, select Recall Notification Letters.
- 4) Select *2018 DR-Z400S/SM Rear Brake Stop Lamp Replacement Reimbursement*.

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 the Suzuki Motor of America, Inc., Customer Service Department for assistance at (714) 572-1490 during the hours of 7:00 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling.

If you need to locate your nearest Suzuki Motorcycle Dealer, please visit www.suzukicycles.com and click on the "FIND A DEALER" tab, which is located in the upper right corner of our website.

If you believe that Suzuki Motor of America, Inc., has failed to provide the safety recall campaign service without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington D.C., 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-424-9153) or go to www.safercar.gov.

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety and satisfaction are important priorities for us.

Sincerely,

Suzuki Motor of America, Inc.