



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

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

February 8, 2021

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the Consumer Product Safety Act.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2020 LT-A500XM0 All-Terrain Vehicles (ATVs).

What is the defect and what will your dealership do to correct it?

During the manufacturing process, the rear final gear assembly which shares common lubricant with a multi-disc oil-bath rear brake assembly was not fully filled with lubricant. As a result of the incomplete lubricant volume, the ability of the lubricant to cool the rear brake assembly may be reduced. During extended use of the rear brake under certain conditions (for example, constant operation of the rear brake for extended periods), the temperature of the rear brake may increase and cause the rear brake to provide lower than normal stopping power, increasing the risk of a crash. Continued operation with an under filled final gear/rear brake assembly could also cause accelerated wear of the rear brake friction elements.

To correct the recall condition, your Suzuki dealer will replace the components, and the gear and wet brake oil in the rear final gear assembly.

Although not part of the safety recall, your Suzuki dealer will also inspect and top-off the hypoid gear oil in the front differential. There will be no additional charge for this service.

The repair of the rear final gear assembly and the inspection of the front differential oil level will take approximately 1.5 hours to complete. Parts are available now, and there will be no charge to you for any recall service-related parts or labor.

WARNING

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

DO NOT OPERATE YOUR AFFECTED ATV.

To minimize the risk of a crash, do not ride or allow anyone else to ride your ATV until this recall service has been completed.

What you should do:

Make sure you are prepared for the recall service by taking the following steps:

- Contact your dealer as soon as possible to make an appointment for the recall service. Be prepared to provide them with the VIN of your ATV (provided at the top of this notice).
- Please take this notice to your dealer to help your dealer process your claim.

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 ATV 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 prior repairs related to this safety recall:

If your ATV is included in this recall and you have paid for repairs to address failure of the rear brake assembly, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

- Only repairs made to address the defects 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 *LT-A500XM0 Rear Final Gear Assembly*.

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 8:00 AM to 4:45 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling.

You may also leave a brief message at (800) 444-5077 and a representative from Suzuki Customer Service Department will contact you.

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.

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.