



AMERICAN SUZUKI MOTOR CORPORATION

SAFETY RECALL CAMPAIGN

GSX-R1000K9-L1

May 31, 2012

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 2009-2011 model year Suzuki GSX-R1000 motorcycles. According to our records, you are the owner of one of these motorcycles.

What is the problem?

Under certain conditions, the bolts securing the sidestand switch may loosen and come out. If this happens, the switch may become misaligned with the sidestand and may not detect that the sidestand is retracted. Should this occur, the sidestand interlock system will cause the engine to stop running, increasing the risk of a crash. For your safety and customer satisfaction, Suzuki is initiating a safety recall campaign to replace the affected bolts and add washers to the mounting points for the sidestand bracket and sidestand switch.

⚠ WARNING

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

DO NOT OPERATE YOUR AFFECTED MOTORCYCLE

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

What is Suzuki doing to solve the problem?

Your dealer will replace the sidestand switch bolts and add the washers to your motorcycle. This procedure is very simple and takes less than one hour to complete. Your dealer is prepared to perform the recall service and parts are available now. There will be no charge to you related to parts or labor for any recall service.

What should you do?

Bring your motorcycle to your dealer. To aid your dealer and Suzuki, make sure you are prepared for the recall service by taking the following steps:

- Contact your Suzuki dealer as soon as possible to set up an appointment for the recall service. Do this *before* you bring your motorcycle in for the repair.
- Bring this letter and the enclosed card with you to help your dealer process the claim.

Reimbursement for Prior Sidestand Part Replacement:

If your motorcycle is included in this safety recall and you have paid for the prior replacement of related sidestand parts, you may be eligible for reimbursement. Suzuki's reimbursement plan covers the cost of the associated parts, labor and in some circumstances, miscellaneous charges. Your Suzuki dealer can assist you in determining if you are eligible for reimbursement.

Please note the following:

- Reimbursement is limited to Suzuki's MSRP for parts and the published flat rate time for labor.
- To be eligible for reimbursement, you must supply documentation which contains the cost of parts and labor for the previous repair.
- Repairs made more than 10 days after the date of this customer letter will not be eligible for reimbursement.

What to do if you receive this letter in error?

This notice was mailed to you according to the most current information we have available. If you no longer own the Suzuki motorcycle described on page one of this letter, please complete and return the enclosed postage paid reply card to American Suzuki Motor Corporation 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.

Who to contact if you experience problems?

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the sidestand switch bolt replacement campaign. If you have any difficulty with this recall campaign you may contact the American Suzuki Motor Corporation Customer Service Department for assistance using the direct Customer Service telephone line at (714) 572-1490 during the hours of 8:30 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 the American Suzuki Motor Corporation Customer Service Department will contact you.

If you believe that American Suzuki has failed to provide the Recall 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, DC, 20590 or call the toll-free Vehicle Safety Hotline at (888) 327-4236, TTY: (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, satisfaction and riding pleasure are important priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation