



AMERICAN SUZUKI MOTOR CORPORATION

## **SAFETY RECALL CAMPAIGN** **Follow-Up Notification**

### **ALL 1998-2005 AND CERTAIN 2006 VL1500 AND C90/T BOULEVARD MODELS FUEL TANK INSPECTION/REPLACEMENT**

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. In February of 2006, owners of 1998 - 2005 and certain 2006 VL1500 (C90T) motorcycles were notified of a safety recall affecting the fuel tanks on these models. As of the date of this reminder notification our records indicate that this safety campaign has not been completed on your motorcycle.

To ensure continued safe and reliable operation of your Suzuki motorcycle; it is recommended that you contact your local Suzuki dealer as soon as possible to make an appointment to have this recall service completed.

#### **What is the reason for this notice?**

Suzuki Motor Corporation has decided that a defect relating to motor vehicle safety exists in all 1998-2005 and certain 2006 VL1500 and C90/T Boulevard model motorcycles. Suzuki Motor Corporation is conducting a voluntary Safety Recall Campaign. According to our records, you are the owner of one of these motorcycles.

#### **What is the problem?**

Suzuki Motor Corporation has determined that under certain rare operating conditions, repeated stress around the right front fuel tank mounting point can cause a hairline crack to form due to metal fatigue. This can allow fuel seepage to occur. In the presence of an ignition source, seeped fuel can cause a fire.

### **SUZUKI STRONGLY RECOMMENDS THAT YOU DO NOT RIDE YOUR AFFECTED 1998~2006 VL1500 OR C90/T BOULEVARD MOTORCYCLE UNTIL THE REPAIR HAS BEEN COMPLETED**

To minimize the risk of injury or death, do not ride, or allow anyone else to ride, your motorcycle. We also recommend that you store your motorcycle in a well ventilated area away from any source of ignition (e.g. gas water heater, gas dryer etc.) until your motorcycle has been repaired by your Suzuki dealer.

#### **What is Suzuki doing to solve the problem?**

Suzuki is recalling affected units for inspection of the fuel tank and the installation of improved cushions that mount and support the fuel tank. These improved cushions better isolate the fuel tank to prevent vibration that could cause a stress crack in the fuel tank right front mount area. Any fuel tanks that are found to have a crack will be replaced. Repair time is approximately 2 hours and will be done at no cost to you for parts or labor.

#### **How do I receive the fastest possible service?**

Suzuki understands that your riding time is precious. Our suggestion is to work closely with your authorized Suzuki dealer to get your motorcycle's recall service scheduled and performed as quickly as possible. Schedule an appointment for the recall service to be performed. Parts are currently available. It will be necessary for your dealer to order the parts. It may be necessary to leave your motorcycle with the dealer overnight, so check with your dealer.

When you pick up your repaired motorcycle, please allow a few extra minutes for your dealer to prepare and complete the necessary warranty paperwork with you. If you have special circumstances, discuss them with your

Suzuki dealer. Suzuki understands that some customers may have difficult circumstances to overcome in bringing their motorcycle to the dealership for repair. We have asked your Suzuki dealer to work closely and flexibly with you to arrange alternative, but reasonable solutions for your special requests. Please remember, however, that each dealership has its own limitations in providing special assistance due to staff size, available time, and dealership location. Your dealer can also consult with Suzuki on other alternatives.

### **Questions & Answers**

Your Suzuki dealer has been provided specific and complete instructions regarding this recall service. Please call your dealer if you have any questions. Your local Suzuki dealer can provide the fastest responses to your questions or concerns about the recall service. Your dealer can also contact Suzuki on your behalf if you have a unique question or concern.

If you have difficulty having the recall service performed on your motorcycle you may contact the American Suzuki Customer Service Department for assistance at 714-572-1490. You will need to have your Vehicle Identification Number ready when calling.

If you believe that (1) Suzuki or your Suzuki dealer has failed to or is unable to perform the recall service without charge, or (2) Suzuki has failed to or is unable to perform the recall procedure to your vehicle within 60 days after you first brought your vehicle to your Suzuki dealer after February 3, 2006 you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

### **Locating an alternate dealer**

Suzuki dealers can be located on the internet at [www.suzukicycles.com](http://www.suzukicycles.com) or by calling 1 (800) 828-7433.

### **Customer Reimbursement**

If your motorcycle is included in the recall and you have paid for the repair or replacement of the fuel tank due to a crack in the right front mount area, you may be eligible for full or partial reimbursement. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of the safety recall are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate time allowance.
- Owners will not be eligible for reimbursement for any repairs performed more than 10 days after receipt of the original owner notification letter. An owner who did not receive the original owner notification letter will not be eligible for reimbursement if the expenses for repairs are performed more than 10 days after the date of this follow-up letter.
- Reimbursement claims may also be excluded when you do not submit adequate documentation. Your authorized Suzuki dealer will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

To obtain information or request reimbursement, contact your Suzuki dealer or the American Suzuki Motor Corporation Motorcycle Customer Service Department, PO Box 1100, Brea, CA 92822-1100, or call (714) 572-1490. You will need to have your Vehicle Identification Number ready when calling.

We thank you for your prompt attention to completing this recall service on your Suzuki motorcycle. We apologize for any inconvenience this campaign causes you. Your safety, satisfaction, and riding enjoyment are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation

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