



June 18, 2010

Dear Suzuki Owner,

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

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

In cooperation with the U.S. Consumer Product Safety Commission, Suzuki Motor Corporation is conducting a Safety Recall Repair Program for 2009 model year LT-Z400 QuadSport ATVs. According to our records, you are the owner of one of these affected ATVs.

**What is the problem?**

On affected ATVs, a flame arrester screen is installed in the air snorkel which connects the air cleaner to the throttle body. The flame arrester screen prevents flames from entering the air cleaner in the event of an engine backfire. Flexing of the flame arrester screen due to normal intake system pulsations can eventually cause the flame arrester screen to become detached from its mounting ring. If the flame arrester screen becomes detached, it can enter the throttle body and jam the throttle valve, preventing the throttle valve from fully returning to the idle position when the throttle lever is released. In the worst case, the rider could lose control of the ATV. Loss of control could result in severe personal injury or death.

**▲ WARNING**

**DO NOT OPERATE YOUR AFFECTED  
2009 LT-Z400 QUADSPORT ATV**

To minimize the risk of injury or death, do not ride, or allow anyone else to ride, your ATV until this repair has been completed.

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

Your dealer will replace the flame arrester screen on your ATV. This procedure is very simple and only takes a short amount of time to complete. There will be no charge to you for any recall service related parts or labor.

## CUSTOMER NOTIFICATION LETTER - Page Two of Two

### **What should you do?**

Bring your ATV to your dealer along with this letter and the enclosed card for repair. 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 before you bring your ATV in for the repair.
- √ Plan your personal schedule so you will not miss your recall service appointment.
- √ Clean your ATV thoroughly, so your dealer can perform the recall service quickly. This will aid in the repair process.
- √ When you transport your ATV to the dealership, take care to protect it from damage and load it per the recommendations in the ATV's Owner's Manual.
- √ Bring this letter and card with you to help your dealer process the claim.

### **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 a 2009 model year LT-Z400 QuadSport ATV or never owned one, no action on your part is needed. If you sold your ATV, please forward this information to the person to whom you sold your ATV and complete and return the enclosed postage paid reply card to American Suzuki Motor Corporation.

### **Who to contact if you experience problems?**

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the flame arrester repair program. If you have any difficulty with this recall campaign you may contact the American Suzuki 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 Daylight Savings Time. Please have your vehicle identification number ready when calling. You may also leave a brief message and a representative from the American Suzuki Customer Service Department will get in contact with you.

We deeply regret and apologize for any inconvenience this recall campaign causes you. We earnestly hope you understand that your safety, satisfaction and riding pleasure are priorities for Suzuki.

Sincerely,  
American Suzuki Motor Corporation