



AMERICAN SUZUKI MOTOR CORPORATION

October 29, 2004

SAFETY RECALL CAMPAIGN

**2004 LT-A400K4, LT-A400FK4, LT-A400FCK4, LT-F400K4, LT-F400FK4, LT-A500FK4,
LT-A500FBK4, LT-A500FCK4, LT-F500FK4 ATVs**

**2005 LT-A400FK5, LT-A400FCK5, LT-F400FK5, LT-F400FCK5, LT-A500FK5,
LT-A500FBK5, LT-A500FCK5, LT-F500FK5, LT-F500FCK5 ATVs**

PETCOCK MOUNTING BOLT REPLACEMENT PROGRAM

NOTE: THIS RECALL INCLUDES ALL COLOR VARIATIONS INCLUDING THE CAMO AND LIMITED(Black) MODELS

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 voluntary Safety Recall Repair Program for 2004 and 2005 model year LT-A400/FK4, LT-A400FK5, LT-F400/FK4, LT-F400FK5 Eiger and LT-A500FK4, LT-A500FK5, LT-F500FK4, LT-F500FK5 Vinson ATVs. According to our records, you are the owner of one of these affected ATVs.

What is the problem?

Suzuki Motor Corporation has determined that certain 2004 and 2005 model year Eiger & Vinson ATVs, 2 and 4 wheel drive models, were assembled with fuel tanks having an incorrect fuel petcock mounting bolt length. The brass threaded inserts in the fuel tank are not deep enough for the mounting bolts that were used to affix the fuel petcock to the fuel tank. The mounting bolts can bottom-out in the insert before the fuel petcock is securely tightened to the fuel tank. If the fuel petcock is not securely tightened to the fuel tank, fuel leakage can occur presenting a fire safety hazard and risk of injury or death.

⚠ WARNING

DO NOT OPERATE YOUR AFFECTED

**2004 and 2005 model year LT-A400/FK4, LT-A400FK5, LT-F400/FK4,
LT-F400FK5 Eiger or LT-A500FK4, LT-A500FK5, LT-F500FK4, LT-F500FK5
Vinson ATV**

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

What is Suzuki doing to solve the problem?

Your dealer will replace the fuel petcock mounting bolts and sealing washers. This inspection and repair does not require any removal of fenders or racks and will not change the appearance or operation of 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.

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What should you do?

Bring your ATV to your dealer for inspection and possible 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 an appointment for the recall service
- √ Plan your personal schedule so you will not miss your recall service appointment
- √ 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
- √ Clean your ATV thoroughly, so your dealer can perform the recall service quickly

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 2004 and 2005 model year LT-A400/FK4, LT-A400FK5, LT-F400/FK4, LT-F400FK5 Eiger or LT-A500FK4, LT-A500FK5, LT-F500FK4, LT-F500FK5 Vinson ATV (Camo and Limited models included) or never owned one, please fill out and return the post card included with this letter. If you sold your ATV, please forward this information to the person to whom you sold your ATV.

Who to contact if you experience problems?

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the fuel petcock mounting bolt 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.

If you have any questions.

If you have any questions about this notice, please review the Safety Recall Campaign Frequently Asked Questions (FAQ) list attached to this letter. Please feel free to contact your local Suzuki dealer.

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

**SAFETY RECALL CAMPAIGN - FUEL PETCOCK MOUNTING BOLT REPLACEMENT
PROGRAM FREQUENTLY ASKED QUESTIONS (FAQ) LIST**

- 1. Question:** The fuel petcock on my ATV seems to work just fine. Do I need to have my ATV's fuel petcock mounting bolts replaced?

Answer: *Yes. Even if the fuel petcock seems to operate in a normal fashion, your Suzuki dealer will inspect and perform any needed repairs to your ATV for the safety and satisfaction reasons listed in this notification letter.*
- 2. Question:** Do I have to wait for my dealer to call or can I bring my ATV in for the recall service right away?

Answer: *You should call your dealer so you and he can set an appointment for the recall service.*
- 3. Question:** Do I need to do anything special to transport my ATV to the dealer?

Answer: *Take care securing and protecting your ATV for transportation. If possible, transport the ATV in the normal position so gasoline and oil do not spill. Since your dealer has to work on the petcock under the left side of the fuel tank, make sure your ATV is clean and free of mud and debris.*
- 4. Question:** Once I drop off my ATV, how long will it take until I get my ATV back?

Answer: *You need to check with your dealer to find out how quickly your ATV will be ready. This procedure is very simple and will usually take just a few minutes to replace the fuel petcock mounting bolts. Because your dealer may have a great deal of service work, and the warranty paperwork takes some time as well, getting a delivery time estimate from your dealer is best so you can plan your personal schedule.*
- 5. Question:** If I miss my service appointment, can I bring my ATV at a later date for the recall service?

Answer: *Yes, but do not operate your ATV unless the recall service has been performed. As soon as you find out you may miss the appointment, contact your dealer so you and he can set a new appointment day and time.*
- 6. Question:** Will this repair void or affect my ATV's limited warranty?

Answer: *No, on the contrary, Suzuki is very confident about our product, and the repair process that will make sure your new ATV is free of defects. We are taking this action as we wish for you to feel that same confidence and peace of mind during ownership of your new ATV.*
- 7. Question:** I no longer live near the dealer I purchased my ATV from. What should I do?

Answer: *You can contact any authorized Suzuki Motorcycle/ATV dealer for assistance with this recall service. You can locate the nearest Suzuki dealer by calling the toll-free number of 800/828-7433.*
- 8. Question:** I'm not the original owner of my ATV. I bought it used. Can I still get the recall service?

Answer: *Yes. The ATV fuel petcock mounting bolt repair program should be done for every owner of an affected ATV. There will be no charge to you for parts or labor related to the fuel petcock mounting bolt recall service.*
- 9. Question:** I still have additional questions about the recall service - who can I talk to?

Answer: *Your Suzuki dealer has received specific instructions and service information about this recall service and is the best person for you to contact. If you need to ask Suzuki a question, your dealer can contact Suzuki on your behalf. In the rare circumstance you feel you need to contact Suzuki directly, the Suzuki Customer Service telephone number is 714/572-1490.*