

GSX-R FRONT BRAKE MASTER CYLINDER RECALL CAMPAIGN FREQUENTLY ASKED QUESTIONS

- 1. How will I know if my bike is affected by this recall?**
 - All 2004 – 2013 GSX-R600 includes all special and limited editions.
 - All 2004 – 2013 GSX-R750 includes all special and limited editions.
 - All 2005 – 2013 GSX-R1000 includes all special and limited editions.

- 2. I no longer own the motorcycle mentioned in the notification letter. What do I need to do?**
 - If you know the current owner's name and address, list that in the response card and return it to Suzuki so we can notify the current owner of the motorcycle.

- 3. What symptoms could I have with my motorcycle related to this recall campaign?**
 - When you apply your front brakes, the front brake lever could feel spongy or have too much travel and your stopping distance may be extended. This sponginess builds over time and does NOT happen suddenly.

- 4. The brakes on my Suzuki seem to work just fine. Do I still need to have the recall performed and do I need to stop riding it?**
 - Yes. Even if the brakes seem to operate in a normal fashion and feel like they have adequate pressure, you should have the recall repair completed. We also recommend you don't ride the motorcycle until this repair is performed.

- 5. Do I have to return to my selling dealer to have the campaign repair performed? If not, how can I locate my closest Suzuki Motorcycle Dealer?**
 - While we recommend that you return to your selling dealer, any authorized Suzuki Motorcycle Dealer can perform the recall service.
 - To locate an alternate dealer, visit www.suzukicycles.com and go to the dealer locator tab and enter your zip code.

- 6. I'm not the original owner of my Suzuki GSX-R, I bought it used. Can I still have the recall repairs performed?**
 - Yes. The recall repair will be done for every owner of an affected unit. There will be no charge to you for parts and labor.

- 7. Can I complete the recall repair or have my non-Suzuki shop complete the recall repair?**
 - Only an authorized Suzuki Motorcycle dealer can complete the recall repair.

- 8. Do I need to make an appointment to have the recall repair performed or can I just show up at the dealership?**
 - It is best to contact your dealer in advance so he can schedule your recall repair and make sure he has the parts for your motorcycle.

- 9. How long will it take to complete the campaign repairs?**
 - The actual repair process takes around 2 hours. But, you may need to leave your motorcycle overnight at the dealer. Contact your dealer to determine the quickest way to complete the recall.

- 10. When will the replacement parts be available?**
 - Parts are currently available. Work with your dealer since he will have to order parts using your VIN.

- 11. Can the dealer order the part before I take my bike into the shop to minimize the wait?**
 - The dealer will need to submit your VIN to order the needed campaign kit. You should work with your repairing dealer to determine the quickest way to complete the recall.

- 12. Will the dealer provide me a loaner bike while they complete the recall?**
 - Loaner vehicles are not a provision of the recall. Suzuki recommends you work with your repairing dealer and schedule an appointment to help minimize the amount of time the dealer will need to complete the recall.

13. Will performing the campaign change the appearance of my motorcycle?

- Yes, the Master cylinder reservoir hose will exit from the top of the master cylinder instead of the side.

14. If my dealer recommends other work besides the recall repair, do I need to have this additional work done or can I just have the recall repair performed?

- You don't need to have additional work performed if it is outside the campaign requirements. However, your Suzuki dealer is very well versed on the maintenance requirements and inspections related to them. We suggest you speak further with your dealership service adviser and consider following your dealer's recommendations.

15. Do I need to have my rear brakes serviced and will Suzuki pay?

- This is a good time to have the dealer inspect and, if needed, complete a rear brake service. Remember, brake fluid should be changed every 2 years and brake hoses should be replaced every 4 years. Suzuki will not pay for rear brake service or maintenance.

16. Am I required to use Genuine Suzuki Brake fluid?

- There are requirements for the type of brake fluid recommended for your Suzuki. While Genuine Suzuki Brake fluid is not mandatory, Suzuki strongly recommends using Genuine Suzuki Brake Fluid. Our brake fluid has been specially formulated to meet Suzuki's performance requirements.

17. Will Suzuki pay for towing?

- If you have any special needs, speak to your repairing dealer. Your dealer can contact the Suzuki technical department to request any additional approvals.

18. How do I know if the dealer has replaced my master cylinder?

- The reservoir port hose exits from the top of the master cylinder.

19. My bike is in storage for the winter. Can I have the recall performed in the spring?

- Yes. Most dealers are very busy in the spring. So, you may want to contact your repairing dealer early and schedule an appointment.

20. What is the normal service interval for bleeding and replacing brake lines?

- Under normal operating conditions, the brake fluid should be replaced every 2 years and the brake hoses replaced every 4 years.

21. Will Suzuki reimburse me for prior repairs to address the defect that resulted in this recall?

- Yes, but only for repairs related to this campaign, and not for routine maintenance.
 - ✓ Only repairs made to address the defect 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 the last owner notification letter sent by Suzuki Motor of America, Inc.
 - ✓ Reimbursement claims may also be excluded when inadequate documentation is not submitted by the claimant.

22. What documents do I need to provide in order to be reimbursed?

- The documents required include proof of ownership, a repair order, and proof of payment for the repair.