

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Burgman 400 Scooter

January 10, 2025

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 certain 2023 to 2025 Burgman 400 (AN400AM3~M5) scooters. According to our records, you own one of the scooters affected by this recall.

What is the problem?

Improper installation of the fuel pump caused bending of the metal pipe portion of the hose assembly, placing the fuel supply hose assembly at risk of potential contact with the fuel vapor hose. In the worst case, the fuel supply hose can be abraded to a degree that could cause a fuel leak from the hose. This can increase the risk of a fire.

What is Suzuki doing to solve the problem?

Under recall campaign 3A05, your Suzuki dealer will replace fuel pump hoses and related parts with new parts. The new parts include an updated fuel pump feed hose that will help eliminate the possibility of hose contact with other components. The repair will take approximately 90-minutes to perform, and there will be no charge to you for any recall-related parts or labor.

WARNING

Operating your Burgman 400 scooter without having the recall service performed increases the risk of a fire.

To minimize the risk of a fire:

- **Please do not ride nor allow anyone else to ride your scooter until this recall service has been completed.**
- **If you must ride your scooter before this safety recall service has been completed, check for fuel leakage and other items for proper operation as outlined in the “INSPECTION BEFORE RIDING” checklist in section 4 of your owner’s manual before each ride.**

What you should do:

To expedite the recall repair, set an appointment with your authorized Suzuki dealer who will then order the necessary parts, so they are at the dealership when you bring your scooter in for the repair. If you need assistance getting your scooter to the dealership for repairs, speak to your Suzuki dealer to discuss transportation options. Please take this notice to your dealer to help them process your claim. While the actual repair takes about 90-minutes to perform, please allow for additional time processing paperwork with the dealer when you drop off and then pick up your scooter following the repair.

What to do if you receive this notice in error:

This notice was mailed to you according to the latest information that is available to us. If you no longer own the Burgman 400 scooter described in this notice, please complete, and return the attached Change of Address/Ownership card to Suzuki Motor USA, LLC and forward this recall information to the current owner (if known). If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

Customer reimbursement for repairs before this Safety Recall Notification:

If your scooter is included in this recall and you have paid for repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

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.

Reimbursement claims may also be excluded when the claimant does not submit adequate documentation. This includes a proof of ownership, a repair order, and proof of payment for the repair.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this safety recall campaign. If you have any difficulty with this recall campaign, you may contact Suzuki's U.S. Customer Service Department for assistance at (714) 572-1490 during the hours of 7:30 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling.

If you need to locate your nearest Suzuki dealer, please visit www.suzukicycles.com, click on OWNERS, scroll to the bottom of the page to the RESOURCES list and select [Find a Dealer](#). On the Find a Dealer page enter your zip code and select Submit.

If you believe that Suzuki has failed to provide the safety recall campaign 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 D.C., 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-424-9153) or go to www.nhtsa.gov.

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety and satisfaction are important priorities for us.

We sincerely regret any inconvenience this Important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki Burgman 400 scooter.

Sincerely,

Suzuki Motor USA, LLC.