

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Hayabusa Motorcycle

November 18, 2024

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 2022 through 2024 Hayabusa (GSX1300RM2~M4) motorcycles. According to our records, you own one of the motorcycles affected by this recall.

What is the problem?

The front brake master cylinder reservoir cap diaphragm contains an additive that can affect the brake fluid and cause rubber parts inside the master cylinder to swell. If this occurs, proper brake fluid pressure may be affected, and the brake lever may require greater than normal travel in a subsequent application of the front brake. This can lead to extended stopping distances, increasing the risk of a crash.

What is Suzuki doing to solve the problem?

Under recall campaign 3A04, your Suzuki dealer will replace the affected front brake master cylinder parts with new parts. The new parts include a master cylinder body, and a reservoir cap diaphragm manufactured with an updated material that will not cause swelling of the master cylinder rubber parts. The repair will take approximately one hour to perform, and there will be no charge to you for any recall-related parts or labor.

Recall campaign 3A04 supersedes the previous 2A99 campaign for the Front Brake Master Cylinder recall on the 2022 Hayabusa (GSX1300RM2) models. Even if your Hayabusa had recall 2A99 performed, you must still have this new 3A04 campaign performed on your motorcycle. If your Hayabusa never had the 2A99 recall performed, it will only require completion of the new 3A04 recall service.

Suzuki is sensitive to the inconvenience this recall campaign is to you so for a limited time (until March 31, 2025) you can receive a ECSTAR Oil Change & Maintenance Service Check* on your Hayabusa as your dealer performs the 3A04 recall service. There is no cost to you for the service check's parts or labor. A Genuine Suzuki oil filter and ECSTAR R9000 Full Synthetic Oil will be used. Please mention your desire to have this free service performed on your Hayabusa when you speak to your dealer about the recall service appointment.

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 motorcycle in for the repair. While the actual repair takes about one hour to perform (about two and a half hours if the ECSTAR Oil Change & Maintenance Service Check is also performed), please allow for additional time processing paperwork with the dealer when you drop off and then pick up your motorcycle following the repair.

Before the recall repair is performed, Suzuki recommends the following:

- Minimize riding your motorcycle until the recall has been completed.
- If you choose to ride, please follow the following instructions:
 - Using the check list on page 3-7 of your Hayabusa's Owner's Manual, verify that the front brake lever play is not excessive, and there is no "sponginess" at the lever, and its operation is smooth.
 - If the brake lever play is normal and feels firm when you squeeze the lever you can ride your motorcycle with caution; allow additional distance for braking.

** ECSTAR Oil Change & Maintenance Service Check is available in the continental United States and Puerto Rico only.*

- If the brake lever play is excessive or you feel “sponginess” when you squeeze the lever, squeeze the lever fully 2 or 3 times to see if the lever play and feel return to normal. If it does, you can ride your motorcycle with caution; allow additional distance for braking.
- If the brake lever play remains excessive and there is “sponginess” when you squeeze the lever, contact your Suzuki dealer to discuss how to bring the motorcycle to the dealership for the recall 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 motorcycle 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 motorcycle 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 Hayabusa motorcycle.

Sincerely,

Suzuki Motor USA, LLC.