



**THE
ULTIMATE
OUTBOARD MOTOR**

WARRANTY POLICY MANUAL



Revised May 2022

MARINE WARRANTY POLICY MANUAL

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This manual has been written to provide guidance and assistance to the Suzuki marine product dealer, so as to ensure proper administration of Suzuki Marine USA, LLC's warranty policies and programs.

It is Suzuki Marine USA, LLC's goal to provide the necessary direction to enable all dealers to administer Suzuki Marine USA, LLC's warranty programs fairly and consistently. Fair warranty administration and quality service will help you develop positive customer relations, which will enhance your dealer image.

Suzuki Marine USA, LLC is very proud of its warranty program and the administration of it by our Suzuki dealers. The issuance of this new manual should further enhance these efforts. Every effort has been made to insure that this manual is as accurate and complete as possible. Your dealership will be notified of corrections or changes through Warranty Bulletins and/or revised manual pages.

Suzuki Marine USA, LLC recommends that every employee of your Suzuki dealership read this manual and become familiar with Suzuki Marine USA, LLC's warranty policies and procedures.

The following terminologies and explanations apply to Warranty Policy application and Warranty Claim completion and processing:

Actual Labor Hours — If the Warranty Reimbursement Flat Rate Table does not contain an appropriate basic operation code, your dealership's warranty administrator should use an "other code" in its place. In this situation, your warranty administrator must enter the amount of time requested in the Warranty Claim. This request for time must be justified and explained in the Description of Repair section of the claim.

Authorization Number (also known as prior authorization or PAS) — In certain situations, authorization must be obtained from Tech-Line or a Suzuki District Technical Service Manager in advance of the warranty repair. Tech-Line or the District Technical Service Manager will provide a number that your Warranty Administrator must enter onto the Warranty Claim. (Refer to Sections 0700.00, 0800.00 and 1000.00).

Basic Operation Number — Also known as the Labor Operation Number, this is a six- (6) digit alphanumeric number that describes a specific labor operation. The basic operation number is used on the Warranty Claim to best describe the actual labor operation performed in the repair. The list of basic labor operations may be accessed when entering the claim in Suzuki Connect and can be found in the Warranty Reimbursement Flat Rate Manual.

Causal Part — Also known as the Failed Part, this is the part that caused the failure of the product, in the opinion of the dealer.

Certificate of Pre-Delivery Form — A form required to be completed for each Suzuki product sold, certifying the correct pre-delivery assembly, servicing and delivery of the product to the customer by your dealership. (Refer to Section 0200.00.)

Complaint Code — This is a two- (2) digit number assigned by your dealership's warranty administrator that best describes the symptoms of the problem. The list of Primary Complaint Codes and their associated Sub-Complaint Codes can be accessed when submitting a warranty claim on Suzuki Connect and in the Warranty Reimbursement Flat Rate Manual.

Concealed Crate Damage Warranty Claim — This type of Warranty Claim (also known as a Concealed Crate Damage Warranty Request) is used for situations where the exterior of the shipping crate shows no evidence of damage, yet the product is found to have physical damage. A product that is not damaged, but is instead missing parts, is not a concealed crate damaged situation. Instead, a "Regular" type Warranty Claim should be used. (Refer to Sections 0400.00 and 0500.00 and/or Service & Sales Bulletin 22-06S)

Control/Sequence Number — This is a 9-digit unique number assigned to every Suzuki product. It is found on the motor's invoice to your dealership, and can be found using the Vehicle Master function of Suzuki Connect.

Date of Expiration — Also known as the Expiration Date, this is the date that the product's Limited Warranty ends. The Date of Expiration is calculated by adding the warranty period for the applicable product to the In-Service Date (purchase date).

Dealer Number — Each Suzuki dealership is assigned an individual identifying dealer number. The dealer number for a Suzuki Marine dealer begins with “5”. A Warranty Claim submitted for an outboard motor must have a Suzuki Marine dealer number as the submitting dealer number.

Debit — A charge against a dealer’s account that can be caused by a claim preparation error or by submitting an improper warranty claim. Also known as a chargeback.

Defect Code — This is a two- (2) digit number that your dealership’s warranty administrator will assign to a Warranty Claim which best describes the problem that your service technician found with the Causal Part. The list of defect codes can be accessed as a drop-down menu during electronic warranty claim entry on Suzuki Connect and in the Warranty Reimbursement Flat Rate Manual.

Defect Date — Also known as the Date of Defect, or Date of Failure, this is the date that your dealership is first notified of the problem with the product, usually the day that the product is brought to the dealership for repair. The Defect Date must be at least one (1) day after the invoice date of the product, and prior to the expiration date of the limited warranty.

Demonstrator — A term used to describe a Suzuki product used by a dealership for demonstration to prospective purchasers. (Refer to Section 01300.00.)

Hours — This is the hour meter reading (if so equipped) at the time of the defect date, or in the case of a Campaign Claim, at the date of repair. Do not use tenths of hours when entering this information into a Warranty Claim. If the product is not equipped with an hour meter, your Service Manager or Service Advisor should ask the customer for an accurate estimate of the number of hours of operation on the product at the time of failure.

Model Number — Each Suzuki product has a model number that identifies the product type.

<u>DF225TX4</u>	<u>22503F - 240001 and later</u>
(Model Number)	(Prefix) (Engine Serial Number)
- This outboard motor is a 225 HP model.	

The model number is not the prefix of the serial number. The model number is found on the Manufacturer’s Statement of Origin, and the Sales Invoice for the product.

Monthly Statement — This is a statement describing the current status of your dealership’s Open Account with Suzuki Marine USA, LLC. Warranty Claim credit and debit invoice information will be listed on the monthly statement.

Ownership Transfer — Formerly known as a “Warranty Transfer”, the Ownership Transfer is a dealership-initiated process which changes the Suzuki product owner information in Suzuki Marine USA, LLC’s records. Required by Federal Law, ownership change information is needed so Suzuki has the latest information in case a customer must be contacted about required service or repairs.

Parts and Accessory Warranty Claim — This is a type of Warranty Claim for the failure or defect of a replacement part or an accessory.

Prior Authorization System — Also known as PAS, in certain situations, authorization is required from Tech-Line, or a Suzuki District Technical Service Manager, in advance of the warranty repair. (Refer to Section 0700.00.)

Purchase Date — Also known as the Date of Purchase, or D.O.P. This is the date that the Suzuki product was sold to the customer. The Purchase Date can be accessed using the Vehicle Master inquiry function of Suzuki Connect, and can also be found on a dealer-produced Bill of Sale, or Sales Invoice.

Recall Program — This is a term describing a special (often safety-related) modification program for a product that requires your dealership staff to follow special procedures to complete. (Refer to Section 1200.00.)

Repair Date — Also known as the Date of Repair, this is the date that your dealership completed the warranty repair to the product. Warranty Claims with a submission date more than one (1) month past the repair date are not eligible for reimbursement.

Repair Order — This is the document that your Suzuki dealership will use to document the product owner's authorization for repair of a product. A repair order number must be entered on the Warranty Claim referring to the repair order that was created for the repair. Certain requirements must be fulfilled by your staff with respect to repair order completion. (Refer to Section 0700.00)

Return/Denial Code — The return/denial code is a number that references a reason that the Warranty Claim was returned to your dealership. The return/denial codes are listed in the Warranty Procedure Guide and on the backside of the Warranty Request Form.

Sales-In Service Registration — An online process, completed by your dealership through Suzuki Connect, which occurs at the time of a retail sale for the purpose of registering the sale and activating the warranty (if any) in Suzuki Marine USA, LLC's records. (Refer to Section 0300.00)

Serial number (also known as the Plate Number) — For outboard motor warranty purposes, the serial number is the 12-digit identification number stamped on a plate attached to the engine clamp bracket. The serial number can also be found on the Manufacturer's Statement of Origin, and the Sales Invoice for the product itself. It may also be determined by checking the vehicle history using Suzuki Connect.

Service Advisor — A dealership employee who is the conduit between the customer and the dealership's Service Technician(s). The Service Advisor is responsible for relating the customers' concerns and requests by submitting proper repair order documentation so concerned customers can be addressed by the dealership's service department. In some dealerships, the duties of the Service Advisor are performed by the Service Manager or other employee; other dealers employ one or more Service Advisors who may report to the Service Manager.

Service Manager — A dealership employee who is responsible for the management of the dealership's service operation. The Service Manager usually makes warranty repair decisions, is the primary technical contact with Tech-Line and Suzuki's District Technical Service Managers, and often performs the duties of Warranty Administrator.

Service Technician — The Service Technician reports to the dealership's Service Manager and is responsible for the repair and maintenance of products awaiting service within the dealership's Service Department. The Service Technician is required to have the mechanical capability, technical knowledge and tools to properly perform service and warranty repairs on Suzuki products, and can refer to Suzuki Tech-Line or the dealership's District Technical Service Manager for technical support.

Sublet Labor — This is an amount for the repair of a product that is performed by someone other than a Suzuki dealer, such as a machine shop or welder. Authorization for sublet repair costs must be obtained from or your Suzuki District Technical Service Manager, and the original copy of the paid bill must be referred to by number when submitting an electronic warranty claim on Suzuki Connect. The sublet labor invoice must be submitted by e-mail (refer to section 1000). A legible copy of the paid bill must also be retained in your dealership's service history files for future inspection by a Suzuki representative.

Variation or Combination Code — This is a number or letter that, when added to the basic operation code, describes the performance of two related labor operations performed at the same time by a service technician during the repair of a product. If a variation or combination code exists, it will be found immediately after the basic operation code in the Warranty Reimbursement Flat Rate Manual or in the Warranty Flat Rate Table that is displayed during electronic warranty claim entry.

Visible Crate Damage — Occurs when a product is received by a dealer in an obviously damaged shipping crate. Damage of this type is not a warranty situation. Before accepting the shipping crate from the shipping company, note all exterior damage with the driver and on the Bill of Lading. Photograph the exterior damage as soon as possible. If the product is found to be physically damaged, contact the Suzuki Marine USA, LLC Logistics Department immediately. (Refer to Section 0100.00 and 0200.00 and/or Service & Sales Bulletin 22-05S)

Warranty Administrator — A dealership employee, usually in the Service Department, who is responsible for the submission of Warranty Claims to Suzuki. The responsibilities of this position are sometimes fulfilled by the Service Manager, a Service Advisor, or other dealership employee, and often include additional administrative tasks, such as managing stored warranty parts.

Warranty Claim — A formal claim made online via Suzuki Connect or, alternatively, by means of a printed document (also known as a "Warranty Request Form"), requesting reimbursement for warranty repairs from Suzuki Marine USA, LLC.

Warranty Claim Type — Currently, there are five basic types of Warranty Claim types: Regular, Concealed Crate Damage, Short Campaign, Long Campaign and Parts & Accessories.

Warranty Credit Invoice — A transaction number assigned by Suzuki Marine USA, LLC to indicate a credit for an individual Warranty Claim on your dealership's Warranty Claim Statement or Monthly Statement. (Refer to Section 1000.00.)

Warranty Credit Statement — A statement issued weekly by Suzuki Marine USA, LLC, reflecting the number of warranty claims processed and the amounts reimbursed. (Refer to Section 1000.00.)

Warranty Parts Tag — A Suzuki identification tag that your dealership staff must attach to parts replaced under warranty coverage. (Refer to Section 900.00.)

Warranty Request Form — A printed document (also known as a paper Warranty Claim) submitted by your dealership to Suzuki Marine USA, LLC, requesting reimbursement for warranty repairs. (Refer to Section 0700.00.)

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It is essential that your dealership take the required steps to receive, move and store unsold outboard motors so no damage will occur. Care and a proper environment is required to ensure that motors within shipping crates or already assembled on display are not damaged and will be in good condition when prepared for delivery to a customer.

0105.00**Receiving Crated Units**

Your dealership must have adequate staff and equipment to properly receive motor shipments from the freight carrier. Motors in shipping crates must be unloaded and moved in a professional manner, using techniques that will be safe to your staff and that will not damage the product.

Mechanical devices, such as a fork lift, should be in good working order, have a load capacity that exceeds the weight of the shipping crate to be moved, and be equipped with the proper safety devices. Fork lift operators should successfully complete formal equipment training prior to moving shipping crates (such training may also be required by Federal, State and local regulations).

It is never acceptable to “drop” a shipping crate from a freight truck or other elevated surface. Excessive rocking, sliding, or pushing of the shipping crate should also be avoided so the unit will not be damaged.

If you employ an outside service to unload shipping crates, either at your dealership’s primary location or at another location, your dealership is responsible for the vendor’s proper unloading practices and any damage caused by improper crate movement.

0110.00**Crate Damage Discovered during Unit Reception**

Crated motors that are shipped to your dealership by commercial freight carriers are sometimes damaged in shipping. When this happens, the damage can be separated into two categories: visible crate damage and concealed crate damage. They are defined as follows:

1. Visible Crate Damage — The crate enclosing the motor shows exterior damage, such as torn or punctured cardboard, broken skids, or a warped or deformed crate frame, and when the crate is opened, damaged parts are found. This type of damage is not eligible for Suzuki warranty claim submission; a claim should be made with the shipping or trucking company through the Suzuki Logistic Department (see Section 0115.00 & Sales Bulletin 22-05S).
Concealed Crate Damage — The crate shows no exterior damage, but when opened, damaged parts are found. This type of damage is eligible for warranty claim submission (see the Suzuki Warranty Procedure Guide for submission procedures and/or Service & Sales Bulletin 22-06S)

0115.00**Freight Carrier Damage Resolution**

If visible crate damage is present to the shipping crate and the motor as it is being delivered by the freight carrier you must take the following steps:

1. Accept delivery of the motor. As the receiving Suzuki dealer, you are obligated to accept the motor(s) that you ordered and were shipped to you.

2. Indicate on the freight carrier's delivery receipt any damage that is evident. Have the delivery driver print his/her name, and initial or sign the receipt as well.
3. Retain a copy of the receipt with the delivery driver's name and acknowledgment of the visible crate damage.
4. Do not open the damaged crate.
5. You must immediately contact the Suzuki Marine USA, LLC Logistics Department at (813) 687-7200, extension 5402 to report a potential Visible Crate Damage claim (must be reported within 15 days of the invoice date of the unit).
6. Do not remove the motor from the shipping crate until instructed to do so by the Suzuki Marine USA, LLC Logistics department.
7. You should immediately photograph all five of the visible surfaces of the shipping crate (digital images are preferred).
8. You should prepare a repair order estimate listing the necessary parts and labor to repair the motor and put it into good working, safe, condition for the Suzuki Logistics Department to review and approve prior to repair.
9. Following repair, you must retain the damaged parts and photographs of crate damage for 120 days after the date the claim is reported

Note: If your dealership fails to accept a motor with visible crate damage, you may become responsible for the freight carrier's expenses, as the freight carrier may receive the legal right to sell the crated unit for salvage. If the freight carrier sells the motor for salvage, your dealership will only be entitled to estimated cost of repairs, plus the amount realized from the sales of the unit, less the freight carrier's expenses.

0120.00

Warranty Claim Limitations on Deterioration Damage to Unsold Motors

Sometimes a Suzuki dealer may store a new outboard motor in its shipping crate for a period of time, until it is needed for display or retail sale. If the storage environment is poor, or the period of storage is excessive, deterioration of the motor may occur. Even after removal from the crate for display, the motor may be subject to deterioration over extended periods.

The longer the motor is stored, the more likely this deterioration will become severe, and may even affect systems not obvious to an external inspection. Warranty claims for damage or deterioration resulting from extended or poor storage conditions are not eligible for warranty submission.

The Suzuki Marine USA, LLC Warranty Department cannot accept claims for exterior corrosion, rusting, painted surface fading, interior fuel or intake system corrosion and rusting, or rubber or fabric deterioration on a new, unsold, outboard motor unless authorized to do so by a Suzuki District Technical Service Manager. A major factor in any decision to authorize a repair of this type will be the period of storage and/or the method of display of the motor.

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Proper assembly and servicing of Suzuki products is essential to ensure customer satisfaction and safety. An error or oversight during assembly of a new motor can result in faulty operation, damage to the motor or boat, or even injury to the operator. For these reasons, it is mandatory that each and every new Suzuki product in your dealership be assembled, serviced and rigged in accordance with the instructions in the Suzuki Assembly and Pre-Delivery Service Guides, Assembly Bulletins, and Service Bulletins, and that a Certification of Pre-Delivery form be properly completed and placed in your files before any new Suzuki product is displayed for sale.

0205.00**Assembly and Pre-Delivery Service**

Each Suzuki product sold by your dealership must be assembled and serviced following the instructions and procedures in the appropriate Assembly and Pre-Delivery Service Guide and any applicable Assembly and Pre-Delivery Service Bulletins. No motors may be sold “in the crate”, (except to other authorized, applicable product Suzuki dealers for resale purposes). In all cases, as the selling dealer you are responsible for the assembly and pre-delivery service of the product that you sell. Failures that are the result of improper assembly or pre-delivery service are ultimately your dealership’s responsibility.

0210.00**Certificate of Pre-Delivery**

It is the responsibility of your dealership to completely fill out a Certificate of Pre-Delivery for every Suzuki product you sell. This form is designed for general application and applies to all Suzuki outboard motor sales. One copy of the form must be placed in your dealership’s files. The other copy should be stapled to the Limited Warranty Policy for the product, and given to the customer at the delivery of the product. Suzuki dealers must retain their copy of the Certificate of Pre-Delivery for not less than 5 years after the date of sale. Each customer is advised, in the Limited Warranty Policy, that they will receive a copy of the properly completed and signed Certificate of Pre-Delivery. Do not mail the Certificate to Suzuki Marine USA, LLC.

The Certificate of Pre-Delivery can be downloaded from the Suzuki Connect website.

0215.00**Outside Set-Up Services**

If your dealership uses an outside business to prepare new motors for sale, you, as the selling dealer, are still ultimately responsible for proper assembly and pre-delivery service. A Certificate of Pre-Delivery must still be used for each sale, regardless of the methods or services you used to prepare the motor.

0220.00**Warranty Consideration and Product Liability**

Suzuki Marine USA, LLC will not accept responsibility for any problem caused by improper or incomplete assembly, or pre-delivery service. If a Certificate of Pre-Delivery is not completely filled out and on file, it may be presumed that the motor was not assembled and serviced properly. Failure to produce a properly completed and signed Certificate of Pre-Delivery form when requested by a representative of Suzuki Marine USA, LLC may result in a chargeback against your dealership’s account for the previous assembly and pre-delivery service credits. In addition, failures of a Suzuki product due to incomplete or incorrect assembly or pre-delivery service will be judged as being the selling dealer’s responsibility, and financial responsibility may be placed upon the selling dealer in the form of a chargeback against the selling dealer’s account for the repair.

0230.00**Concealed Crate Damage**

If your dealership receives a crated motor without any visible exterior crate damage, yet the motor inside is found to have damage, it is described as concealed crate damage. Actual concealed crate damage might consist of scratched, dented, or abraded parts. Damage of this type is eligible for Concealed Crate Damage Warranty Claim submission. Please refer to the following procedures before repairing a damaged unit and preparing a claim and/or Sales Bulletin 22-06S.

1. For all concealed damage, photographs are required of the top and each of the four exterior sides of the shipping crate indicating there was no external damage. A second set of photographs should be taken once the shipping crate's outer covering has been removed, but before the motor is removed from the crate. These additional photographs may be used by Suzuki for quality control study.
2. Retain damaged parts and photographs of crate damage for 120 days after the date the warranty claim is approved (verified by the date of the Warranty Credit invoice).
3. Concealed Damage claims may only be submitted by the invoiced dealer and prior to Sales/Warranty registration. You have **1 year from the invoice date** to file a Concealed Damage claim.
4. If the repair will total more than \$500.00 in cost for both parts and labor combined, contact Suzuki Tech-Line or your dealership's District Technical Service Manager to obtain prior approval and an authorization number for the repair.

0235.00**Set-Up Services**

If your dealership employs a motor prep or rigging service, Suzuki Marine USA, LLC may request documentation and/or photographs to verify that the claimed damage was concealed crate damage. Without evidence that the damage was not caused by improper assembly, improper storage or transportation, the warranty claim may be declined. In such cases, it will be your dealership's responsibility to obtain reimbursement for the repair expenses from the motor prep or rigging service. It is also your dealership's responsibility to inform Suzuki Marine USA, LLC (through your District Technical Service Manager) that a motor prep or rigging service is being used.



Certificate of Engine Pre-Delivery (PDI)

Dealer No. _____ Dealer Name _____ R/O No. _____

Eng. Model _____ Hours _____ Boat Make _____ Hull ID# (HIN) _____

Engine No. _____ Key No. / Passcode _____ Boat Model _____ Hull Length / Material _____

Engine Location (Circle One): (Auxiliary) (Single) (Port) (Port Center) (Center) (Starboard Center) (Starboard)

Set-Up/Rigging (Check Each Item If Applicable When Completed)

☐ Crate Condition ☐ Uncrate - Inspect for damaged/missing parts ☐ Motor - Install/Connect/Torque fasteners ☐ Tiller Handle - Install/Connect/Torque fasteners ☐ Steering Cable/Drive Link - Install/Connect/Torque fasteners ☐ Steering Hydraulic Cylinder/Tie Bar - Install/Connect/Torque fasteners ☐ Electric Steering/Power Assist Steering/Joy Stick Steering - Calibration ☐ Propeller - Grease shaft/Install/Torque/Cotter pin ☐ Water Separating Fuel Filter - Install: ☐ Suzuki ☐ Aftermarket - Brand/Micron Size: ☐ Fuel Line/Primer Bulb - Install/Connect	☐ Control Cables - Route/Install to control ☐ Control Box - Installation ☐ SPC - Set up using SDS ☐ Harness(es) - Route/Connect ☐ Control Cables - Connection to engine ☐ Gauges-Install/Connection/Programming/Type/Ser# ☐ Battery(ies) - Verify correct capacity/Type/Installation ☐ Lead Acid ☐ AGM ☐ MCA Reserve Capacity Amp Hour ☐ Battery Cables - Install/Connect/Secure (hex nuts only; no wingnuts) ☐ Battery Sub-Lead - Check for correct installation ☐ Wiring/Harness/Cables/Hoses - Recheck routing
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Set-Up/Rigged By: _____ **Date:** _____

Service (Check Each Item If Applicable When Completed)

☐ Fuel Petcock - Check operation ☐ Fuel Filter(s)/Fuel Line - Check routing/connections ☐ Lower Unit Lube - Check level ☐ Throttle Tensioner - Check operation ☐ Steering Tensioner - Check operation ☐ Reverse Lock - Check operation ☐ Tilt Lock - Check operation ☐ Tilt Limit - Set and check operation ☐ Shallow Water Drive - Check operation	☐ Throttle /Shift Operation - Check/Adjust ☐ Oil Sump - Fill with specified oil to proper level ☐ Oil Used : ☐ Suzuki Marine FCW Oil ☐ Other Marine FCW Oil (Brand/Type/API): ☐ Anodes/Bonding Wires - Check condition and tightness ☐ Recoil Starter - Check operation/NSI adjustment ☐ Electric Starter - Check operation/NSI operation ☐ Wiring - Check routing and connections ☐ PTT - Check operation/Oil level/Set trim limits as required
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Serviced By: _____ **Date:** _____

Water Test Inspection (Check Each Item If Applicable When Completed)

☐ Engine - Check starting, Idle/Trolling/Acceleration/NSI ☐ Key Switch - Check operation ☐ Emergency Stop Switch - Check operation ☐ Cooling System - Check Pilot/Exhaust relief output ☐ Ignition Timing - Check ☐ Leakage - Check for Fuel/Water/Exhaust/Oil ☐ Shifting - Check Engagement/Smoothness ☐ Steering - Check for Smoothness/Steering torque/Operation ☐ Trim Tab - Adjust/Torque fastener ☐ Remote Control - Operation/Functions	☐ Gauges/Warning Lamps - Check operation ☐ Warning Buzzer - Check operation ☐ PTT - Check for proper operation ☐ Propeller - Check for Proper Size ☐ Prop Brand/Type/Style: ☐ Diameter: _____ Pitch: _____ ☐ WOT RPM: _____ ☐ Factory Recommended WOT Value: _____ ☐ Visual Inspection - Check paint/Decal condition ☐ Engine Oil/Gear oil - Checked oil levels
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Water Test Inspection By: _____ **Date:** _____

Delivery to Customer (Check Each Item If Applicable When Completed)

☐ Sales Registration - Verify customer information for input into Suzuki ☐ CONNECT Owner's Manual - Explain the Periodic Maintenance responsibilities. ☐ Emphasize importance of customer reading/understanding Safety and Service.	☐ Warranty Policy - Explanation of Limits/Requirements/Responsibilities ☐ Fuses - Location/Spares ☐ Tool Kit - Location ☐ Controls - Location/Functions ☐ Fuel - Requirements	☐ Fuel System Operation - Explain ☐ Lubrication - Requirements ☐ Advise on first scheduled maintenance ☐ Engine Break-In Procedure - Explain ☐ Visual Inspection ☐ Keys - Key Number: ☐ Keyless Emergency Start Passcode: ☐ Gauge Operation - Explain ☐ Completed water test with customer
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I certify that the pre-delivery inspection and service has been performed on this vehicle (☐ including all applicable Safety Recalls - Please check box when complete) in accordance with the instructions issued by Suzuki as outlined in the Engine's Set-Up Manual and related Service Information.

Dealership Name _____ Selling Dealer's Signature _____ Date _____

Dealer # _____ Delivered By _____

Customer Acceptance (Check Each Item When Completed)

☐ I have reviewed and understand the Suzuki Limited Warranty Policies ☐ I have inspected the outboard and it meets with my satisfaction ☐ I understand the importance of following the owner's manual safety and operational instructions ☐ I have been instructed in the proper operation and maintenance of the motor ☐ The Suzuki Extended Protection (SEP) plan has been offered to me and I have ☐ purchased/ ☐ declined the program ☐ Plan Number if Purchased _____	Customer Name (Please print) _____ Customer Signature _____ Date _____ Telephone (main) _____ Telephone (alt) _____ E-Mail _____ Salesperson _____
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Revised 04/27/22

PRE-DELIVERY INSPECTION CERTIFICATE

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The Suzuki product Sales Registration is vitally important to your dealership and Suzuki Marine USA, LLC. It is the primary means by which Suzuki Marine USA, LLC learns the pertinent information on each purchaser of a Suzuki product and of the product that has been purchased. Federal regulations require Suzuki Marine USA, LLC to keep such records. The Sales Registration is also used to determine important information contributing to sales allocation system efficiency. Also important is the fact that the sales registration initiates the warranty coverage of the Suzuki product for the purchaser of that product.

0305.00**Sales Registration Submission**

Suzuki product Sales Registration is submitted online using Suzuki Connect. Information regarding the Sales Registration entry procedure is available through the Online **Help** menu (located at the top right corner of the Suzuki Connect home page.) The procedure is also listed below in section 0330.00.

0310.00**Sales-In Service Registration Problems**

If a discrepancy is found on a Sales-In Service Registration, contact the Suzuki Marine USA, LLC Sales Department.

Note: Most processing difficulties are caused by dealership staff not physically checking the numbers on the Sales-In Service Registration against the Suzuki product itself. The numbers must agree exactly with the product when submitting the registration. Verify the cause of the problem before contacting Suzuki Marine USA, LLC.

0315.00**Product is Sold by Another Dealer**

If a dealer sells a Suzuki product in new condition to another dealer, the Manufacturer's Statement of Origin (MSO) and other documents should be transferred to the purchasing dealer. The new dealer, at the time of retail sale will register the sale on Suzuki Connect, entering the dealership's Suzuki dealer number in the field labeled "Dealer Number If Other Than Original".

0320.00**Sales-In Service Registration Submittal Deadline**

The Sales-In Service Registration should be completed on Suzuki Connect and submitted to Suzuki Marine USA, LLC as soon as possible, so the appropriate sales and warranty registration procedures may be completed. The selling dealer should complete the registration process within two (2) days of product delivery.

0325.00**Sales-In Service Registration Processing**

Upon completion of Sales-In Service registration using Suzuki Connect, Suzuki Marine USA, LLC will register the product's warranty.

0330.00**Sales-In Service Registration Procedure**

1. Log on to Suzuki Connect.

2. From the top of the Suzuki Connect home page, select **Sales>Registration>Register Motor**.
3. On the Register Motor page, fill in the following information:
 - A. SALE TYPE – choose **Sold as Repower**, **Sold with Boat**, or **Marine Other**.
 - B. TYPE OF USE — choose **Pleasure**, **Commercial**, or **Rental**.

NOTE: The Warranty for Pleasure use is five years. The Warranty for Commercial or Rental is one year.
 - C. MOTOR(S) – choose **Model Number**, **Control Number**, or **Plate Number**, then click on the **select from inventory** button.
 - D. On the Dealer Inventory page, check the box for the unit in your inventory, then click the **back** button – the model and serial number will automatically be filled in on the Register Motor page.
 - E. SOLD DATE – fill in the date of the sale.

If the customer has purchased more than one motor, click the **add** button and fill in the additional information.
 - F. BOAT INFORMATION – fill in as much information about the customer's boat as possible (**Manufacturer**, **Model**, **Hull ID**, **Hull Length**, **Max Horsepower Rate**, **Type**, **Material**, **Number of Blades**, **Diameter**, **Pitch**, and **Motor Installation**).
 - G. SALESPERSON – click the drop-down menu to select the salesperson, or click **add salesperson** if the salesperson is not in the system.
 - H. ADDRESS TYPE – select **Consumer** or **Business**.
 - I. CUSTOMER NAME AND ADDRESS – fill in the customer's name and address.
 - J. CONTACT NAME – fill in the contact name's information.
 - K. PHONE NUMBERS – fill in the Primary and Alternate phone number for the contact. Be sure to include the area code.
 - L. DEMOGRAPHIC INFORMATION – fill in as much demographic information about the customer as possible.
4. Click the **register** button to complete the process.

0335.00**Sales-In Service Registration Corrections**

If your dealership inadvertently enters incorrect customer information during the Sales-In Service Registration process, you can correct it in Suzuki Connect the same day it was entered.

If you are unable to correct it the same day, notify the Suzuki Marine USA, LLC Warranty Department as soon as possible. You need to provide the product model, engine serial number and correct customer information so Suzuki can promptly revise its records.

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0405.00**Warranty Policies Presently In Effect**

Suzuki Marine USA, LLC administers four separate marine warranty policies. They are as follows:

1. DF Limited Warranty Policy (current year four-stroke models)
2. Federal Emissions Control System Limited Warranty Policy
3. California Emissions Limited Warranty Policy
4. Parts and Accessory Limited Warranty Policy

0410.00**Policy Distribution**

Every customer who purchases a warrantable new Suzuki product from your dealership must be given a copy of the applicable warranty policies at the time of purchase.

0415.00**Special Policies**

Only the Suzuki Marine USA, LLC Warranty Department can issue warranties for Suzuki products sold in the United States (as set forth in this manual). Any dealer-granted additional warranties, warranty extensions or service contracts are not related to Suzuki Marine USA, LLC's warranty policy. Those types of business agreements are strictly between your dealership and your customer.

0420.00**Suzuki Extended Protection Plan**

The Suzuki Extended Protection Plan ("SEP") is a repair reimbursement program which may be purchased by Suzuki owners of eligible products. SEP covers specific types of mechanical repairs and related expenses for varying periods beyond the term of the Suzuki Limited Warranty Policy for the product. The Suzuki Extended Protection Plan is administered and insured by a third party on Suzuki's behalf, and is not subject to Suzuki Marine USA, LLC warranty policies and procedures. Dealers or customers with questions concerning the program should contact Suzuki Extended Protection.

SEP Cornerstone, USA
Eastway Plaza
1899 Tate Boulevard SE, Suite 2110
Hickory, North Carolina 28602

Telephone (toll free): (877) 473-7669
Fax: (828) 328-3786

0425.00**DF Outboard Motor Limited Warranty Policy**

This Limited Warranty Policy is applicable to four-stroke model outboards produced for the 2001 model year and later. These models are designated as "DF" outboards.

0425.10**DF Outboard Motor Limited Warranty Policy Coverage Periods**

Please see the current policy on Suzuki Marine Connect.

0425.20**DF Outboard Motor Limited Warranty Policy Exclusions**

Please see the current policy on Suzuki Marine Connect.

0430.00**Federal Emission Control System Limited Warranty Policy**

Beginning with the 1998, and each subsequent model year, Suzuki Motor Co., Ltd., began producing outboard motors with an emission control system which met standards set by the U.S. Environmental Protection Agency. These products are warranted against defects in materials and workmanship of all emission-related components which would prevent an outboard motor from complying with Federal regulations. This policy's coverage guidelines are included in the applicable limited warranty policy booklet your dealership will provide to the outboard motor's purchaser.

0430.10**California Emission Control System Limited Warranty Policy**

Beginning with 2001, and each subsequent model year, Suzuki Motor Co., Ltd., began producing outboard motors with an emission control system which met standards set by the California Air Resource Board (C.A.R.B.) These products are warranted against defects in materials and workmanship of all emission-related components which would prevent an outboard motor from complying with California state regulations. The California Emission Control System Limited Warranty Policy is contained in the applicable limited warranty policy booklet your dealership will provide to the outboard motor's purchaser. While some of the provisions of the California policy are similar to the Federal Emission Control System Limited Warranty Policy, some conditions are different.

0435.00**Suzuki Parts and Accessory Limited Warranty Policy**

Please see the current policy on Suzuki Marine Connect.

0435.10**Labor Reimbursement for Suzuki Parts and Accessory Limited Warranty Policy**

Labor reimbursement for parts and accessories replaced under this warranty may be requested only if the part or accessory was purchased from and installed by an authorized Suzuki dealer. Labor reimbursement is calculated using the Warranty Reimbursement Flat Rate Manual as a guide. Warranty Claims submitted to Suzuki Marine USA, LLC without proof of purchase of the failed part or accessory, or without verification of Suzuki dealer installation cannot be processed.

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0505.00**Performance of Warranty Repairs**

A customer may have his or her Suzuki product repaired under its applicable warranty at any authorized Suzuki dealer for that product. All Suzuki dealers are required to perform warranty repairs on any eligible Suzuki product, regardless of where the product was purchased. All warranty repairs must be made at no charge to the customer for either parts or labor. All warranty repairs are to be made in a prompt and timely manner consistent with both the idea of providing a high level of service to the Suzuki customer, as well as compliance with any applicable regulatory agency's policies (state laws, etc.).

Warranty repairs can only be performed by an authorized Suzuki dealer for the product being repaired. (California Emission Control System Limited Warranty Policy repairs excepted; see emergency repair stipulations in the applicable warranty policy booklet.)

0510.00**Periodic Maintenance**

All periodic maintenance service must be performed in a competent manner as described in the appropriate Service or Owner's manual. It is the retail customer's responsibility to pay for the necessary maintenance, including both parts and labor. Under certain State and Federal laws, any competent mechanic may perform the periodic maintenance service. The customer should be advised that if a failure or difficulty is the result of not following the periodic maintenance schedule and methods described in the Service or Owner's manual, the repair of that particular problem may not be corrected under terms of the Limited Warranty Policy. The retail customer should keep accurate records of all services. Maintenance record fields are placed in the product's Limited Warranty Policy form or booklet for this purpose.

0520.00**Non-Warranty Situations**

Some items and conditions are excluded from warranty coverage. (Refer to the appropriate Limited Warranty Policy for details.) For all models, the following conditions are excluded from warranty coverage:

1. Failures that are not defects in materials or factory workmanship.
2. Failures that occurred after the end of the warranty period.
3. Damage to the product from:
 - A. Accidents
 - B. Misuse
 - C. Negligence
 - D. Improper operation of the product
 - E. Alterations to the product
 - F. Competition
 - G. Abusive operation

4. Damage to the product from:
 - A. Insufficient maintenance or repairs
 - B. Improper storage
 - C. Use of improper fuels or lubricants
 - D. Use of non-Genuine Suzuki parts or accessories
5. Normal wear and deterioration of items such as:
 - A. All rubber parts (except engine oil seals)
 - B. Propeller
 - C. Anodes
 - D. Filters
 - E. Bulbs
 - F. Spark plugs
 - G. Body panels
 - H. Fuses
 - I. Tappet shims
6. Piston seizures not related to defects in materials or factory workmanship.
7. Routine maintenance of the product.
8. Incidental or consequential damage such as:
 - A. Loss of use of the Suzuki product
 - B. The expense of returning the product to an authorized Suzuki dealer for repairs
 - C. Inconvenience
 - D. Damage to personal property

Note: Some States do not allow the exclusion or limitation of incidental or consequential damages.

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0605.00

RETAIL OWNER RESPONSIBILITIES 2

0610.00

WARRANTY SERVICE 2

The retail owner has specific warranty responsibilities in much the same manner as the Suzuki dealer has responsibilities.

0605.00**Retail Owner Responsibilities**

1. The owner must operate and maintain the Suzuki product in a normal and reasonable manner, as described in the Owner's Manual.
2. The owner must obtain and pay for periodic maintenance.
3. The owner must show that the Suzuki product has had the required maintenance, in the case of a problem which might have been caused by the lack of proper periodic maintenance.
4. The owner must bring the Suzuki product to an authorized Suzuki dealer before any warranty consideration can be made.

0610.00**Warranty Service**

A customer may have their Suzuki product serviced and receive warranty consideration from any authorized Suzuki dealer for that product regardless of which dealer sold the project. For the customer to receive warranty consideration your dealership can verify the motor's eligibility using the Motor Master inquiry function of Suzuki Connect. The customer can also provide your dealership other documentation to verify the legitimate date of purchase, and warranty coverage.

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Whenever a Suzuki product is brought to your dealership for warranty service or repairs, a number of procedures should be followed. Following these procedures will promote maximum customer satisfaction and assure proper documentation and prompt reimbursement.

0705.00**Dealer Responsibility**

Your dealership's responsibility of quickly and professionally performing warranty repairs is extremely important. A fast and accurate response to a customer's warranty needs will assure customer satisfaction with both the Suzuki product and your Suzuki dealership. It is your responsibility to maintain a service department with the trained personnel, proper tools, and equipment to properly set-up, service and repair the Suzuki products that your dealership is authorized to sell. All warranty repairs must be performed in accordance with the Suzuki policies and procedures as set forth in this manual and other Suzuki Warranty and Technical publications. You and all of your dealership personnel are responsible for being aware of all such policies and procedures. If questions exist on a particular subject, contact the Suzuki Tech-Line or your District Technical Service Manager prior to a repair. Warranty Claims submitted to the Suzuki Warranty Department that do not comply with published policies and procedures may be declined. Claims for repeat repairs due to improper diagnosis and/or incompetent repair practices may also be declined.

0710.00**Repair Order For Each Warranty Job**

Each time a Suzuki product is brought to your Suzuki dealership for repair under the Limited Warranty Policy a repair order must be written. This applies also to warranty repairs performed prior to the retail sale of the Suzuki product. Each repair order must contain at least the following information:

1. Customer name, signature and telephone number (if the unit has been sold)
2. Hours in, Hours out
3. Date in, date out
4. The name of the servicing mechanic
5. Dealer name and Suzuki dealer number
6. Appropriate Warranty Request number(s) filled out for this repair
7. The dealer's Shop Labor Rate (per hour)
8. The labor time (in hours) for each operation listed

All repair orders must contain the motor owner's signature. If the Suzuki product is in dealer stock, the signature of a designated dealership employee (usually the Service Manager) must appear on the repair order. All complaints and repair information on the Warranty Claim must match the information on the repair order. The repair order must be numbered, and that number should be used as the Warranty Claim number when submitting a claim online through Suzuki Connect. The customer must be given a copy of the repair order for his records and a master hard copy retained in your dealership's service history files. Do not send Suzuki Marine USA, LLC a copy of the repair order with the Warranty Claim unless instructed to do so.

0715.00**Maintenance of Records**

All repair orders and supporting records must be made available to any Suzuki Marine USA, LLC authorized representative, during normal business hours. These records must be filed in an orderly fashion to allow quick and easy access. Failure to produce a requested repair order and/or supporting records may affect payment of a warranty claim or could result in debit to your dealership's Suzuki account for the Warranty Claim in question. These records must be maintained for no less than 3 years from the date of repair.

0720.00**Prior Authorization System (PAS)**

Specific types of warranty repairs require prior approval from Suzuki's Tech-Line or your District Technical Service Manager before work begins. The purpose of the Prior Authorization System (PAS) is to enable Suzuki to work closely with your dealership in administering and monitoring the specific situation, and the effectiveness of the warranty repair. It also makes Suzuki's technical staff aware of certain types of failures as they occur, allowing them to notify the factory of the problem, thus improving Suzuki products.

All types of components that require approval prior to being replaced also require the submission of an SDS data file from the unit, with the exception of visible and concealed crate damage. The SDS data contains information regarding the usage characteristics and detected trouble codes (DTC). This data provides information that can assist Suzuki and the technician in accurately diagnosing a customer's complaint.

A preauthorization is required when:

- Total Parts and Labor exceed \$1,500
- Concealed Crate Damage is more than \$500
- Engines over 1,000 hours (even if it is still under the OEM warranty)
- Second repair of the same component within 60 days of the original repair
- Additional labor time is requested, over and above flat rate
- Sublet expenses over \$500
- Requests for Good Will Repairs

For Fire or Accident-related damage claims, if the customer states their engine or other property has been damaged by fire or accident, which was caused by an alleged defect, STOP ALL WORK ON THE ENGINE and contact Tech-Line or your District Technical Service Manager immediately.

It is the dealer's responsibility to confirm that the repairs they are making are compliant with the Suzuki Warranty Statement. Repairs that do not fit into the guidelines set forth by the warranty statement are subject to rejection.

Please retain all of your warranty parts for the full 120 days. You must return warranty parts within 30 days from the date of request. Dealers will be debited for any unreturned parts or parts that do not test as being defective.

0720.30**PAS Procedure**

Every time you encounter one of the PAS Affected Repair conditions you should contact TECH-LINE at (813) 687-7202 or your District Technical Service Manager. In most cases, during regular business hours, you can speak to a support person live but in other instances you will need to leave a message for a return call. In your message, be sure to include the your name, your dealership's name, your Suzuki dealer number, your telephone number with area code, the model in question, the symptoms of the problem and that you require a warranty repair authorization.

0720.35

Information Tech-Line or the District Technical Service Manager Will Need

The Tech-Line representative or the your District Technical Service Manager will always need the following information when returning the dealer's call, before a decision concerning the authorization can be made:

1. Complete Model Designation
2. Motor serial number
3. Date of purchase, and date of warranty expiration
4. Customer name
5. Selling dealer number
6. Hours that the product has been used
7. An accurate and specific description of the product's problem, symptom, or condition
8. Service and warranty history (if known) of the product
9. Date of failure

Additionally, depending on the circumstances, the Tech-Line representative or your District Technical Service Manager may also need other information, such as:

1. Motor condition, modifications, or accessories
2. Type and specifications of boat on which the motor is installed
3. Fuel and oil types and brands used

0720.40

PAS Number

When Suzuki authorizes a repair, you will be given an 11-digit authorization number, also known as a PAS number. Each warranty authorization will be assigned a different PAS number that is specific to the warranty claim and cannot be reused on another repair. You must accurately record the PAS number so it can be placed in the claim, as it will need to match Suzuki's records in order for the claim to be processed by the Suzuki Warranty Department.

0730.00

Contacting the Warranty Department for Authorization

In an emergency situation, such as a customer on vacation traveling through your area, you may direct a warranty inquiry directly to the Suzuki Marine USA, LLC Warranty department if contact is not possible with Suzuki's Tech-Line or your District Technical Service Manager. The Warranty Department will make a determination in emergency situations only. Standard warranty authorization requests will be directed to the Suzuki Tech-Line or your District Technical Service Manager.

0740.00**Tourist Warranty Coverage**

Suzuki Marine USA, LLC provides a Limited Warranty Policy only for motors imported and distributed by Suzuki Marine USA, LLC. Units not imported and distributed by Suzuki Marine USA, LLC are not eligible for warranty coverage, with one exception:

As part of a reciprocal “Good Neighbor” policy, tourists from Canada may seek warranty repair from Suzuki Marine USA, LLC dealers for non-operating or unsafe operation problems with their motors during use within the continental United States.

If you are approached by a tourist from Canada seeking such repairs, contact the Suzuki Warranty Department for assistance with submitting a warranty claim in advance of the repair. Copies of some ownership documentation may be required.

A similar policy exists for United States customers that might be touring Canada. Remember that this is for non-operating or unsafe operation problems with the motor that are due to a manufacturer’s defect in workmanship and materials.

0750.00**Late Submission of Warranty Requests**

Suzuki Warranty Policy requires that all warranty claims (warranty requests) must be received within 30 days of the date of repair of the product. Not only is this policy necessary to promptly reimburse a dealer for the warranty repair, but the information contained upon the Warranty Request is important in the process of constantly improving our products, and the satisfaction our customers receive from using them. Prompt availability of this information is important to both Suzuki Marine USA, LLC and the your dealership.

If Warranty requests are received by Suzuki Marine USA, LLC outside the 30-day submission period, they will be returned to your dealership without processing. If there is an extenuating circumstance for the delay, contact your District Technical Service Manager who may consider authorizing the processing of the delinquent Warranty Claims on a case-by-case basis, only.

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0805.00**Replacement Part Selection**

It is possible that the installation of non-Genuine Suzuki Parts or Accessories may result in mechanical failures and difficulties for repairing dealers. Due to the uncertain quality of these parts, Suzuki Marine USA, LLC strongly recommends that only quality parts be used. Suzuki Genuine Parts are designed and tested by Suzuki to assure both high quality and long service life. For these reasons, only Suzuki Genuine Parts can be used to perform warranty repairs. Repairs performed under the Emission Control System Limited Warranty may be made without the use of Suzuki Genuine Parts, providing certain conditions are met. The dealer should refer to the applicable Emission Control System Limited Warranty for details.

0810.00**Repair or Replace?**

Suzuki Marine USA, LLC maintains a strong commitment towards the safety and satisfaction of our customers. To assure their safety and satisfaction, our general policy is to replace defective components, rather than repair them. Any repair which would or could compromise the safety, function or service life of the Suzuki product should not be attempted without consulting Tech-Line or the your dealership's District Technical Service Manager prior to the repair. Some examples of repairs which should not be attempted without the prior approval (and receipt of a PAS number) from a Tech-Line staff member or your dealership's District Technical Service Manager are:

1. Cylinder Boring
2. Crankshaft Refinishing
3. Welding
4. Valve guide replacement

In a few cases, the repair of a part is satisfactory, if it will clearly not affect safety, function or service life. Some examples of acceptable repairs are:

1. The soldering of a wire (rather than the replacement of a wiring harness)
2. Repairing the threads in a cylinder head, in an acceptable manner (rather than replacing the entire power-head)

Occasionally, your dealership may be faced with a situation where the repair of a part might be questionable under the above standards. You should contact Tech-Line or your District Technical Service Manager to obtain a decision. If the Warranty Department receives a Warranty Claim for a repair of a defective part that, in the opinion of Suzuki Marine USA, LLC, could affect the safety, function, or service life of the part, the Warranty Request may not be approved. If you are unsure of the situation, Tech-Line or your District Technical Service Manager should be consulted first.

0820.00**Spare Parts Assembly Use in Warranty Repair**

The Parts Department of Suzuki Marine USA, LLC has available many different kinds of spare parts assemblies. Some examples are:

- Starter motors
- Alternator assemblies
- Carburetor assemblies

These assemblies are convenient for certain major retail repairs, especially in situations when many related components require replacement simultaneously. However, in warranty repair situations, only the individual components that have failed may be replaced.

Example:

If an DF25 is found to have a shorted starter motor armature, the correct repair is to replace the armature component, not the complete starter motor

An assembly may be used only if:

- The failed part is only supplied as part of an assembly, and not as an individual part -or-
- The failed part is not currently available, and Tech-Line or the your District Technical Service Manager approves the use of an assembly prior to repair

0830.00**Exceptions**

If there is an area in which safety is not affected, an unusual situation may arise which may warrant an exception to this general policy. To obtain approval for such an exception, you should contact the Tech-Line or your District Technical Service Manager, or, in an emergency situation, the Suzuki Marine USA, LLC Warranty Department for special authorization. A decision will be made on the individual circumstances. Your dealership cannot make exceptions without Suzuki Marine USA, LLC approval. To make such an exception may result in the Warranty Claim being denied and your dealership becoming responsible for further, future repair costs.

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0900.00**Retention of Warranty Parts**

All parts replaced under a Suzuki product Limited Warranty Policy are the property of Suzuki Marine USA, LLC, once a Warranty request form for the parts has been processed.

0905.00**Warranty Parts Tag**

All parts replaced under a Suzuki Limited Warranty Policy must be tagged and identified with a Suzuki Warranty Parts Tag and stored for later inspection by an Suzuki Marine USA, LLC representative.

The Suzuki Warranty Parts Tag is available on Suzuki Connect, and can be printed directly from the web site or saved as a PDF:

1. Log on to Suzuki Connect.
2. From the home page, select
Service>Publications>Technical Manuals & Assembly Bulletins.
3. From the Marine Digital Library home page, to go General Procedures / Guides / Downloads, and select **Warranty Manuals and Forms** from the drop-down menu. Then click the **Search** button.
4. The Warranty Parts Tag can be printed directly from the web page.

The Warranty Parts Tag must have the following information:

1. Dealer number, name and address
2. Warranty Request number
3. Date of Failure
4. Hours that the product has been used
5. PAS number (if any)
6. Repair order number
7. Motor information:
 - A. Motor serial number
 - B. Customer name
 - C. Product date of purchase, date of expiration

Failure to properly tag and identify warranty parts may result in a debit against the dealer account, if the part cannot be located or readably identified.

0910.00**Parts Inspection**

Your District Technical Service Manager will inspect warranty parts during visits to your dealership. Your District Technical Service Manager will have a current report listing each Warranty Request that your dealership has submitted to Suzuki Marine USA, LLC. The Technical Service Manager will inspect the replaced warranty parts to verify they have been tagged properly and for technical details that can aid Suzuki in preventing the problem from reoccurring. The tagged parts must match the description of defect on the Warranty Claim exactly. All parts listed on the Warranty Claim must be available for inspection.

Other situations may require you to ship replaced parts to Suzuki Marine USA, LLC for inspection. Failure to produce all listed parts can result in a partial or total debit of the Warranty Request. If, during inspection of the part by a District Technical Service Manager or another Suzuki representative, the part is found not to be defective, or that the failure was due to improper setup, misuse, abuse, or improper or inadequate servicing, your dealership's account may be debited for the reimbursement amount.

0915.00**Retention Time Limits**

Warranty parts must be retained by your dealership for 120 days after the date of the Warranty Credit Invoice. Recall parts and modification campaign parts are excluded from this procedure and must be retained indefinitely until inspection by a District Technical Service Manager.

0920.00**Parts Storage**

All parts replaced under a Suzuki product Limited Warranty Policy must be neatly and accessibly stored in an organized and orderly fashion. Your dealership should use the following guidelines to store warranty parts:

1. All parts should be tagged with a Suzuki Warranty Parts Tag
2. All parts must be kept for the appropriate amount of time (see section 0915.00)
3. Warranty parts must be neatly stored in an orderly and organized fashion on shelves, or in an accessible place in the Service Department of the dealership.
4. Parts must be stored in numerical sequence, by Warranty Claim number.
5. The parts from each Warranty Claim must be kept together. If there are many parts, use a box to group them together, and label the box with the Warranty Claim number. Whenever possible, the parts should be stored in the replacement part packing or boxes.
6. All parts must be clean, with no more than an oil film remaining on them.

It is the responsibility of your dealership to properly store all replaced warranty parts for the required time. Warranty parts damaged by improper storage may result in a debit of that part and/or request. Parts not readably available will be debited. Suzuki Marine USA, LLC representatives will not search for, sort, or try to identify improperly stored or organized warranty parts. Failure to follow Suzuki Marine USA, LLC warranty parts retention and/or storage policies can result in your account being debited the applicable amount.

0925.00**Warranty Parts Disposition**

If a Suzuki District Technical Service Manager has not inspected the warranty parts after the retention time limit, the warranty parts must be destroyed and discarded. Warranty Parts must never be resold or reused in any manner. Warranty parts inspected by a District Technical Service Manager will be destroyed after inspection. Parts replaced due to a Safety Recall program must be retained indefinitely until your dealership's District Technical Service Manager authorizes their destruction.

0930.00**Parts Inspection Requests**

The Warranty Department may request that certain parts replaced under the terms of a Suzuki product's Limited Warranty Policy be returned directly to Suzuki Marine USA, LLC for study and evaluation. This may include parts not covered under the Limited Warranty, but replaced under "good will" by Suzuki Marine USA, LLC.

The parts return request may occur in the following ways:

1. A District Technical Service Manager may instruct you to send the requested parts to Suzuki Marine USA, LLC.
2. The Suzuki Marine USA, LLC Quality Research Department sends a Warranty Parts Return Request directly to your dealership.

When you are requested to return warranty parts to Suzuki, follow these four steps:

1. Complete and attach a Warranty Parts Tag to the part(s).
2. Package the part(s) to prevent any damage.
3. Enclose a copy of the Suzuki Warranty Parts Return Request form.
4. You must include a copy of the shipping receipt to include weight and shipping cost for full reimbursement.

SMA will credit your dealership for **"UPS GROUND"** charges unless you have received approval for another method. If you have questions, call prior to shipping: (813)-687-7200.

The mailing address for Suzuki Marine USA, LLC is:

**Suzuki Marine USA, LLC
WARRANTY PARTS RETURN
13521 Prestige Place
Tampa, FL 33635**

Your dealer will need to include a copy of the shipping receipt which must have the weight and shipping cost for full reimbursement.

This credit will be applied to your Suzuki Parts Account. It will appear as "Return Postage" for the warranty request number listed.

Your dealership is responsible for packaging and shipping all Suzuki parts in accordance with Department of Transportation (DOT) Hazardous Material Regulations.

Suzuki Warranty Parts Return Request

Date:
Dealer:
Phone:
Fax:

Please return ALL the parts for the warranty claim indicated unless otherwise instructed.

Claim#:	Model:	VIN#:
	Part No:	Part Name

Send the parts pre-paid to Suzuki at the following address.

Suzuki Marine USA, LLC
13521 Prestige Place
Tampa, FL 33635
ATTN: Marine Warranty Part Return

1. Complete and attach a Warranty Parts Tag to the part(s).
2. Package the part(s) to prevent any damage.
3. Enclose a copy of this form with the returned part(s).
4. You must include a copy of the shipping receipt to include weight and shipping cost for full reimbursement

Please review Warranty Bulletin No. 21-06 for important instructions on proper packaging and label requirements. If you have any questions, call prior to shipping: 813-687-7200.

Suzuki will credit your dealership for "3-Day U.P.S." charges only unless you have received approval for another method.

This credit will be applied to your Suzuki Parts Account. It will appear as "Return Postage" for the warranty request number listed.

If you do not provide a copy of the shipping receipt and the tracking number, you will not be reimbursed for the return shipping.

Suzuki Dealership is responsible to package and ship all returned Suzuki parts in accordance with (DOT) Hazardous Materials Regulation

----- PLEASE DETACH AND RETAIN FOR YOUR RECORDS -----

WARRANTY PARTS RETURN RECEIPT

Dealer:	Claim#:	Model:	VIN#:
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Please provide this receipt to your Suzuki Technical Service Manager in lieu of the failed warranty parts. This receipt only acknowledges that the parts have been requested by Suzuki Marine USA, LLC. and does not indicate either approval of the Warranty Claim or receipt of the parts by Suzuki Marine USA, LLC.

WARRANTY PARTS RETURN REQUEST SAMPLE

0930.25**Parts Inspection Request Information**

All requested and returned warranty parts will be inspected using the information provided by your Warranty Administrator on the Warranty Claims. The following are examples of conditions found during parts inspection that can cause Warranty Claim denial or rejection:

1. Parts not defective
2. Parts modified from stock condition
3. Parts received are not Suzuki Genuine Parts
4. Incorrect or insufficient parts received
5. Part failure found to be due to improper set-up or delivery
6. Part failure due to normal wear or deterioration

0935.00**Warranty Reimbursement Adjustment Form**

If your District Technical Service Manager identifies a discrepancy with a Warranty Claim during a warranty parts inspection, a Warranty Reimbursement Adjustment form may be used. This form will list the discrepancies found, and your dealer account will be debited the applicable amount. The reasons for adjustment might be:

1. Parts not available for inspection
2. Parts not defective
3. Parts not related to problem
4. Repairs not completed
5. Failure caused by improper set-up
6. Normal wear and deterioration-not defective
7. Duplicate request
8. Partial debit-per Technical Service Manager discussion
9. Unit out of warranty/non-warranty unit

To avoid such discrepancies, your dealership must closely follow all applicable policies and bulletins, making sure all defective parts are replaced prior to Warranty Request submission and that all replaced Warranty parts are properly tagged and available for inspection.

0940.00**Warranty Request Review**

All Warranty Requests are carefully reviewed by Suzuki Warranty Department personnel prior to final processing and normally most errors are found at that time. Occasionally, discrepancies are found after processing, during routine review of the computer records. In such instances, you dealership will be notified of discrepancies such as duplicate Warranty Requests or incorrect payments, through Miscellaneous Credit or Debit Memos, or claim adjustment. The memo or adjustments will refer back to the original Warranty Request number and a short explanation will be included.

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1000.00**Warranty Reimbursement**

Your dealership is reimbursed for warranty repairs when you submit a Warranty Claim to Suzuki Marine USA, LLC that is subsequently approved and processed. The amount of reimbursement is determined by the parts used, the flat rate labor allowance, and the dealer labor rate on record with Suzuki Marine USA, LLC. These times include allowances for routine diagnosis and repair.

1005.00**Flat Rate Labor Allowance**

The Warranty Reimbursement Flat Rate Manual contains information concerning the flat rate labor allowance for labor operations on Suzuki products. Your Warranty Administrator should refer to the instructions contained in the manual to determine labor reimbursement time for warranty operations. A labor reimbursement time menu is available when submitting a Warranty Claim through Suzuki Connect.

1005.25**Requests For Additional Labor Time**

Your dealership must obtain approval for additional labor time prior to the submission of a Warranty Claim. Separate Warranty Claims for additional labor time will not be accepted. Any request for additional labor time on a Warranty Claim must be made to the Tech-Line or your dealership's District Technical Service Manager prior to the repair or as soon as your Service Technician, Service Manager or Warranty Administrator are aware the repair time will exceed the flat rate reimbursement time. Warranty Claims that include an extraordinary amount of labor time cannot be processed without the inclusion of a valid PAS number.

1010.00**Dealer Labor Rate Policy**

Your Suzuki dealership must comply with the following policies concerning your retail labor rate, for that labor rate to be used for warranty reimbursement:

1. Your dealership must establish and consistently apply a retail labor rate that is reasonable and consistent with customary trade practices in your geographical area.
2. This rate must be consistently applied to all retail customers.
3. A sign (minimum size of 12"x 18") must be prominently displayed where all service customers can see it, in every area of the dealership that is used for service repair order write-up. In bold lettering, at least 2" high, the sign must state the hourly labor rate charged to all customers.
4. The hourly labor rate must be clearly written or printed on all copies of the retail and warranty repair orders.
5. Each repair order must clearly indicate the number of hours (charged in tenths of an hour) for each repair on the repair order.
6. All repair orders and supporting records and documents must be filed in an accessible and organized manner, and be maintained for at least 3 years.
7. Other criteria, such as various federal, state and local legal requirements, will be considered in your dealership's request for a warranty reimbursement labor rate.

1015.00**Establishing a New Warranty Reimbursement Labor Rate**

As an established Suzuki dealer, you may request a warranty reimbursement labor rate change once in a 12 month period. To establish this new labor rate, you should ask the Suzuki Marine USA, LLC Warranty Department to send a Warranty Reimbursement Labor Rate Certification Package to your dealership. The package will include a Labor Rate Certification Form and instructions that will need to be completed and returned to the Suzuki Warranty Department. If approved, the labor rate will be effective within thirty (30) days of its approval by Suzuki Marine USA, LLC. Labor rate change requests will not be retroactive. Warranty reimbursement labor rates will be audited from time to time to assure compliance with Suzuki Marine USA, LLC policies. All policy requirements must be met by your dealership. Failure to substantiate the labor rate may result in dealer account debits for those reimbursements made at the unsupported rate. Your dealership's warranty reimbursement labor rate would then revert back to the last valid, substantiated rate.

1020.00**Labor Rate Verification**

A labor rate verification audit may be initiated by Suzuki Marine USA, LLC from time to time; either by your District Technical Service Manager or by a contracted, independent auditor, designated by Suzuki Marine USA, LLC. The audit will be conducted during normal dealer business hours with a minimum of two weeks notice. The audit will be based upon the dealer compliance with the policies and procedures set forth in this manual.

1020.25**Access to Records**

You and your staff must allow an Suzuki Marine USA, LLC representative or someone delegated by Suzuki Marine USA, LLC, such as an independent auditor, reasonable access to the appropriate records. Access will be made at your dealership during regular dealer business hours. The inspection will be made with at least two weeks notice. If the records are not available at the dealership, you must make them available at the dealership with reasonable advance notice from Suzuki Marine USA, LLC.

1020.50**Labor Rate Discrepancies**

If discrepancies are found during the verification process, your dealership's labor rate will be reestablished at the last verifiable labor rate, and a debit may be made against your dealership's account for any applicable reimbursements made at the unsupported rate.

1025.00**Warranty Parts Reimbursement**

For parts used in warranty repairs, your dealership will be reimbursed at the latest dealer net price plus a certain percentage of the total parts price depending upon the claim submission method and time frame (refer to section 1030.00). Dealer Net price is listed in the current Suzuki Parts Price Guide.

1030.00**Warranty Parts Handling Reimbursement
(for Freight Costs, Special Order Surcharges, Shop Supplies)**

Your dealership is reimbursed an additional percentage of the total of the dealer net parts price on a warranty claim to compensate for freight charges, special order surcharges and shop supplies. In some situations, such as product modification or safety campaigns, the additional parts handling percentage may be different or eliminated due to automatic parts shipment and other factors. The percentages for each claim are:

1. Warranty Claims submitted through Suzuki Connect and approved by Suzuki Marine USA, LLC within 30 days of the repair completion – 10% (LA - Retail, ME - Retail, MO - Retail, NY - 40%, VA - 15%)
2. Warranty Claims submitted via a paper Warranty Request Form and approved by Suzuki Marine USA, LLC within 30 days of repair completion – 10% (LA - Retail, ME - Retail, MO - Retail, NY - 40%, VA - 15%)
3. Product modification or recall parts handling percentage will be as listed in the campaign service bulletin.

1030.50**Unusual Freight Charges**

Where unusual freight charges are incurred, in excess of the normal handling reimbursement, Suzuki Tech-Line or your District Technical Service Manager may consider a special reimbursement request from your dealership, as long as evidence of the actual shipping charges exceed the above guidelines. You may also contact the Warranty Department if an emergency situation exists.

1035.00**Sublet Labor**

In some warranty situations, an outside charge (sublet labor) may be incurred by your dealership, in order to properly repair a Suzuki product. To receive warranty reimbursement for this outside labor, you must first contact the Suzuki Tech-Line or your District Technical Service Manager for authorization. Your Warranty Administrator must e-mail a scanned image of the sublet labor invoice to Suzuki Marine USA, LLC at OBWarranty@suz.com. You must maintain the original invoice or a copy of the invoice with the repair order in your service history files. The billing invoice must always list the following items, if appropriate:

1. Dealer net cost of parts used
2. Labor cost of the work performed
3. Proof the invoice was paid
4. Engine serial number of the unit repaired

If the requested sublet repair amount is reasonable for the type of work performed, your dealership will be reimbursed for the sublet labor amount with the Warranty Claim. If a question exists on a sublet labor repair, you should contact the Suzuki Tech-Line or your District Technical Service Manager.

01040.00**Weekly Warranty Statement Example**

The following list indicates the information contained in the Warranty Statement, issued on a weekly basis:

1. Dealer Number
2. Dealer Name and Address
3. Memo Title Description
4. Product Model Number
5. Engine Serial Number
6. Warranty Claim Number
7. Warranty Invoice Number
8. Warranty Invoice Date
9. Part Number(s) Listed on Warranty Claim
10. Part Quantity Listed on Warranty Claim
11. Latest Dealer Net Price for a Single Part (Unit Net Price)
12. Reimbursement Amount for that Part (Dealer Unit Net Price)
13. Parts Handling Reimbursement (actual percentage based upon claim type and submission speed)
14. Labor Reimbursement Amount
15. Total Warranty Claim Reimbursement Amount
16. Warranty Statement Invoice Numbers, Amounts, and Total
17. Warranty Statement Amount

1045.00**Monthly Statement Example**

The following list indicates the information contained in the dealer account Monthly Statement, issued on a monthly basis.

1. Dealer Number
2. Dealer Name and Address
3. Monthly Statement Date
4. Credit Section
5. Warranty Credit Invoice Date
6. Warranty Credit Invoice Number
7. Warranty Request Number
8. Warranty Credit Invoice Description
9. Credit Amount

1050.00**C.O.D. Status Dealers**

If your dealership is on C.O.D. status with Suzuki Marine USA, LLC, it will be necessary for you to request a check for the payment of the Warranty Credit. You should contact your assigned Suzuki Marine USA, LLC Credit Coordinator each time that you have a warranty credit situation. A check can not be issued without contacting the Credit Coordinator.

1055.00**Warranty Payment Questions**

If you have a question about a Warranty Statement, use Suzuki Connect to research the claim and payment history. If that does not resolve your question, send a photocopy of the Warranty Statement, any supporting documents, and a description of the situation to the Suzuki Marine USA, LLC Warranty Department. If you wish to inquire about the status of a specific Warranty Claim, the Warranty Department can respond to a telephone request, so long as the following criteria are met:

1. A period of at least fifteen (15) days must have elapsed since the date the Warranty Request was submitted to Suzuki Marine USA, LLC.
2. No more than 3 claims may be investigated at a time.
3. Warranty Request status inquiries more than six (6) months past the original date of repair will not be researched, and reimbursement adjustments after that time will not be made (please refer to Section 1700.00 for details concerning the contact procedure).

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1100.00**Registration Change**

Suzuki's limited warranties are assigned to the product. The limited Suzuki warranty policy coverage provided on eligible motors begins when it is sold (or put into use as a demonstrator) and ends when the product's warranty time period expires. As such, when a Suzuki product is sold to another owner any remaining warranty continues. However, the product's registration records at Suzuki Marine USA, LLC must be updated.

1105.00**General Registration Change Conditions**

As the limited warranty is applied to eligible Suzuki products, there are no limitations on registration change information being provided to Suzuki Marine USA, LLC. If you perform a registration change, you are required to verify the legality and documentation before submitting it on Suzuki Connect.

1110.00**Dealer Resale**

When a pre-owned Suzuki is sold to a new owner, your dealership should change the registration information via Suzuki Connect so that Suzuki Marine USA, LLC will have the latest customer information regardless of the warranty status. The unit's warranty period will not be suspended while in dealership inventory.

As a courtesy to the customer, steps should be taken to verify the motor's mechanical condition and to make sure the new owner has a Owner's Manual for the product. The new owner should be instructed in the same fashion as a new Suzuki purchaser about the motor's service needs, operation and any remaining limited warranty coverage. If the original manual is missing or unusable, you should offer to order a new one from the Suzuki Marine USA, LLC Parts Department.

1115.00**Registration Change by a Suzuki Dealer**

Registration changes may be made through any authorized Suzuki dealer. This provides your dealership the opportunity to meet the new owner of the Suzuki product and earn a new retail customer for future parts, accessories and service business.

1120.00**Private Party Resale**

Be prepared to change registration information on Suzuki products from private party resale, when requested. The registration change information should be submitted within thirty (30) days of the resale of the unit. Verify the legality and documentation before submitting it on Suzuki Connect. Acceptable forms of proof of motor ownership include:

- Bill of sale (must include motor, seller and purchaser information)
- Any registration form(s) required by your state

1125.00**Service and Safety Check**

It is strongly recommended, but not required, that your dealership perform the services described in the Certification of Pre-Delivery form anytime that you are submitting an registration change. Performing this service protects you and assures future customer satisfaction. You should also recommend to the new owner that these services be performed at the time of private party registration change.

1130.00**Registration Change Procedure**

Once your dealership is satisfied that all requirements pertaining to registration change of the Suzuki product have been met, use Suzuki Connect to complete the transfer.

1135.00**Registration Change by a Private Party**

Registration changes may also be made by the new owner of the Suzuki product. The motor's new owner can contact the Suzuki Marine USA, LLC Customer Service Department for assistance with the registration change. The contact information for Suzuki's Customer Service Department is:

Suzuki Marine USA, LLC
Attn: Customer Service Department
13521 Prestige Place
Tampa, FL 33635

Telephone: (813) 687-5900
FAX: (813) 687-7204

The registration change information should be submitted to Suzuki within thirty (30) days of the resale of the unit. The motor's owner will need to mail or fax documentation of registration change information so Suzuki Marine USA, LLC can verify and then complete the ownership change.

Acceptable forms of proof of motor ownership include:

- Bill of sale (must include motor, seller and purchaser information)
- Registration form(s) as required by your state

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Recall campaigns are instituted due to a possible safety problem occurring in Suzuki products. It is vital for the safety of the customer, and the protection of your dealership and Suzuki Marine USA, LLC, that recall situations be given the highest possible priority. Every effort must be made by you, your staff and Suzuki Marine USA, LLC to promptly modify each affected unit. Federal law also explicitly states the dealer's obligation and responsibilities in performing recall services.

1210.00**Service Bulletin Reference**

In the event of a safety recall campaign, Suzuki notifies dealers of the campaign by issuing a Technical Service Bulletin (TSB). The bulletin will describe the nature of the problem and provide detailed instructions for the actions required to remedy the problem. The TSB is distributed to all dealers electronically via Suzuki Connect.

1220.00**Reimbursement and Notification of Repair Completion**

Once an affected Suzuki product has been properly modified, your dealership must immediately submit a Warranty Claim for the repair to the Warranty Department (through Suzuki Connect). The only means that Suzuki Marine USA, LLC has of knowing that affected units have been modified is through the use of a Warranty Claim. It is important that you submit a Warranty Claim for each repaired unit during the recall campaign. Your special dedication and cooperation in promptly submitting Warranty Claims on each affected product your dealership modifies is essential.

1230.00**Completion of Campaigns Affecting New Motors**

Per provisions of the National Traffic and Motor Vehicle Safety Act, if there has been a safety related recall campaign on any new vehicle or new item of replacement equipment, a Suzuki dealer cannot deliver (sell or lease) a vehicle or equipment to a consumer unless all campaign procedures have been performed in accordance with the pertinent service bulletins or procedures.

Failure to comply with this Federal Law may subject violating dealers to substantial penalties.

It has always been a policy of Suzuki Marine USA, LLC that all vehicles and motors affected by such campaign be corrected prior to sale to a consumer, and, in fact, this subject is required to be verified on the Suzuki "Certificate of Pre-Delivery" form, which is required to be completed for all vehicle and motor sales. All dealership personnel should be aware of this requirement and make sure that no affected vehicle or equipment is sold to a customer without all applicable campaign modifications or repairs having been performed, prior to the delivery of the vehicle, motor, or equipment to the customer.

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1305.00**Demonstrator Selection**

Any new product may be used as a demonstrator by your dealership. Each demonstrator must be registered under the terms of the appropriate Suzuki Limited Warranty Policy for the product, and the Sales Registration System. As soon as the product is placed into demonstrator service, the unit must be registered via Suzuki Connect. Any unsold product with obvious wear, or having accumulated at least five hours of use (as indicated by hour meter or Suzuki Diagnostic System check), will be considered a demonstrator and must be registered as such.

1310.00**Warranty Repairs**

In order for a dealership to be reimbursed for warranty repairs to a demonstrator product, the unit must have already been registered with Suzuki as a “demonstrator” via Suzuki Connect. Warranty Claims for any unregistered product will not be approved.

1315.00**Warranty Time Period**

The warranty period on a demonstrator begins on the date that the product was placed into service as a demonstrator. The product will be eligible for warranty coverage until the limited warranty expires, regardless of who owns the motor.

1320.00**Sale of a Demonstrator**

When a demonstrator product is sold to a retail customer, it is necessary to transfer ownership to the new customer.

Reminder:

If the warranty period will expire prior to sale, it is strongly suggested that the dealer obtain Suzuki Extended Protection coverage for the product.

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1410.00**Dealer Customer Service Commitment**

The Limited Warranty Policies for Suzuki products instruct the customer to, first, direct any unresolved questions or problems he or she may have to both the Service Manager and Owner of the dealership. As a Suzuki dealer, you and your staff are in the best position to promptly resolve a customer's complaint. It is important that all such complaints be handled in a professional and businesslike manner by your dealership's personnel, so as to assure the customer's repeat business. Your staff should never encourage or instruct the customer to contact Suzuki Marine USA, LLC directly for the resolution of a warranty or service complaint. All warranty matters are eventually resolved at the dealer level with direct contact between the dealer and the customer. When a dealer mistakenly directs a customer to contact Suzuki Marine USA, LLC directly, the following things usually occur:

1. The customer feels that it is not his responsibility to do so, and loses confidence and faith in the dealer
2. The customer takes his business elsewhere

Some customers will insist upon dealing with or making inquiries to Suzuki Marine USA, LLC. In an instance where a customer is insistent, the dealer should suggest that the customer make his inquiry in writing to:

Suzuki Marine USA, LLC
Attn: Customer Service Department
13521 Prestige Place
Tampa, FL 33635

This contact address is also on each Suzuki product Limited Warranty Policy.

1420.00**Resolving Customer Complaints**

All Suzuki product warranty and service complaints should be handled within your Suzuki dealership. The following general guidelines should help you and your staff accomplish this:

1. A complaint resolution system should be established in your dealership to handle all customer complaints received by the dealership.
2. An individual with appropriate management and decision making authority should be assigned to deal with customer complaints.
3. Good and clear communication should be maintained with the customer. Most customer complaints are a result of a breakdown of communication with the customer.
4. Contact the appropriate department personnel at Suzuki Marine USA, LLC on behalf of the customer when needed:
 - A. For warranty or service problems, contact the Suzuki's Tech-Line at (813) 687-7202 or District Technical Service Manager.
 - B. For spare parts problems, support involving parts-related situations and Suzuki Genuine Accessories, call (813) 687-7203.
 - C. For sales-related topics, contact your District Sales Manager.
5. You and your staff should give each customer complaint a fair and impartial hearing. You should strive to fully understand the customer's concerns. A response should be made to the customer promptly, after you have investigated all of the pertinent facts and data.
6. After the customer complaint has been resolved, you and your staff should discuss how the situation could have been possibly avoided

1430.00**Customer Relations Reference Information**

Suzuki Marine USA, LLC has produced a wide array of customer relations reference materials that are available at no charge to your dealership. Please refer to the annual New Model Update Seminar Manual, Service Publications Bulletins and Warranty Materials Checklists for information on how to obtain these materials. Suzuki Marine USA, LLC also provides training, in group sessions or directly presented at dealerships by District Technical Service Managers, to aid your dealership personnel who will have contact with your customers.

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1500.00**Contacting Suzuki**

Suzuki Marine USA, LLC has various resources available to your dealership to aid in performing warranty repairs, obtaining parts and part-related information, administering and processing warranty claims and assisting retail customers with product or warranty-related concerns.

1510.00**Suzuki Marine USA, LLC General Mailing Address**

The general mailing address for the Suzuki Marine USA, LLC corporate headquarters is:

Suzuki Marine USA, LLC
(list the appropriate department)
(List the appropriate person)
13521 Prestige Place
Tampa, FL 33635

Note:

All correspondence about Suzuki products sold and serviced in the United States should be addressed through the Suzuki Marine USA, LLC. Direct contact to the Suzuki Motor Corporation in Japan will only delay assistance to your dealership or retail customer.

1520.00**Suzuki Marine USA, LLC General Telephone**

The general telephone number for the Suzuki Marine USA, LLC corporate headquarters is (813) 687-7200.

1530.00**Suzuki Marine USA, LLC Logistics Department**

For support on situations involving visible crate damage and other topics related to the shipment and delivery of motors to your dealership, contact the Suzuki Marine USA, LLC Logistics Department at (813) 687-7200, extension 5402.

1540.00**Suzuki Marine USA, LLC Sales Department**

For support on situations involving vehicle registration or other sales-related situation, contact your District Sales Manager (DSM).

1550.00**Suzuki Marine USA, LLC Parts Department**

For support involving parts-related situations and Suzuki Genuine Accessories, you have access to a dedicated National Parts Coordination Center. This center is staffed by Parts Coordinators with the training and resources to assist your dealership. Contact the center at (813) 687-7203.

1560.00**Suzuki Connect Computer Terminal Support**

For support on situations involving the Suzuki Connect internet-based communications system, your dealership has access to a dedicated Suzuki Connect Help Desk. The help desk may be contacted directly by calling (866) 438-7228.

1570.00**Suzuki Marine USA, LLC Technical Service Department**

For support on situations involving decisions about the warranty repairs or authorization of such repairs, you should contact the Suzuki Tech-Line or your dedicated District Technical Service Manager.

Tech-Line is staffed by Technical Service Managers and other Technical Service Department staff to provide, fast and proper response to technical quires and repair authorization requests. TECH-LINE may be contacted by calling (813) 687-7202.

For other technical or customer relations-related situations not suited to direct contact with Tech-Line, you may contact your dedicated District Technical Service Manager.

1580.00**Suzuki Marine USA, LLC Customer Relations Department**

The Customer Relations line has been established for retail customers to contact Suzuki Marine USA, LLC in situations where they feel that their concern cannot be resolved at the dealer level. To contact the Suzuki Marine USA, LLC Customer Relations department dealers may use the telephone number of (813) 687-5900.

Note:

The Customer Relations line has been established for retail customer use. If your dealership requires technical or customer relations assistance, you should not contact the Customer Relations Department directly, but should utilize Tech-Line or contact your District Technical Service manager. Direct contact to the Customer Relations Department should only occur at the direct request of an Suzuki Marine USA, LLC representative. You should also refrain from directing retail customers to the Suzuki Marine USA, LLC Customer Relations Department, as you and your staff are in the best situation to aid the customer and will ultimately benefit from doing so.

1590.00**Suzuki Marine USA, LLC Warranty Department**

The Suzuki Marine USA, LLC Warranty Department is not configured for direct dealer support, so warranty-related support requests should go to Tech-Line or to your District Technical Service Manager.

In an emergency situation, you may direct a warranty inquiry directly to the Suzuki Marine USA, LLC Warranty department, if contact is not possible with Tech-Line or your District Technical Service Manager. The Warranty Department will make a determination in emergency situations only by telephone number (813) 687-7201.

The mailing address for the Warranty Department is:

Suzuki Marine USA, LLC
Warranty Department
13521 Prestige Place
Tampa, FL 33635

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**1600.00****Suzuki Extended Protection**

Any new Suzuki Approved Outboard Engine which has at least some portion of the Suzuki Manufacturers Limited Warranty in force is eligible for a new SEP service contract/agreement.

The "Effective Date" of the service contract is the original date of unit purchase by the original retail purchaser or the initial date (in-service) of demonstrator, whichever is the earlier date.

Units that are to be used for commercial applications, racing, or that have been modified with accessories/parts not meeting Suzuki specifications are not eligible for a SEP service contract/agreement.

1610.00**Rate Schedule**

The "Dealer-Sold SEP Outboard Rate Schedule" is found on the SEP Web-site in the Dealer Materials Sec on. This will enable you to determine the proper pricing for the SEP outboard ESC based on eligible unit Horsepower (HP).

1620.00**Estimates**

All potential claims estimated to be over \$500.00 must have pre-authorization prior to initiating any repairs. Submitting requests for authorization will assure the dealership of the amount eligible for payment, and eliminate the risk of having a claim denied after repairs have been made. An Estimate Approval Number will be issued and must be listed on the claim when it is submitted for payment. SEP reserves the right to adjust, inspect, and change coverage amount(s) at any time.

Please by clicking on the following link refer to your online Marine Estimate/Claim Checklist Form or in the SEP website (Dealer Material section, Additional Forms) to ensure you have provided all the necessary information to enable us to process your estimate as quickly as possible. Also by clicking on the following link refer to your Marine Estimate Form or in the SEP web-site (Dealer Material section, Additional Forms).

Submit Estimates online at:

www.suzukiextendedprotection.com

By fax at:

1-828-328-3786

Mail estimates to:

Suzuki Extended Protection
1020 Main Ave. N.W.
Hickory, North Carolina 28601

1630.00**Inspections**

All potential repairs are subject to inspection prior to authorization. In cases where the cause of the failure needs further clarification, SEP may authorize an inspector to examine the unit before service is approved. The inspector will examine the failed components and advise SEP of the findings. Coverage

decisions are made at the sole discretion of SEP - CornerStone United, Inc.

1640.00**Claims**

Claims under \$500 that meet program terms and conditions for coverage do not require pre-approval and may be submitted directly to SEP. Claims over \$500 require an Estimate Approval Number through the estimate process (please see Estimate section). Please ensure your claim arrives at SEP within 45 days after the date service is completed, is fully completed and signed by the customer.

Please by clicking on the following link refer to your Marine Estimate/Claim Checklist Form or in the SEP web-site (Dealer Material section, Additional Forms) to ensure you have provided all the necessary information to enable us to process your claim efficiently. Also by clicking on the following link refer to your Marine Claim Form or in the SEP website (Dealer Material section, Additional Forms).

Submit Claims online at:

www.suzukiextendedprotection.com

By fax at:

1-828-328-3786

Mail claims to:

Suzuki Extended Protection
1020 Main Ave. N.W.
Hickory, North Carolina 28601

1650.00**Transfers**

The active contract is transferable between the customer or the Suzuki Dealer and a subsequent individual retail purchaser of the approved vehicle, provided:

1. The customer or the Suzuki Dealer submits a completed Transfer Request form, the transfer fee of \$25.00 per the transfer unit, and a copy of the bill of sale.
2. The Transfer Request Form is received within thirty (30) days of the date of sale of the approved outboard to the new owner or the contract is void
3. The required maintenance and servicing has been performed and all available records are provided to SEP - CornerStone United, Inc., if requested

See the online printable **Marine Transfer Request Form** in the SEP website under **Dealer Materials > Additional Forms**.

Mail Transfer Request Forms with the \$25.00 transfer fee to:

Suzuki Extended Protection
1020 Main Ave. N.W.
Hickory, North Carolina 28601

1660.00**Contract Cancellations****SEP Gimme 6 Promotional Contracts can only be cancelled by Suzuki Marine Corporate.**

SEP Dealer-Sold Contracts – The customer may terminate/cancel this contract by written notice to SEP – CornerStone United, Inc., requesting termination/cancellation while the contract is in force. The information required to process a cancellation includes: contract application number, date of cancellation, reason for cancellation and contract holder's signature.

Suzuki or SEP – CornerStone United, Inc., may terminate this contract for nonpayment of the contract amount or for any material misrepresentation.

In the event this contract is terminated, the amount we retain will be determined as follows:

1. If this contract is terminated within thirty (30) days of the contract purchase date, the total amount paid by the customer for this contract will be refunded provided no repair work has been performed or commenced. See Terms & Conditions for actual cancellation language.
2. After the first thirty (30) days, or if repair work has been performed or commenced, we will retain an amount calculated **pro rata**, based on the time elapsed since the sale date, less a \$25.00 processing/cancellation charge and less any claims paid or commenced prior to the date of the cancellation (unless state law provides otherwise) and forward the remaining balance to the Suzuki dealer.
3. In the event the contract price is financed as a part of the vehicle finance loan transaction, then the Suzuki Dealer will make the refund to the lien holder. If the Suzuki Dealer is notified that the loan has been paid off, the Suzuki Dealer will then refund the balance to the Customer.

See the online printable Marine Cancellation Request Form on the SEP web-site under **Dealer Materials > Additional forms.**

Please mail the Cancellation Request Form with the \$25.00 cancellation fee to:

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PLEASE REMEMBER:

- Authorization for your inspection/tear down for an estimate or claim must come from the contract holder.
- Collect deductible if applicable, non-covered repair costs, shop materials and other incidentals from the Contract holder.
- Ensure repair order is complete, signed and legible.
- For repairs over \$500, please ensure you get an Estimate Approval Number before work commences.
- Claim payment can be issued only when all documents have been received and are complete. These documents will include customer signature, itemized parts and labor codes, VIN # and mileage.
- Completed online SEP contracts are to be submitted within 30 days of the date of sale. Non-promotional (Dealer Sold New) contracts MUST be paid for by the dealer with a check for the dealer cost to activate the contracts coverage.

**Suzuki Extended Protection is administered by:**

CornerStone United, Inc.
1020 Main Ave. N.W.
Hickory, North Carolina 28601

Phone: 1-877-4SEP- NOW (877-473-7669)
Fax: 828-328-3786



THE
ULTIMATE
OUTBOARD MOTOR

Warranty Policy Manual
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