

March 15, 2016

APR -8 2016

To Whom this concerns,

I would like to file a complaint against Suzuki Motorcycles regarding safety issues with one of their models ; the DL 1000 V-Strom. The Generation 2 DL 1000 starting with the 2014 model seems to have issues with the main brain (ECU unit) which controls much of the function for the bike to respond properly. This includes fueling issues which cause erratic low rpm throttle control/response, stalling, vibrations and noise and throttle body synchronization that I am aware of.

My story starts with bike starting to behave differently around 600 miles on motor. It started running rougher and was noisier than usual. I asked a local bike shop what they thought and the owner couldn't say but said I wasn't the first that came to him with this about this bike over the last year in a half or so. His response to them as to me was -"it's under warranty". True enough but I just purchased a new \$14,000.00 motorcycle and I need to find out what's up. There are forums on the internet for almost every make and model of motorcycle made. They're made up of folks who purchased that particular model for certain reasons and they discuss everything from purchase price to aftermarket products and so on. They also discuss any issues with the bike both good and bad.

I was surprised and relieved at the same time when I read stories from others describing the same issues I was experiencing. I relayed this to the dealer and started a dialog with them. However being 130 miles from the dealer I needed time where I could get away for a couple days. I do have dealers closer but after visiting one and getting the "you didn't buy it here" attitude I figured I would have to deal with the one I bought it from. In the interim I read of more people experiencing the same problems and experienced more problems myself. I had the bike just stall on me going into a round a bout and I had a hard time just riding slow through traffic without having to keep clutching and revving motor. This is not normal for a bike like this. It seems they found that my throttle bodies were out of synchronization but did this only after I mentioned a few forum members found that this helped their bikes run better. . Some of the issues such as noise and performing a bit smoother were achieved by doing this. However it didn't last and the noise and throttle response was poor again.

I informed the dealer and talked with Suzuki of America about the issues and they said they would team up to figure out the problem. My throttle bodies were out of synch again. In 4600 miles they were out of synch twice. The manual says to check them every 7500 miles. Just check them. And I believe since my ride back that they're not in synch now. In the interim between the first throttle body synch and the second I became aware of forum chat of these same models in Europe having similar issues such as stalling etc. and that Suzuki was replacing the ECU units under warranty. After this was completed these owners noticed all issues resolved. I informed my dealer about this and showed them the information I had gathered. Instead of checking the ECU they rode it to see if it would stall. I also informed them that when purchasing a new OEM (original equipment) part the number had been changed on the ECU with the old part number still there but a line running through it meaning deleted. They have deleted the part that is on my bike. At the dealer I was also informed that I could purchase an aftermarket Power Commander that would override the ECU and probably cure most of it. And this is a known add on that

NM
41516
SMD

some people do to control fuel/air mixture to get more out of the bike. They also said Suzuki wouldn't recommend this but it could help. Of course this would cost me hundreds of dollars and probably void any warranty I have on this bike. There are many people with this issue and I for one do not want to be the one who gets hurt or worse because Suzuki won't own up to this issue and do a recall or at least a bike by bike check on this part. I don't know why they wouldn't check my ECU under warranty to at least rule it out. I have included copies of forum chat related to this subject.

I thank you for listening and I hope there is something you can do on behalf of us consumers.

Sincerely,

[REDACTED]

[REDACTED]

Sarasota, Fl.

[REDACTED]

[REDACTED]

2014 Suzuki DL 1000 V-Strom Adventure VIN> JS1VU51A3E2

[REDACTED]

Live chat
SUPPORT

OEM Parts Suzuki Motorcycle 2014 2014 Suzuki DL1000A

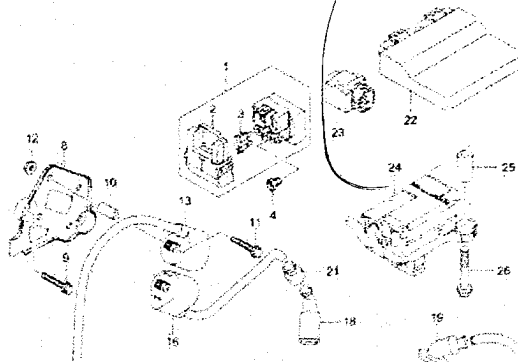
2014 Suzuki DL1000A Parts

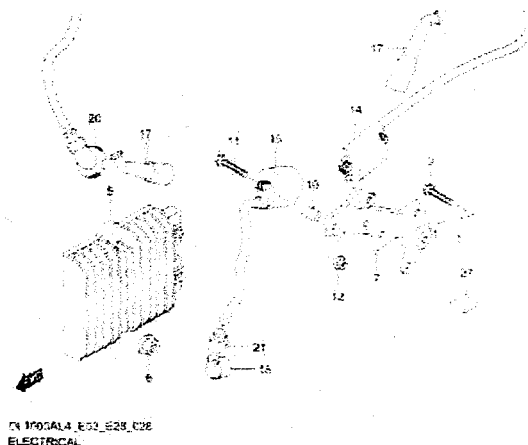
0 G+1 0

ELECTRICAL ASSY. ONLY

ELECTRICAL (DL1000AL4 E33)

Part No.	Description	Price	Qty
1	RELAY ASSY, STARTING MOTER 31800-06G00	\$62.32	1
2	.COVER, RELAY ASSY 31861-47E00	\$8.29	1
3	.FUSE (30A) 09481-30101	\$2.95	2
4	SCREW (6X8) 09128-06013	\$2.95	2
5	RECTIFIER ASSY 32800-31J00	\$148.21	1
6	NUT 08316-1006A	\$2.95	2
7	BRACKET, IGNITION COIL 33414-31J00	\$8.38	1
8	BRACKET, IGNITION COIL 33424-31J00	\$7.64	1
9	BOLT 01550-0620A	\$2.95	4
10	SPACER (6.4X10X18) 09180-06195	\$2.95	8
11	BOLT (6X35) 09103-06231	\$2.95	8
12	NUT 09159-06096	\$2.95	8
13	COIL ASSY, IGNITION 33410-06G00	\$59.87	1
14	COIL ASSY, IGNITION 33410-17G00	\$59.87	1
15	COIL ASSY, IGNITION 33410-20H00	\$57.75	1
16	COIL ASSY, IGNITION 33410-26G00	\$61.38	1
17	CAP ASSY, SPARK PLUG 33510-31G00	\$23.69	2
18	CAP ASSY, SPARK PLUG 33510-31G10	\$19.87	2





CV 100GAL4_E52_E28_E28
ELECTRICAL

19	SEAL, HIGH TENSION CORD, RR 33542-06G00	\$4.15	1
20	SEAL, HIGH TENSION CORD, FR 33542-06G10	\$4.15	1
21	SEAL, HIGH TENSION CORD 33542-38B00	\$2.95	2
22	CONTROL UNIT, FI 32920-31J21 32920-31J21	\$947.47	1
23	SENSOR ASSY, FUEL CUT 33560-27G00	\$56.34	1
24	ACTUATOR ASSY, EXHAUST CONTRO 33970-47H01	\$378.85	1
25	SPACER (6.2X14.5X26) 09180-06345	\$4.87	2
26	BOLT 01450-0655A		
27	CUSHION 44534-24F00	\$2.95	

1

If you're having a problem finding the part you need, here are two options to help:

Search By Part Number

If you know the part number of the Suzuki part you're looking for, enter it below.

Enter Part Number Here

Chat:

We try to provide chat during normal business hours to answer any questions you may have.

Live chat
SUPPORT

About Suzuki Parts House

Suzuki Parts House is owned and operated by [REDACTED]. This site is dedicated to selling OEM Suzuki ATV parts, motorcycle parts, and scooter parts. You can easily find the parts through our parts diagrams after finding the appropriate category above.

Additional Parts House Brands

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DL1000A - 2014+ The beak-strom?



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[REDACTED] : Suzuki V-Strom Motorcycle Forums > Popular Forums > DL1000A - 2014+ > ECU Replacement, Anyone have it done?

DL1000A - 2014+ The beak-strom?

yes		18	41.86%
no		21	48.84%
unsure		4	9.30%

Voters: 43. You may not vote on this poll

3 Likes

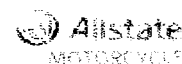
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Join Date: Feb 2014
Location: BC
Posts: 155

ECU Replacement, Anyone have it done?

Ok troopers here is what has been on my mind the past 6 months,

I have been having issues with my bike stalling for the past 2 years, it was a bit sporadic at first but now it seems to have gotten worse. I took it to the dealer a year ago and they just say that its hard to duplicate yada yada, never heard of this issue. So here I am, writing this rant with a month left in my 2 year warranty with a bike that I will have a "!" of a time selling and is borderline dangerous to ride at slow speeds.

So today my frustrated self starts researching and I was shocked! Not only have there been many widespread issues through the early 2014's but it sounds like the dealers have been replacing a few! Why would they admit to this yet not release a service bulletin at the very least? I have e-mailed Suzuki directly to see what they will do for me, if they still refuse to deny this issue exist then the rest of the people online are writing fairy tales....☹

So I know there have been a few others on this forum

with this issue, have you been able to find a fix? Let me know, I am trying to compile as much as I can to show Suzuki.

Here is a sample of what I have found:
ECU warranty replacement
Down shift stall
2014 DL1000 Vstrom | Page 229 | Adventure Rider
Stall on down shift
Fueling issues

Summary of issues on 2014+ DL1000?

Share

Yeeehaaaaaw!

Last edited by [REDACTED]: 02-16-2016 at 11:54 PM.

Quote

Quick Reply



I have mine replaced. Bike manufactured March 2014, purchased September 2014. Old ECU part number was terminating with "...00", new ECU part number terminating with "...02", installed in October 2015. Before new ECU, as I was suffering from the problem, I had X-TRE installed and it took care of 90% of the problem.

2014 DL1000 Red
2012 DL650 White (sold)

Join Date: Dec 2013
Location: Portugal
Posts: 575

I'm in process to replace ECU on my early 2014 [REDACTED]. I'm from Quebec Canada

Yesterday I done complaint to service Suzuki canada after talking to my local dealer with no success!

I will keep you informed !

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03-20-2016 03:37 PM by [REDACTED]

62 Still Riding....
03-20-2016 03:29 PM by [REDACTED]

82 Found a quiet chain lube
03-20-2016 03:27 PM by [REDACTED]

12 V2 - Hard shifting into...
03-20-2016 03:07 PM by [REDACTED]

14 What...
03-20-2016 03:02 PM by [REDACTED]

Vee2 Hand Guard Options
03-20-2016 02:55 PM by [REDACTED]

wiring computer etc...
03-20-2016 02:39 PM by [REDACTED]

what is the lightest pipe
03-20-2016 02:37 PM by [REDACTED]

Track day the dl1000
03-20-2016 02:37 PM by [REDACTED]

Fuel pump compatibility...
03-20-2016 02:32 PM by [REDACTED]

GAME ON.
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Buyers Guide

Shipping

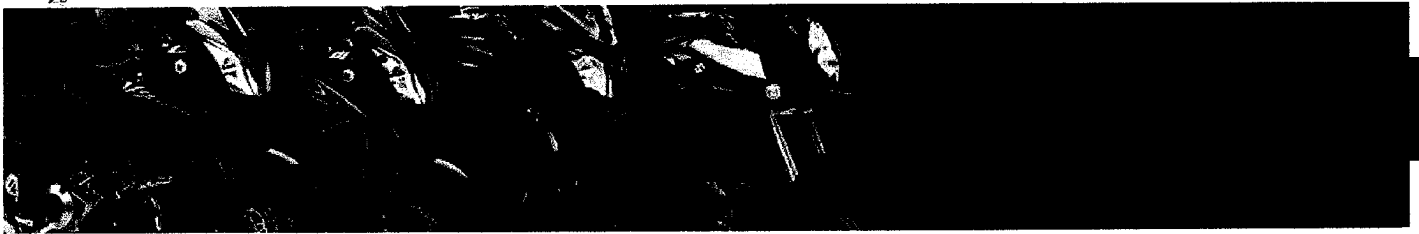
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2014+ The beak-strom?



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[Suzuki V-Strom Motorcycle Forums](#) > [Popular Forums](#) > [DL1000A - 2014+ > ECU Swap Information](#)

7 Likes

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Page 1 of 3 [1](#) [2](#) [3](#) >

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03-12-2016, 03:41 PM

Thread Starter

post #1 of 22



ECU Swap Information

(Please visit the following thread too and take part ECU Replacement, Anyone have it done?)

Here are some ECU swap information from Germany, which is not a recall but it's being exchanged on warranty. So far 89 members got it replaced as of 3/12/16.

The website of [redacted] also provides a lot of information about his power loss. He says his dyno results started Suzuki's ECU investigation and that Suzuki informed officially all dealers on August 4th 2015 about the ECU problem. Effected are 3 out of 10 early DL1000A L4 (and I believe L5). Culprit is the ECU J00 and J01, which were replaced with J02



This image has been resized. Click this bar to view the full image.

Join Date: Feb 2015
Location: Texas
Posts: 39

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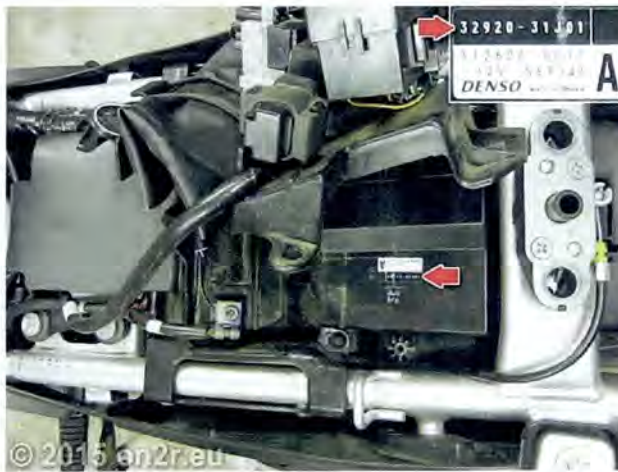
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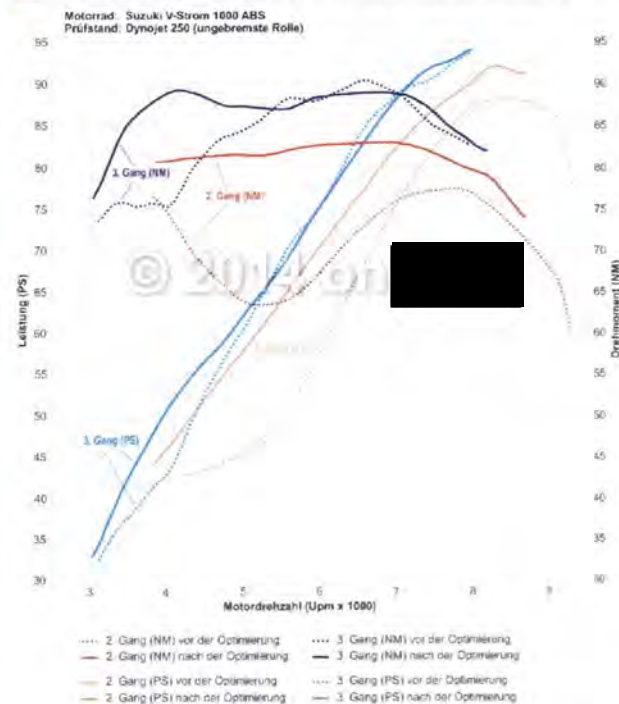
source: [extremes](#)

ECU J01 got rid of the power drop in 2nd gear and the 3rd gear had more torque in lower RPM. No more stalling.

ECU J02 killed the violent vibration in 2nd gear at low RPMs still present with J01. It felt like the bike was trying to shake off its front end when driving in 2nd below 1500 RPM (about 25km/h). Now even at 1200RPM in 2nd the engine runs smooth.

Dyno [test](#) result:

This image has been resized. Click this bar to view the full image.



source: [extremes](#)

Best rider's feedback so far after ECU swap:



Recent Discussions

- will old dl1000 shock...
03-20-2016 04:01 PM by [redacted]
- Still Riding....
03-20-2016 03:57 PM by [redacted]
- New to the forum
03-20-2016 03:44 PM by [redacted]
- V2 - Hard shifting into...
03-20-2016 03:41 PM by [redacted]
- PCV maps to share with...
03-20-2016 03:37 PM by [redacted]
- Found a quiet chain lube
03-20-2016 03:27 PM by [redacted]
- What...
03-20-2016 03:02 PM by [redacted]
- Vee2 Hand Guard Options
03-20-2016 02:55 PM by [redacted]
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- Bike sometimes dies after cold start.
Didn't happen anymore! Idle speed is a tap higher!

- Occasionally misfire.
Not anymore!

- Below 50km/h had to shift into 3rd gear because engine wouldn't run smooth and would start to jerk.
Now even in 5th gear and 50km/h smooth without jerking! Also the acceleration from 50km/h in 5th gear is without jerking!

- With traction control setting either in 1 or 2, the engine would 'have to climb out of the basement' when accelerating in 2nd or 3rd gear. When accelerating out of a corner or when overtaking power loss was felt. Had to close throttle and slowly increase speed to control the weird loss of power.
Now merciless acceleration and the traction control light is blinking!

ECU repair time:

Dealers with no knowledge try to put off customers saying the swap would take an entire day. However it is being reported that the swap takes about 15min.

- short test drive
- seat off
- disconnect battery
- swap ECU
- connect battery
- program both ignition keys
- seat back on
- reset clock
- test drive

(Please visit the following thread too and take part ECU Replacement, Anyone have it done?)

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Ride - Life Is Too Short!

Last edited by 03-14-2016 at 08:43 PM.

Quote

Quick Reply

ANYWHERE YOU WANT TO GO



2017 YAMAHA MT-120R
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03-12-2016, 04:41 PM

post #2 of 22

Junior Trooper

Join Date: Feb 2016
Posts: 1

I have just purchased a 2014 model in Ontario, Canada and eventually got a response from Suzuki Canada. They stated that the ECU in Europe is different to the one used in Canada. They also stated that if you do have an issue it would be replaced under warranty.

Share

Quote

Quick Reply

03-12-2016, 10:13 PM

post #3 of 22

Join Date: Oct 2014
Location: Massachusetts
Posts: 176

Quote:

Originally Posted by [REDACTED]

Now even at 1200RPM in 2nd the engine runs smooth.

You know that bike has a first gear, don't ya? 😊

Share

yesbut likes this.

2014 DL650
2014 DL1000

Quote

Quick Reply

03-13-2016, 05:25 AM

post #4 of 22

Join Date: Dec 2013
Location: Portugal
Posts: 575

I live in Portugal.
My ECU was J00 and was replaced by J02.
I believe and can confirm a lot of mentioned in previous post, stating German experiences...
BUT...
talking about 1200 or 1500 rpm vibrations ???
At those rpm my bike would disintegrate, I guess...
C'mon, it's V-twin!!

Share

[REDACTED] likes this.

2014 DL1000 Red
2012 DL650 White (sold)

Last edited by [REDACTED] 03-13-2016 at 06:18 AM.

Quote

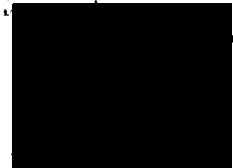
Quick Reply

03-14-2016, 04:10 PM

post #5 of 22

PREMIUM

I just got off the phone with Suzuki USA to discuss and document the stalling issue. After reading a variety of posts that confirm Germany, Portugal and several other countries have swapped to newer ECU's, I wanted to know if thats a possibility in the US and whether the USA corporate offices were even aware of an issue. The customer service rep was very attentive and took note of the conversation. I'm hoping some action will be taken



Join Date: Jun 2011
Location: Melville, NY
Posts: 339
Garage

in that this apparently is not a unique situation to me. Before I go for X-TRE or some other flash product, I'd like Suzuki to make this right. This really is a plug and play install and aside from the cost of the unit (which I suppose is significant) it's far less costly than being held accountable to a possible accident when a bike stalls

while crossing traffic. 🤖

Share

 likes this.



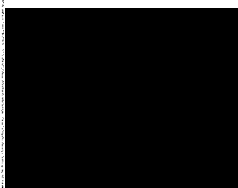
Mud is my chrome

Quote

Quick Reply

03-14-2016, 07:27 PM

post #6 of 22



Join Date: Aug 2015
Location: mn
Posts: 99

what number for Suzuki customer service
I cant find one I would love to follow up with my own calls
these bikes should run better then they do

Share

1975 Yamaha dt125
1982 Yamaha 550 vision
1986 fazer 700
1983 Suzuki gs750e
1984 Honda v65 sabre
1985 Yamaha rz500
1985 kawii gpz turbo 750
2000 Honda sabre 1100
1998 Honda 800 interceptor vfr
2002 ktm rfs250 and drz 250
3, 250 cc kymco scooters
2014 bmw c650gt
2015 fz-07
sill have
2014 ctx1300
2014 dl1000 vstrom

Quote

Quick Reply

03-14-2016, 07:29 PM

post #7 of 22



Join Date: Oct 2015
Posts: 25

Mines a J10?

Attached Images

 95.4 KB,
33 views)

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Quote

Quick Reply

03-14-2016, 07:53 PM

post #8 of 22



Join Date: Aug 2015
Location: mn
Posts: 99

mine is a, 32920-31j10
112600 0021
nep144
cannot ride it relaxed if you are just riding it around it
needs to be a bit over 2k
never ever had a bike like that
nope its not cuz its a race bred v twin
the bike should be able to pull itself along in rush hour
traffic I should not have to pull the clutch in the entire
time im in traffic

Share

1975 Yamaha dt125
1982 Yamaha 550 vision
1986 fazer 700
1983 Suzuki gs750e
1984 Honda v65 sabre
1985 Yamaha rz500
1985 kawii gpz turbo 750
2000 Honda sabre 1100
1998 Honda 800 interceptor vfr
2002 ktm rfs250 and drz 250
3, 250 cc kymco scooters
2014 bmw c650gt
2015 fz-07
sill have
2014 ctx1300
2014 dl1000 vstrom

Quote

Quick Reply

03-14-2016, 07:54 PM

post #9 of 22



Join Date: Jun 2011
Location: Melville, NY
Posts: 339
Garage

Quote:

Originally Posted by [Redacted]

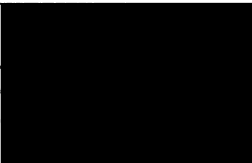
what number for Suzuki customer service
I cant find one I would love to follow up with
my own calls
these bikes should run better then they do

I just went to Suzuki USA. Look for contact. Speak with
customer service after hitting #1 and listening to
recording when it asks to hit another number if you
need more info.

I think the more people that do this, the more effective
and the more urgency corporate might see this problem
is. If we can get a whole "movement" or maybe even a
"revolution" going, than I think the "establishment"

might wake up and take us seriously 😊

Share



Mud is my chrome

Quote

Quick Reply

Join Date: Feb 2015
Location: Texas
Posts: 39

ECU Part Numbers

According to the Suzuki parts list the ECU unit for 2014 and 2015 got changed. (have not seen a 2016 parts list yet)

ECU part# source: 2015 Suzuki DL1000A ELECTRICAL (DL1000AL5 E03) |

Suzuki Partshouse

ECU/CONTROL UNIT, FI was 32920-31J10 and got replace with the new part# 32920-31J11 for the following bikes

2014 (DL1000AL4 E03) - U.S.A except for California

2014 (DL1000AL4 E28) - Canada

2015 (DL1000AL5 E03) - U.S.A except for California

2015 (DL1000AL5 E28) - Canada

ECU/CONTROL UNIT, FI was 32920-31J20 and got replace with the new part# 32920-31J21 for the following bikes

2014 (DL1000AL4 E33) - California

2015 (DL1000AL5 E33) - California

It will be interesting to know if all the issues (stalling, power loss etc.) only occur with the first ECU version.

Therefore please include the information below when you take part or already have taken part in the poll.

With the ORIGINAL ECU

List your ECU version (J10, J11, J20 or J21):

List your bike's problems:

How to reproduce the issue(s)? -for someone who is unsure about his bike-

With the NEW REPLACEMENT ECU

List your bike's problems:

How to reproduce the issue(s)?

List your new ECU version (J10, J11, J20 or J21):

State the result after ECU swap:

Address of who performed the ECU warranty work:

**Poll: ECU Replacement,
Anyone have it done?**

DL1000A Country Codes:

E03 U.S.A except for California

E28 Canada

E33 California

E14 Thailand

E21 E.U.

E24 Australia

E50 China

E99 Other Countries

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Ride - Life Is Too Short!

Last edited by 03-17-2016 at 01:00 AM. Reason:
added dealer's address request

Sarasota, FL



1006



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