



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 17-001
Date Opened: 03/07/2017
Investigator: Peter Kivett
Approver: Stephen Ridella
Subject: Motorcycle Stalling

Date Closed: 11/13/2017
Reviewer: Bruce York-B

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Suzuki Motor of America, Inc.
Products: 2014 - 2015 Suzuki DL1000
Population: 2,404

Problem Description: Motorcycle stalls when accelerating from a stop in first gear.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	5	21	26
Crashes/Fires:	0	3	3
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	0	29	29

***Description of Other:** Suzuki warranty claims

ACTION / SUMMARY INFORMATION

Action: This (PE) Preliminary Evaluation is Closed. Suzuki has agreed to perform service campaign TLSVDL 066 (ODI 10119582).

Summary:

On March 3rd 2017 the Office of Defects Investigation (ODI) opened this Preliminary Evaluation (PE17-001) to investigate allegations of stalling when accelerating from a stop on 2014-2015 DL1000 Suzuki motorcycles. ODI contacted 4 of the 5 consumers who had filed complaints with the office and learned they all could engage the clutch as the stalling condition presented itself and keep the bike in an upright, stable position.

On May 17th 2017 Suzuki responded to ODI's Information Request letter and informed ODI of 21 consumer complaints and 28 warranty claims alleging stalling while accelerating from a stop on 2014 and 2015 subject vehicles. Additionally, Suzuki made ODI aware of three crashes where the consumer alleged they dropped the bike as a result of the stall (no injuries were reported). ODI contacted the complainants, including the consumers alleging a crash and noted the majority alleged a misfire or a loss in power at cruising speeds or going around a turn. These allegations were not consistent with the alleged defect of this investigation. Furthermore, ODI learned from 2 of the 3 complainants alleging a crash (dropped bike) that they had installed after market equipment on the motorcycle altering its performance and/or fueling strategy.

On July 27th, 2017 Suzuki and ODI participated in a joint ride-evaluation of the subject motorcycles. Suzuki supplied ODI with a 2014 and 2015 D1000 motorcycle with original factory settings. ODI solicited assistance from the Virginia State Police (VSP) Division 7 Motor Squad to evaluate and ride the subject motorcycles at the Dulles Airport training grounds. VSP supplied ODI with 4 professional and experienced motorcycle riders. At the Dulles location, ODI created a repeatable test program that would best elicit the alleged defect. The test was a series of accelerating patterns through first gear into second at different distances. After a total of 5 hours of riding the VSP riders were unable to induce or duplicate the stalling condition (alleged defect).

On August 9th 2017 Suzuki met with ODI to discuss the investigation, the merits of the complainants, and give a presentation concerning the chronology of design changes associated with the subject vehicles.

As a result of the July 27th ride evaluation, the August 9th joint meeting, and investigative interviews, ODI has concluded the alleged defect of this investigation does not present an unreasonable risk to motor vehicle safety at this time. In addition, Suzuki has agreed to provide its customers with an updated engine control module (ECM) via a service campaign TLSVDL 066 (ODI 10119582) incorporating the latest engine software. ODI is closing this PE as further use of agency resources does not appear to be warranted. The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist. The agency reserves the right to take further action if warranted by the circumstances.