U.S. Department of Transportation

National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

NHTSA

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Investigation: PE 20-004
Date Opened: 04/07/2020
Date Closed: 10/30/2020
Investigator: Peter Kivett
Reviewer: Bruce York-B
Approver: Stephen Ridella
Subject: Loss of headlights

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Suzuki Motor of America, Inc.
Products: 2018 Suzuki GSX 250 R
Population: 2,040

Problem Description: Headlight bulb failure, diminished visibility increasing the risk of a crash

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	0	2	2
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	4	Confidential	Confidential

***Description of Other:** Field reports reports

ACTION / SUMMARY INFORMATION

Action: This (PE) Preliminary Evaluation is closed with safety recall 20V-612

Summary:

The Office of Defects Investigation (ODI) opened this Preliminary Evaluation (PE) on April 17th, 2020 to investigate Early Warning Reporting (EWR) reports submitted by Suzuki alleging loss of headlights on model year (MY) 2018 Suzuki GSX 250R motorcycles.

On May 29, 2020, ODI learned, through the Suzuki response to an ODI Information Request (IR) letter, that they were aware of two complaints, multiple field reports, thirty-six warranty claims and one goodwill claim describing headlight failures on the subject motorcycles. Within the field reports, ODI discovered there were many failures involving both the low and high beams on the same motorcycle, resulting in a complete loss of vehicle lighting. All reported failures occurred on MY 2018 bikes equipped with headlight assembly part number 35100-20K30. Additionally, Suzuki made ODI aware of a design change effective February 27, 2018 on MY 2019 motorcycles that resulted in a headlight assembly part number change to 35100-20K31. This design change was made to improve serviceability of the headlamp bulb. According to Suzuki, the holding part of the bulb spring had a structure that allowed the bulb spring to become displaced from its proper mounting position when the bulb spring was removed from the holding claw to replace the bulb. Analysis of headlamp failure data showed that no MY 2019 motorcycles, or bikes manufactured with the updated headlight assembly, experienced a headlight failure. The original headlight assembly was withdrawn from production and the redesigned headlight was made available as a service replacement part in September 2018. The modified headlight can be interchanged with earlier production assemblies.

Discussions between ODI and Suzuki resulted in the manufacturer recalling MY 2018 Suzuki GSX 250R motorcycles for a sudden loss of headlamp illumination. This sudden failure could reduce operator visibility and/or conspicuity, increasing the risk of a crash.

This Preliminary Evaluation has been closed due to the recall issued by the manufacturer (NHTSA Recall 20V-612).