



Service Bulletin

MOTORCYCLE DIVISION
FOUR-STROKE B

GV/AN NO. 048
DATE: 02/06/2012

SAFETY RECALL CAMPAIGN

AN400AL2, AN650AL2

Front and Rear Brake Light Switch Replacement Campaign: 2A26

SUBJECT: Recall Campaign – Front and Rear Brake Light
Switch Replacement

MODELS: AN400AL2, AN650AL2

REFERENCES: AN400/AL2 Service Manual (P/N 99500-34101-03E)
AN650/AL2 Service Manual (P/N 99500-36116-03E)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in the 2012 model year Suzuki scooters listed above.

STOP DELIVERY OF AFFECTED SCOOTERS IMMEDIATELY

DO NOT DELIVER an affected scooter to a customer until you have completed, or verified completion of, the repair procedures outlined in this bulletin.

It is a violation of Federal law to deliver any new vehicle subject to a safety recall campaign under a sale or lease until the defect or noncompliance has been corrected. You must verify this on the Suzuki “Certificate of Vehicle Pre-Delivery” form, which is to be completed for all new and used vehicle sales.

What is the problem?

Under certain conditions, the handlebar brake light switches can fail. This can result in the failure of the scooter's brake light to illuminate. Should this occur, following motorists may not notice braking deceleration, increasing the risk of a rear-end crash. Failure of both switches will also leave the scooter unable to start. For the rider's safety and customer satisfaction, we are initiating a safety recall campaign to replace the affected switches.

Affected Unit VIN Range:

<u>Model</u>	<u>VIN Range</u>
AN400AL2	JS1CK44B*C2100001 ~ JS1CK44B*C2100104
AN650AL2	JS1CP51B*C2100001 ~ JS1CP51B*C2100002

Verify The Unit Requires Modification:

Before performing the recall repair to a unit, first verify that the repair needs to be performed. Look for a punch mark on the frame immediately after the VIN as indication of the procedure being done and for a white paint mark on the underside of the new brake light switches. Also, check the repair status by accessing the Vehicle Master Inquiry from the Suzuki Connect Service Menu. If the repair needs to be performed, you will see the message "CAMPAIGN NOT YET PERFORMED" displayed.

What Your Dealership Will Do:

Install the replacement handlebar brake light switches as outlined in the applicable service manual. Submit a Warranty Claim for reimbursement.

What Suzuki Will Do:

During the week of February 13, 2012, Suzuki will mail notification letters to owners of affected scooters for whom we have information. The letter instructs the customer to contact a Suzuki dealer to schedule an appointment.

All units invoiced to your dealership after February 6, 2012, will not require the recall service to be performed.

Ordering Parts For The Recall Campaign:

Parts for the Recall Campaign will NOT be auto-shipped. Using normal parts ordering methods, refer to the part number below to order parts for an affected unit. Parts will be available beginning the week of February 6, 2012. Order parts only on an as-needed basis. Initial recall parts orders will be limited to a quantity of three per dealer. If you require additional brake light switch sets, please contact National Parts Coordination at (714) 854-2165.

<u>Model</u>	<u>Part Number</u>	<u>Dealer Cost</u>
AN400AL2, AN650AL2	57400-14810-RX0	\$20.43

NOTE: Front and rear brake light switches are included in each set.

Warranty Claim Processing:

Submit a warranty claim for each recall campaign service immediately upon completion of the repair. This campaign requires you to file a warranty claim using ONE of the methods described below:

Suzuki Connect Short Campaign Claim

A Short Campaign Claim will reimburse you for replacement of the front and rear brake light switches and 0.4 hr. labor only.

**RECALL CAMPAIGN – BRAKE SWITCH SET REPLACEMENT
SUZUKI CONNECT SHORT FORM INSTRUCTIONS**

GENERAL

CLAIM NUMBER:	XXXXX,X (Dealer enters number)
ENTRY TYPE(Dealer Chooses):	VIN, Model/Frame, or Control Sequence
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	2A26

Suzuki Connect Long Campaign Claim

The Long Campaign Claim entry should be used when additional parts or labor are required to complete the Recall Campaign service. **A Long Form Claim will require TSM authorization.**

SUZUKI CONNECT LONG FORM INSTRUCTIONS

GENERAL

CLAIM NUMBER: XXXXX,X (Dealer enters number)
ENTRY TYPE (Dealer Chooses): VIN, Model/Frame, or Control Sequence
REPAIR DATE: Enter date of repair
MILEAGE: Enter mileage at time of repair
CAMPAIGN NUMBER: 2A26
LABOR HOURS: AS REQUIRED
AUTHORIZATION NUMBER: ASSIGNED BY TSM

PARTS

REPLACEMENT PARTS: AS REQUIRED

SUBLET

SUBLET AMOUNT: AS REQUIRED
SUBLET REFERENCE NUMBER: N/A
SUBLET REPAIR DESCRIPTION: AS REQUIRED

FAILURE DESCRIPTION RECALL 2A26

DESCRIPTION OF FAILURE Performed recall repair per Service Bulletin

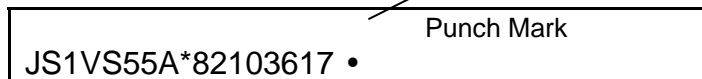
Procedure:

Refer to the model's Service Manual for the brake light switch (master cylinder) removal and installation procedure, paying attention to the following points:

- The countermeasure switches have a white paint mark on their lower side.
- Seat the plunger of the new switches before tightening the mounting screws to avoid damaging the switches.
- Make sure to reattach the lead wires securely.
- Make sure that all of the removed parts and hardware are fitted securely after reassembling.
- Check the operation of the brake light and the starter system.

Unit Identification:

Place a punch mark on the frame at the **end** of the VIN to verify the repair has been done.



Important:

Successful completion of this safety recall campaign depends on your efforts. It is your responsibility to repair any affected unit within the VIN range at no cost to the customer for recall service parts and labor. Incidental costs your customers may incur are not normally covered. However, if you have a customer with special needs, contact your District Technical Service Manager (714) 996-7480 to discuss possible solutions.

Customer Satisfaction:

We understand and apologize for any inconvenience this recall campaign may cause you or your customers.

Thank you for your cooperation in conducting this very important campaign for your customers' safety and satisfaction.

Affected Departments:

The following departments in your dealership should be notified of this information:

Management Service Warranty Sales Parts Accessories

American Suzuki Motor Corporation
Technical Service Department
Motorcycle Division



AMERICAN SUZUKI MOTOR CORPORATION

SAFETY RECALL CAMPAIGN
AN400AL2, AN650AL2

February 13, 2012

Dear Suzuki Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in the 2012 model year Suzuki scooters listed above. According to our records, you are the owner of one of these scooters.

What is the problem?

Under certain conditions, the handlebar brake light switches can fail. This can result in the failure of the scooter's brake light to illuminate. Should this occur, following motorists may not notice braking deceleration, increasing the risk of a rear-end crash. Failure of both switches will also leave the scooter unable to start. For your safety and customer satisfaction, we are initiating a safety recall campaign to replace the affected switches.

⚠ WARNING

Operating your scooter without having the recall service performed may increase the risk of an accident.

DO NOT OPERATE YOUR AFFECTED SCOOTER

To minimize the risk of an accident, do not ride or allow anyone else to ride your scooter until this recall service has been completed.

What is Suzuki doing to solve the problem?

Your dealer will replace the handlebar brake light switches on your scooter. This procedure is very simple and takes less than one hour to complete. Parts are available now. There will be no charge to you for any recall service related parts or labor.

What should you do?

Bring your scooter to your dealer. To aid your dealer and Suzuki, make sure you are prepared for the recall service by taking the following steps:

- Contact your Suzuki dealer as soon as possible to set up an appointment for the recall service. Do this *before* taking your scooter in for the repair.
- Bring this letter and the enclosed card with you to help your dealer process the claim.

What to do if you receive this letter in error?

This notice was mailed to you according to the most current information we have available. If you no longer own the Suzuki scooter described in this letter: Please complete and return the enclosed postage paid reply card to American Suzuki Motor Corporation, and forward this recall information to the current owner (if known).

Who to contact if you experience problems?

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the brake light switch replacement campaign. If you have any difficulty with this recall campaign you may contact the American Suzuki Motor Corporation Customer Service Department for assistance using the direct Customer Service telephone line at (714) 572-1490 during the hours of 8:30 am to 4:45 pm Pacific Time. Please have your Vehicle Identification Number (VIN) ready when calling. You may also leave a brief message at (800) 444-5077 and a representative from the American Suzuki Motor Corporation Customer Service Department will contact you.

If you believe that American Suzuki has failed to provide the Recall service without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC, 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-424-9153) or go to www.safercar.gov.

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety, satisfaction and riding pleasure are important priorities for Suzuki.

Sincerely,
American Suzuki Motor Corporation