

Service Bulletin



50
YEARS IN THE USA

SUZUKI MOTOR OF AMERICA, INC.
3251 E. Imperial Hwy, Brea CA 92821 USA

MOTORCYCLE DIVISION
GS/GSX/GSX-R NO. 228
DATE: 10/28/2013

SUBJECT: SAFETY RECALL CAMPAIGN — FRONT BRAKE MASTER CYLINDER

MODELS: 2004-2013 GSX-R600
2004-2013 GSX-R750
2005-2013 GSX-R1000

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 certain 2004-2013 model Suzuki motorcycles listed above.

STOP DELIVERY OF AFFECTED MOTORCYCLES IMMEDIATELY

DO NOT SELL OR DELIVER an affected motorcycle 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 sell or 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.

In addition to being a violation of Federal law, selling a non-repaired unit is a direct violation of your Suzuki dealer agreement and may lead to additional sanctions.

What is the problem?

After a long-term service life of the motorcycle without changing the brake fluid, the brake fluid can deteriorate and absorb moisture. The brake piston inside the front brake master cylinder of some motorcycles may not have uniform surface treatment. This combination of conditions can lead to corrosion of the brake piston. Corrosion of the brake piston generates gas, which may not be adequately purged from the master cylinder due to the side position location of the reservoir port. Gas remaining in the master cylinder can affect braking power by reducing proper fluid pressure transmission to the front brake. Over time, as gas continues to slowly accumulate above the reservoir port, the front brake lever may develop a “spongy” feel and stopping distances may be extended, increasing the risk of a crash.

Affected Units:

<u>Model</u>	<u>Model Year</u>	<u>VIN Range</u>
GSX-R600	2004-2013	ALL
GSX-R750	2004-2013	ALL
GSX-R1000	2005-2013	ALL

Verify the front master brake cylinder requires replacement:

Before performing the recall repair to a unit, first verify the repair needs to be performed. Check the repair status by accessing the Vehicle Master Inquiry on Suzuki Connect. If the repair needs to be performed, you will see the message "CAMPAIGN NOT YET PERFORMED."

You can also determine the repair has been performed if the reservoir port hose is in the 12 o' clock position on the master cylinder.

What your dealership will do:

Install the replacement front brake master cylinder and its associated parts.

As outlined in this bulletin and the repair procedure, it is critically important that you thoroughly flush the brake system of all existing brake fluid, and completely refill the system with Suzuki DOT 4 Brake Fluid.

Remind your customers of the importance of maintaining the brake system on their motorcycle by replacing the brake fluid every 2 years with high quality DOT 4 brake fluid, such as Suzuki Genuine DOT 4 Brake Fluid as specified in the Owner's Manual.

Then submit a Warranty Claim for reimbursement.

What Suzuki will do:

During the week of November 18, 2013, Suzuki will mail notification letters to owners of affected motorcycles 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 October 11, 2013 will already have the recall service performed.

If you have sold an affected unit and have not registered the sale of that unit, do so immediately so a Safety Recall Notice can be mailed to the customer.

Ordering parts for the Recall Campaign:

Parts for this campaign will be available the week of October 28, 2013.

Suzuki recently introduced a new campaign parts ordering system, which is being used to monitor campaign-related parts distribution. The key points of this new system are outlined below. Additional details can be found in ***Parts Bulletin # 2013-03***.

- 1) Recall Campaign parts can be ordered on Suzuki Connect using the following methods:
 - Daily Stock Order (Freight Prepaid)
 - Critical Order (Surcharge applies based on the shipping method selected)
- 2) Each campaign part on the order must be placed on a separate line along with the last 9 digits of the VIN entered into the memo field.
- 3) Suzuki's Parts Department will verify that the VIN is affected by the recall campaign. Following verification, the order will be processed. The VIN entered on the parts order form will be displayed in the Sales Order Comments field on the packing list.

Line	Part Number	Qty	Memo	Description	Note	WC-AC	Pkg	Dir	Cost	Extend
1	59000-01860-RX0	1	90217898							

NOTE:

Due to Campaign Parts being on restricted release, pending verification of the VIN, the campaign parts may be listed as Back Ordered for all parts when checking Parts Availability on Suzuki Connect.

If you have questions regarding your parts order, please contact National Parts Coordination at (714) 854-2165. Place a parts order for the type of kit(s) you require based on the Parts Ordering Information listed below:

PARTS ORDERING INFORMATION				
Model	Model Year	Kit Type	Kit Part Number	Qty. Required
GSX-R600 GSX-R750	2004-2005	Kit-A	59000-01810-RX0	1
GSX-R600 GSX-R750	2006-2007	Kit-B	59000-01820-RX0	1
GSX-R1000	2005-2006	Kit-C	59000-01830-RX0	1
GSX-R1000	2007-2008	Kit-D	59000-01840-RX0	1
GSX-R600 GSX-R750	2008-2010	Kit-E	59000-01850-RX0	1
GSX-R600 GSX-R750	2011-2013	Kit-F	59000-01860-RX0	1
GSX-R1000	2009-2013			
Suzuki Genuine DOT 4 Brake Fluid			990A0-03007	As Required See Note Below

NOTE:

One case (12 bottles) of Suzuki DOT 4 Brake Fluid is automatically being shipped to your dealership. You are required to only use Suzuki DOT 4 Brake Fluid for new units in your inventory.

We highly recommend you use Genuine Suzuki DOT 4 Brake Fluid for all of your customer's brake service needs. This specially-formulated brake fluid meets Suzuki's exacting requirements and helps to instill customer confidence.

Suzuki DOT 4 Brake Fluid, P/N 990A0-03007, 1 case (12 bottles), Dealer Net: \$4.19 (per bottle)

You can order this using the normal parts ordering procedure.

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 brake master cylinder parts kit, one (1) bottle of Suzuki DOT 4 Brake Fluid, and the applicable labor.

RECALL CAMPAIGN — FRONT BRAKE MASTER CYLINDER REPLACEMENT SUZUKI CONNECT SHORT FORM INSTRUCTIONS	
CLAIM NUMBER:	XXXXX.X (Dealer enters number)
ENTRY TYPE (Dealer chooses):	VIN, Model/Frame, or Control
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	SEE FIG. 1 BELOW

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.

RECALL CAMPAIGN — FRONT BRAKE MASTER CYLINDER REPLACEMENT SUZUKI CONNECT LONG FORM INSTRUCTIONS	
CLAIM INFORMATION	
CLAIM NUMBER:	XXXXX.X (Dealer enters number)
ENTRY TYPE (Dealer chooses):	VIN, Model/Frame, or Control
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	SEE FIG. 1
LABOR HOURS:	AS AUTHORIZED
PARTS INFORMATION	
REPLACEMENT PARTS:	AS AUTHORIZED
FAILURE DESCRIPTION	
DESCRIPTION OF DEFECT:	GSX-R Master Cylinder
DESCRIPTION OF REPAIR:	Performed recall repair as required per Service Bulletin
SUBLET INFORMATION	
SUBLET AMOUNT:	AS AUTHORIZED
INVOICE NUMBER:	Use campaign number from FIG. 1
SUBLET REPAIR DESCRIPTION:	AS AUTHORIZED

WARRANTY INFORMATION					
Model	Model Year	Kit Type	Kit Part Number	Flat Rate (hr)	Campaign Number
GSX-R600 GSX-R750	2004-2005	Kit-A	59000-01810-RX0	1.4	2A31
GSX-R600 GSX-R750	2006-2007	Kit-B	59000-01820-RX0	0.7	2A32
GSX-R1000	2005-2006	Kit-C	59000-01830-RX0	0.8	2A33
GSX-R1000	2007-2008	Kit-D	59000-01840-RX0	0.7	2A34
GSX-R600 GSX-R750	2008-2010	Kit-E	59000-01850-RX0	0.7	2A35
GSX-R600 GSX-R750	2011-2013	Kit-F	59000-01860-RX0	0.8	2A36
GSX-R1000	2009-2013				

FIGURE 1

Installation Procedure

Based on the model you are working on, click on the link below to open the required installation guide from the list below.

INSTALLATION GUIDES				
Model	Model Year	Kit Type	Kit Part Number	Installation Guide
GSX-R600 GSX-R750	2004-2005	Kit-A	59000-01810-RX0	<i>2004-2005 GSX-R600-750 Parts Kit A Installation Guide</i>
GSX-R600 GSX-R750	2006-2007	Kit-B	59000-01820-RX0	<i>2006-2007 GSX-R600-750 Parts Kit B Installation Guide</i>
GSX-R1000	2005-2006	Kit-C	59000-01830-RX0	<i>2005-2006 GSX-R1000 Parts Kit C Installation Guide</i>
GSX-R1000	2007-2008	Kit-D	59000-01840-RX0	<i>2007-2008 GSX-R1000 Parts Kit D Installation Guide</i>
GSX-R600 GSX-R750	2008-2010	Kit-E	59000-01850-RX0	<i>2008-2010 GSX-R600-750 Parts Kit E Installation Guide</i>
GSX-R600 GSX-R750	2011-2013	Kit-F	59000-01860-RX0	<i>2011-2013 GSX-R600-750 2009-2013 GSX-R1000 Parts Kit F Installation Guide</i>
GSX-R1000	2009-2013			

Affected Departments:

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

Management Service Warranty Sales Parts Accessories

Suzuki Motor of America, Inc.
Technical Service Department
Motorcycle Division



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

This Notice Applies to Your Motorcycle VIN: xxxxxxxxxxxxxxxxxxxx

November 18, 2013

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 2004-2013 GSX-R600, 2004-2013 GSX-R750 and 2005-2013 GSX-R1000 Suzuki motorcycles.

What is the problem?

After a long-term service life of the motorcycle without changing the brake fluid, the brake fluid can deteriorate and absorb moisture. The brake piston inside the front brake master cylinder of some motorcycles may not have uniform surface treatment. This combination of conditions can lead to corrosion of the brake piston. Corrosion of the brake piston generates gas, which may not be adequately purged from the master cylinder due to the side position location of the reservoir port. Gas remaining in the master cylinder can affect braking power by reducing proper fluid pressure transmission to the front brake. Over time, as gas continues to slowly accumulate above the reservoir port, the front brake lever may develop a "spongy" feel and stopping distances may be extended, increasing the risk of a crash.

For your safety and customer satisfaction, we are initiating a safety recall campaign to replace the affected front brake master cylinder.

▲ WARNING

Operating your motorcycle without having the recall service performed may increase the risk of a crash.

To minimize the risk of a crash, do not ride or allow anyone else to ride your motorcycle until this recall service has been completed.

What is Suzuki doing to solve the problem?

Your dealer will replace the front brake master cylinder. The redesigned master cylinder has the reservoir port located at the top to allow better purging of gas and a uniform surface treatment on the master cylinder piston. Your dealer will also flush the brake hydraulic system of old brake fluid. The brake hydraulic system will then be refilled with fresh brake fluid and bled to remove any air from the system. This procedure will take approximately 2 hours to complete. Parts are available now, and there will be no charge to you for any recall service-related parts or labor.

What you should do:

Make sure you are prepared for the recall service by taking the following steps:

(continued)

- Before taking your motorcycle to your dealer, contact them as soon as possible to set up an appointment for the recall service.
- We suggest that you bring this letter and the enclosed card to your dealer to help your dealer process your claim.
- If you have additional questions, please visit www.suzukicycles.com to read *GSX-R Front Brake Master Cylinder Recall Campaign Frequently Asked Questions*.

Following the recall service, it is important to maintain the brake system of your motorcycle by replacing the brake fluid every 2 years as specified in your owner's manual. Suzuki recommends the use of a high quality brake fluid, such as Genuine Suzuki DOT 4 Brake Fluid.

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 motorcycle described in this letter, please complete and return the enclosed postage-paid card to Suzuki Motor of America, Inc., and forward this recall information to the current owner (if known).

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Customer reimbursement for prior front brake master cylinder replacement:

If your motorcycle is included in the recall and you have paid for replacement of the front brake master cylinder or other repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. **To request reimbursement for a previous repair, contact your Suzuki dealer.**

Please note the following conditions for reimbursement:

- Only repairs made to address the defect that led to this recall are reimbursable. Additional expenses such as towing, car rental, accommodations, damage repairs, etc., will not be reimbursed. Reimbursement will not be provided for routine scheduled maintenance.
- Reimbursement may be limited to the suggested list price for parts, the Suzuki published flat rate time allowance for the repair, and the labor rate that an authorized Suzuki dealer in the same area would charge for the same repair.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of the last owner notification letter sent by Suzuki Motor of America, Inc.
- Reimbursement claims may also be excluded when inadequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the Front Brake Master Cylinder replacement campaign. If you have any difficulty with this recall campaign, you may contact the Suzuki Motor of America Customer Service Department for assistance using the direct Customer Service telephone line at (714) 572-1490 during the hours of 8:30 AM to 4:30 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 Suzuki Motor of America Customer Service Department will contact you.

If you believe that Suzuki Motor of America 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 D.C., 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,

Suzuki Motor of America, Inc.