



**SUZUKI MOTOR CORPORATION**

Motorcycle Service Group  
Overseas Service Department  
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Date Sep. 26, 2014  
Our ref. WV-ALL-1409261

TO : Selected Motorcycle Distributors  
ATTN : Managing Director, Service Director / Manager

**RE : GSX-R750/Z L1-L4, GSX-R1000/Z K9-L4 Drive Chain Adjuster Replacement Safety Recall Campaign**

This letter is to inform you of the "Drive Chain Adjuster Replacement Safety Recall Campaign" for GSX-R750L1-L4, GSX-R750ZL4, GSX-R1000K9-L4 and GSX-R1000ZL0, L3, L4.

We have been informed from fields that the Left drive chain adjuster was deformed at contact point of adjuster bolt head and moved forward. According to our investigation, we determined that this problem could be occurred under following situation.

1. Under shift up operation, when missed-gear is occurred, drive gear side revs up while driven gear side does not. Moment later, drive and driven gears may engage without clutch operation. When engaged, driven gear side receive excessive torque from drive gear side because both gears rpm is not synchronized. Then, this excessive torque is transferred to drive sprocket, causing upper side of drive chain is plucked suddenly.
2. After this is happened, rear axle is moved to forward then chain adjuster receive excessive force. Drive chain adjuster of these models do not have enough strength against this force. As a result chain adjuster is deformed.

In case of Left drive chain adjuster moves forward, drive chain makes noise due to abnormal drive chain slack. In the worst case, drive chain is coming off from sprockets while running and engine power is not transmitted to rear wheel. Moreover oil leakage may be happened if crank case is cracked by drive chain hit crankcase when its coming off.

In view of the nature of this problem, we have decided to carry out the Safety Recall campaign in your market. Details of this campaign are explained in next pages.

You are kindly requested to organize the Safety Recall Campaign for the affected units in your market.

If you are required to report to your authority, please contact them according to your law.

If you have affected units in your warehouse, you are required to remedy them before releasing to your dealers. You are also immediately required to instruct your dealers to remedy the affected unit in stock if any, before delivering them to the customers.

We apologize for any inconvenience this may cause to you and we appreciate your kind support for this inspection request. If you have any question, please don't hesitate to contact us anytime.

Best regards,

Yasunari Suzuki  
Department General Manager  
Overseas Service Department  
SUZUKI MOTOR CORPORATION

**Proposed schedule**

We would like to request you the recall launching schedule as below.

- Parts order to SMC parts dept.      Please order the parts according to the instruction below.
- Report to the authority                Please prepare necessary documents by regulated schedule according to your law.
- Issue service bulletin to dealers      As soon as you prepare the bulletin.
- Issue owner letters                      As soon as you prepare the letter.
- Check stock status of the units        Please check affected units at your warehouse as soon as possible.

**Affected VIN**

With regard to affected VIN range and units quantity in your market, please refer to the VIN list (Annex 2). All L5 model units have been produced with the new Chain Adjuster and excluded from this campaign.

**Campaign parts**

Depending on the model, you are required to order correct part from below table. Please carefully check your affected units by model.

| Model                              | Part Name          | Part No.         | Qty /unit | Included parts            |             |     |
|------------------------------------|--------------------|------------------|-----------|---------------------------|-------------|-----|
|                                    |                    |                  |           | Part Name                 | Part No.    | PCs |
| GSX-R750L1-L4                      | CHAIN ADJUSTER SET | 61400-44810 -RX0 | 1         | ADJUSTER, CHAIN LH        | 61446-44G20 | 1   |
|                                    |                    |                  |           | Nut                       | 09159-22007 | 1   |
| GSX-R1000K9-L4<br>GSX-R1000ZL0, L3 |                    | 61400-44820 -RX0 | 1         | ADJUSTER, CHAIN LH        | 61446-40F00 | 1   |
|                                    |                    |                  |           | Nut                       | 09159-25003 | 1   |
| GSX-R750ZL4                        |                    | 61400-44830 -RX0 | 1         | ADJUSTER, CHAIN LH (Gold) | 61446-44G30 | 1   |
|                                    |                    |                  |           | Nut                       | 09159-22007 | 1   |
| GSX-R1000ZL4                       |                    | 61400-44840 -RX0 | 1         | ADJUSTER, CHAIN RH (Blue) | 61445-40F70 | 1   |
|                                    |                    |                  |           | ADJUSTER, CHAIN LH (Blue) | 61446-40F70 | 1   |
|                                    | Nut                |                  |           | 09159-25003               | 1           |     |

Below table shows Campaign parts preparation by October 3 and by October 14. You are requested to place an order by a following manner.

**By October 3:**

Order up to **maximum 40%** of your units to SMC Spare parts Department **by E-mail using the attached Parts Order form ANNEX3.**

**After October 3 by October 14:**

Order up to **maximum 75%** of your units to SMC Spare parts Department **by E-mail using the attached Parts Order form ANNEX3.**

**After October 14:**

Order necessary quantity **through SCAN system.**

|  | By October 3 | By October 14 |
|--|--------------|---------------|
| Campaign parts preparation ratio to all affected units | 40%          | 75%           |

SMC will reimburse the additional cost for the initial air order (First order only) by receiving your statement, which calculated the difference of the air freight and the regular SEA freight.

**Campaign parts and Warranty Reimbursement Information**

This is a recall campaign that is acceptable only one time for one unit.

Please submit the warranty claim applications to SMC under the following terms.

Causal part and flat rate are different each model, please refer to below.

|                                    |                    |                 |     |               |
|------------------------------------|--------------------|-----------------|-----|---------------|
| Claim category                     | 2 (Campaign)       |                 |     |               |
| Trouble Code                       | 99- WV             |                 |     |               |
| Basic code                         | HM9999             |                 |     |               |
| Model                              | Causal Part name   | Causal Part No. | Qty | Flat Rate(hr) |
| GSX-R750L1-L4                      | CHAIN ADJUSTER SET | 61400-44810-RX0 | 1   | 0.3           |
| GSX-R1000K9-L4<br>GSX-R1000ZL0, L3 | CHAIN ADJUSTER SET | 61400-44820-RX0 | 1   | 0.3           |
| GSX-R750ZL4                        | CHAIN ADJUSTER SET | 61400-44830-RX0 | 1   | 0.3           |
| GSX-R1000ZL4                       | CHAIN ADJUSTER SET | 61400-44840-RX0 | 1   | 0.4           |

**Replacement procedure**

Replacement procedure ANNEX4 is prepared on SCAN FD.

Please download the files from below.

SCAN FD – Download – Service – Document Files for Motorcycle

ANNEX4-A: Chain adjuster (LH) recall procedure for GSX-R750L1-L4\_750ZL4\_1000K9-L4\_ZL0\_L3.doc

ANNEX4-B: Chain adjuster (LH &RH) recall procedure for GSX-R1000ZL4.doc

Implementation date and Progress on your country

## 1. Implementation Date:

&lt;PLAN&gt;

Please fill following planning schedule in the ANNEX1 and email to us by October 3, 2014.

- (1) Recall Campaign notification date to your authority, if required.
- (2) Recall Campaign notification date to your dealers.
- (3) Start date of mailing Recall Campaign notification to customers.
- (4) Date of ordering parts for initial necessary quantity
- (5) Quantity of parts ordered for initial portion

<ACTUAL STATUS>

Please fill following latest information in the ANNEX1 and email to us once a week until all the cells are fully filled out.

- (1) Recall Campaign notification date to your authority, if required.
- (2) Recall Campaign notification date to your dealers.
- (3) Start date of mailing Recall Campaign notification to customers.
- (4) Date of ordering parts for initial necessary quantity
- (5) Quantity of parts ordered for initial portion

We would like to ask you to provide the implementation date above to window person of SMC Overseas Motorcycle Service Group.

## 2. Implementation Progress :

Please email the following information with your company name to window person of SMC Overseas Motorcycle Service Group in a daily basis until 26th December 2014.

- (1) Latest accumulated number of units completed.
- (2) Original number of affected unit.
- (3) Updated number of affected units, if adjusted.

Attachment

ANNEX1: Recall\_campaign\_notification\_plan\_form.xls

ANNEX2: Country\_name\_VIN\_List.xls

ANNEX3: Recall Campaign Parts Special Order Form.xls

END