

Safety Recall Campaign – 2014 DL650A Drive Chain

Affected Model: 2014 DL650A V-Strom

Reference: 2012-2014 DL650A Service Manual

This notice is sent to you in accordance with 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 2014 Suzuki DL650A V-Strom motorcycles.

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 inspection 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?

On some 2014 Suzuki DL650A V-Strom motorcycles, a link on the drive chain may not have been riveted properly. If a link becomes disconnected, the drive chain can come off the sprockets while the motorcycle is being operated and engine power will not be transmitted to the rear wheel. This can result in loss of control of the motorcycle, and can increase the risk of a crash.

Affected units:

<u>Model</u>	<u>Model Year</u>	<u>VIN Range</u>
DL650A	2014	JS1VP56A_E2101488 thru JS1VP56A_9E2101641

NOTE:

Not all units listed in the VIN range are affected — check the unit’s campaign status on Suzuki Connect to confirm that a unit requires inspection. See below.

Verify the drive chain needs to be repaired or replaced:

Before performing either of the recall repair procedures to a unit, first verify the unit needs to be inspected. Check the campaign status by accessing the Vehicle Master Inquiry on Suzuki Connect. If the unit needs to be inspected, you will see the message “CAMPAIGN NOT YET PERFORMED.”

What your dealership will do:

Inspect the drive chain on unsold units in your dealership inventory; if a drive chain link is found not to be riveted, replace the chain link using the procedure listed in this bulletin. Then submit a warranty claim for reimbursement.

Inspect the drive chain on affected customer units; if a drive chain link is found not to be riveted, install a new drive chain, and new front and rear sprockets. Then submit a warranty claim for reimbursement.

What Suzuki will do:

During the week of May 26, 2014, 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.

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 campaign:

For unsold units in your inventory: If your inspection shows that a chain link is not riveted, repair the chain with a new link. Order the Drive Chain Joint Set using the normal parts ordering procedure.

<u>Part Name</u>	<u>Part Number</u>	<u>Quantity</u>	<u>Dealer Net</u>
Drive Chain Joint Set	27620-06G40	1	\$8.43

For customer units that require repair after inspection: Order a drive chain kit, which includes front and rear sprockets, using the normal parts ordering procedure.

<u>Part Name</u>	<u>Part Number</u>	<u>Quantity</u>	<u>Dealer Net</u>
Drive Chain Kit	27000-20830	1	\$131.99
Lock Washer	09167-25028	1	\$1.34

Warranty claim processing:

Submit a Short Form warranty claim for each unit that is inspected and does NOT need to be repaired. Do this immediately upon inspection of the unit. Labor for inspection only is 0.2 hour.

Submit a Long Form warranty claim for each unit that is inspected and REQUIRES repair. Do this immediately upon completion of the repair.

RECALL CAMPAIGN — DRIVE CHAIN INSPECTION 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:	2A39

**RECALL CAMPAIGN — DRIVE CHAIN INSPECTION
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: 2A39
LABOR HOURS: 0.8 HR — R&R Chain Link Only
1.8 HR — R&R Chain and Sprockets

PARTS INFORMATION

REPLACEMENT PARTS: AS REQUIRED

FAILURE DESCRIPTION

DESCRIPTION OF DEFECT: Drive Chain
DESCRIPTION OF REPAIR: Performed recall repair as required per Service Bulletin

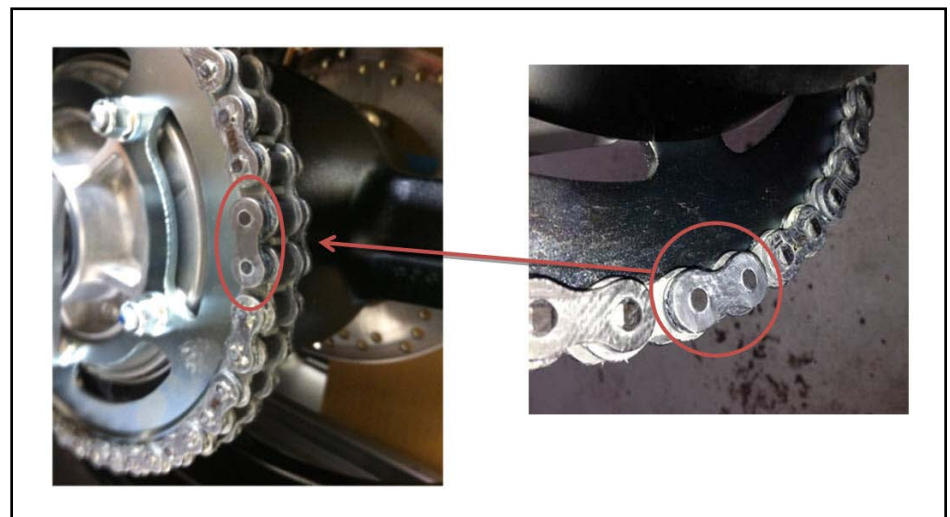
SUBLET INFORMATION

SUBLET AMOUNT: AS AUTHORIZED
INVOICE NUMBER:
SUBLET REPAIR DESCRIPTION: AS AUTHORIZED

Inspection procedure:

Rotate the rear wheel of the unit and inspect both the inner and outer side of each chain link to make sure every link of the drive chain is properly riveted.

An example of a chain link that is not riveted is shown to the right.



Procedure for repairing a drive chain link:

Remove the faulty link from the drive chain, and install the new link using the Drive Chain Joint Set. See page 3A-7 in the *2014 DL650A Service Manual*.

To adjust the drive chain slack, see page 0B-16 in the *Service Manual*.

(continued)

Procedure for replacing a drive chain and sprockets:

Install a new drive chain, and front and rear sprockets. See page 3A-2 in the *Service Manual*.

To adjust the drive chain slack, see page 0B-16 in the *Service Manual*.

If you have questions:

If you have any questions about this safety recall, contact your TSM at (714) 996-7480. Tech-Line is available from 9:30 AM to 5:00 PM in each local time zone. You can also use Suzuki Connect to email Tech-Line by selecting "Ask Our Tech-Line Staff" from the Service drop-down menu.

A copy of the Customer Letter has also been attached on the following pages.



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

This Notice Applies to Your Motorcycle VIN: JS1VP56A_XXXXXXXX

May 26, 2014

Dear Suzuki Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in 2014 DL650A V-Strom motorcycles.

What is the problem?

On some 2014 Suzuki DL650A V-Strom motorcycles, a link on the drive chain may not have been riveted properly. If a link becomes disconnected, the drive chain can come off the sprockets while the motorcycle is being operated and engine power will not be transmitted to the rear wheel. This can result in loss of control of the motorcycle, and can increase the risk of a crash.

For your safety and customer satisfaction, we are initiating a safety recall campaign to inspect the affected drive chain.

▲ 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 inspect the drive chain on your 2014 Suzuki DL650A V-Strom motorcycle. If the drive chain has a link that is not riveted properly, your dealer will install a new chain, and front and rear sprockets on your motorcycle.

This procedure will take approximately two 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:

- 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.

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.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the 2014 DL650A Drive Chain Safety Recall 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.