



SUZUKI MOTOR CORPORATION

Motorcycle Service Group
Motorcycle Operations
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Date	<u>Jan. 22, 2018</u>
Our ref.	<u>E4-1801221</u>

TO : Selected Motorcycle Distributors
ATTN. : Managing Director
Service Director or Manager
CC : Spare Parts Manager

**SUBJECT: GSX-R1000/R L7, L8 ECM Replacement and Drive Chain Inspection Recall Campaign
(GSX-R1000, R1000A, R1000R, R1000RA, R1000RZ, R1000RZA L7,L8)**

Dear Sirs and Madams,

This letter is to inform you of the "ECM Replacement and Drive Chain Inspection Recall Campaign " for GSX-R1000/R L7, L8

When upshifting between first and second gear, if the rider fails to engage second gear, a neutral condition will exist and continued opening of the throttle will cause very high engine RPMs. If the rider shifts into second gear without disengaging the clutch under the very high engine RPM condition, an excessive load can be applied to the powertrain, which can cause the drive chain to stretch and, in the worst case, the drive chain can come off or break.

If the drive chain comes off or breaks, the motorcycle will lose power.

In view of the nature of this problem, Suzuki Motor Corporation (SMC) has decided to carry out the Recall Campaign in your market. The details are explained in the following pages.

You are kindly requested to organize the 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.

Please make sure that no customers will receive the affected units without appropriate Recall Campaign remedy.

We apologize for any inconvenience this may cause to you. Your cooperation and assistance will be highly appreciated.

If you have any further questions please do not hesitate to contact us anytime.

Very truly yours,

for Yamamoto

Yasuhiro Kawai
Group Manager
Motorcycle Service Group
Motorcycle Operations

Action

- 1) For the affected units before retail sales, you are requested to remedy them before delivering them to the customers.
- 2) For the affected units after retail sales, contact the customers of the units to let them bring their vehicles to your authorized dealers after replacement parts are ready.
- 3) Order the necessary quantity of parts to SMC after replacement parts are ready.
- 4) Report to the authority according to your law.
- 5) Issue service bulletin to dealers and customer letter to owners.

Note: It is necessary for the immobilizer equipped motorcycle (Spec. E14, E21, E24 E38, and E43) to re-register at least two keys after ECM replacement. Please ask the customers to bring all keys they have.

- 6) Perform a corrective work following the repair instructions.

Affected Models

Model / Production Period:

GSX-R1000/R L7, L8 produced (assembled) from February 2, 2017(SOP) to December 1, 2017.

Affected VIN range and units quantity in your market: Please refer to attached VIN list ANNEX 2.

Replacement Parts

The replacement parts will be available for the beginning of February 2018.

We will inform you the ordering method by the end of January 2018.

Spec.	Part name	Part number	Q'ty	Contents	
GSX-R1000A	E21,E24,E43	CONTROL UNIT,FI	32920-17K02-RX0	1	32920-17K02 x 1
	E38	CONTROL UNIT,FI	32920-17K12-RX0	1	32920-17K12 x 1
	E14	CONTROL UNIT,FI	32920-17K22-RX0	1	32920-17K22 x 1
	E33	CONTROL UNIT,FI	32920-17K42-RX0	1	32920-17K42 x 1
	E03,E28	CONTROL UNIT,FI	32920-17K62-RX0	1	32920-17K62 x 1
GSX-R1000	E33	CONTROL UNIT,FI	32920-17K72-RX0	1	32920-17K72 x 1
	E03,E28	CONTROL UNIT,FI	32920-17K82-RX0	1	32920-17K82 x 1
GSX-R1000R GSX-R1000RA GSX-R1000RZ GSX-R1000RZA	E21,E24,E43	CONTROL UNIT,FI	32920-17K92-RX0	1	32920-17K92 x 1
	E38	CONTROL UNIT,FI	32920-17KA2-RX0	1	32920-17KA2 x 1
	E14	CONTROL UNIT,FI	32920-17KB2-RX0	1	32920-17KB2 x 1
	E33	CONTROL UNIT,FI	32920-17KD2-RX0	1	32920-17KD2 x 1
	E03,E28	CONTROL UNIT,FI	32920-17KF2-RX0	1	32920-17KF2 x 1
GSX-R1000/A with Quick shift opt.	E21,E24,E43	CONTROL UNIT,FI	32920-17KG1-RX0	1	32920-17KG1 x 1
	E38	CONTROL UNIT,FI	32920-17KH1-RX0	1	32920-17KH1 x 1

Note: The replacement Part number for Quick shift option (25500-178xx) equipped units are different from the units without the option.

Part name	Part number	Q'ty	Contents
DRIVE CHAIN ASSY SET	27500-17810-RX0	1	27510-17K00 x 1 09159-22008 x 1 27600-17K00-120 x 1 64511-15J00 x 1 08319-3110A x 6

Note: If the abnormal free play of drive chain is detected, replace the drive chain and sprockets.
We will inform you the estimated quantity of necessary Drive Chain Assy Set with the ordering method of replacement parts.

Warranty Reimbursement Information

This is a Recall Campaign that is acceptable only one time for one unit.
Submit the warranty claim applications to SMC.

Claim category		2 (Campaign)			
Trouble Code		97 - E4			
Basic code		FB9999			
Spec.	Causal Part name	Causal Part No.	Q'ty	Flat Rate (Hr)	
GSX-R1000	E21,E24,E43	CONTROL UNIT,FI	32920-17K02-RX0	1	Replace ECM :0.5h Replace ECM Inspect Drive Chain : 0.9h Replace ECM Inspect Drive Chain Replace Drive Chain and Sprockets : 1.9h
	E38	CONTROL UNIT,FI	32920-17K12-RX0	1	
	E14	CONTROL UNIT,FI	32920-17K22-RX0	1	
GSX-R1000A	E33	CONTROL UNIT,FI	32920-17K42-RX0	1	
	E03,E28	CONTROL UNIT,FI	32920-17K62-RX0	1	
GSX-R1000	E33	CONTROL UNIT,FI	32920-17K72-RX0	1	
	E03,E28	CONTROL UNIT,FI	32920-17K82-RX0	1	
GSX-R1000R	E21,E24,E43	CONTROL UNIT,FI	32920-17K92-RX0	1	
	E38	CONTROL UNIT,FI	32920-17KA2-RX0	1	
	E14	CONTROL UNIT,FI	32920-17KB2-RX0	1	
	E33	CONTROL UNIT,FI	32920-17KD2-RX0	1	
	E03,E28	CONTROL UNIT,FI	32920-17KF2-RX0	1	
GSX-R1000/A with Quick shift opt.	E21,E24,E43	CONTROL UNIT,FI	32920-17KG1-RX0	1	
	E38	CONTROL UNIT,FI	32920-17KH1-RX0	1	

Repair instructions

The repair instruction will be informed by the end of January 2018.

Implementation Date and Progress On Your Country

1) Implementation Date:

<PLAN>

Please fill following planning schedule in the ANNEX1 and email to us by January 29, 2018.

- (1) Recall Campaign notification date to your authority, if required.
- (2) Recall Campaign notification date to your dealers.
- (3) Start date of Recall Campaign notification letter mailing to customers.
- (4) Recall Campaign notification date to distributor if you have resold affected unit to other distributor.
- (5) Date of ordering parts for initial necessary quantity.
- (6) 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 completely filled out.

- (1) Recall Campaign notification date to your authority, if required.
- (2) Recall Campaign notification date to your dealers.
- (3) Start date of Recall Campaign notification letter mailing to customers.
- (4) Recall Campaign notification date to distributor if you have resold affected unit to other distributor.
- (5) Date of ordering parts for initial necessary quantity.
- (6) Quantity of parts ordered for initial portion.

2) Implementation Progress:

Please email the following information with your company name to your window person.

You are requested to email daily until campaign execution rate reaches 80%.

- (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.xlsx

ANNEX2: Country_name_VIN_List.xlsx

ANNEX3: Sample_of_Customer_Letter.docx

END