

Motorcycle/ATV Division

GS/GSX/GSX-R No. 241

January 22, 2018

## SAFETY RECALL CAMPAIGNS 2A76 - 2A81 2017 - 2018 GSX-R1000/A and GSXR1000RA/RZ ECM Replacement / Drive Chain Inspection

**Affected Models:** 2017 - 2018 GSX-R1000/A and GSXR1000RA/RZ  
**Reference:** 2017 - 2018 GSX-R1000 Service Manual, P/N 99500-39422-01E  
**Affected Departments:** Management, Service, Sales, Warranty, Parts, Accessories

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 2017 - 2018 GSX-R1000/A and GSXR1000RA/RZ Suzuki motorcycles.

### **STOP DELIVERY OF AFFECTED MOTORCYCLES**

*Issued by Suzuki Motor of America, Inc. on January 12, 2018*

**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 motorcycle or item of motor vehicle equipment subject to a safety recall campaign under a sale or lease until the defect or non-compliance has been corrected.

In addition, selling an unrepaired affected motorcycle is a direct violation of your Suzuki dealer agreement and may lead to additional sanctions.

### **What is the problem?**

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 RPM. 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, increasing the risk of a crash.

<b><u>Affected Models</u></b>	<b><u>Model Year</u></b>	<b><u>VIN Range</u></b>
GSX-R1000/A	2017	JS1DM11B8H2100014 ~ JS1DM11B2H2101675
GSX-R1000/A	2017	JS1DM11F9H2100011 ~ JS1DM11F2H2100206
GSXR1000RA/RZ	2017	JS1DM11H8H2100003 ~ JS1DM11H3H2100748
GSXR1000RA/RZ	2017	JS1DM11M1H2100003 ~ JS1DM11MXH2100128
GSX-R1000/A	2018	JS1DM11B2J2100001 ~ JS1DM11B3J2100430
GSX-R1000/A	2018	JS1DM11F9J2100001 ~ JS1DM11F1J2100204
GSXR1000RA/RZ	2018	JS1DM11H7J2100001 ~ JS1DM11H0J2100437
GSXR1000RA/RZ	2018	JS1DM11M0J2100001 ~ JS1DM11MXJ2100202

### **Verify if the motorcycle is affected by the safety recall**

Before performing the recall repair to a unit, first verify the repair needs to be performed by accessing the Vehicle Master Inquiry on Suzuki Connect and checking the repair status. If the repair needs to be performed, you will see the message "CAMPAIGN NOT YET PERFORMED." If you have a question regarding motorcycle eligibility, contact your Suzuki Technical Service Manager (TSM) or call Tech-Line at (714) 996-7480.

### **What your dealership will do:**

Install the replacement Engine Control Module (ECM) and perform the drive chain inspection. Based on the results of the drive chain inspection, replace the drive chain and sprocket, if necessary. Then submit a Warranty Claim for reimbursement.

### **What Suzuki Motor of America, Inc. will do:**

After January 23, 2018, Suzuki Motor of America, Inc. 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.**

### **Order parts for the Safety Recall Campaign:**

- Parts for this campaign will be available the week of February 12, 2018.
- Parts ordering information, repair instructions, and warranty details will be provided to you in a Technical Service Bulletin on February 1, 2018.