



SUZUKI MOTOR CORPORATION

Motorcycle Service Group
Motorcycle Operations
Motorcycle Technical Center, Suzuki Motor Corporation
4935, Komaba, Iwata-city, Shizuoka, Japan Zip 438-0233
Tel: 81-538-66-0681, Fax: 81-538-66-8940

Page	<u>1 of 3</u>
Date	<u>Jan. 31, 2018</u>
Our ref.	<u>E4-1801311</u>

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

SUBJECT: Request for ECM reprogramming on your GSX-R1000/R L7, L8 dealer stock units by your distributor staff

Dear Sirs and Madams,

This letter is additional request of our letter "GSX-R1000/R L7, L8 ECM Replacement and Drive Chain Inspection Recall Campaign" (Our ref. E4-1801261) which was issued on January 26, 2018.

It takes many months to prepare enough quantity of replacement ECM. This may cause more inconvenience to you, your dealers and customers.

For this reason, we are requesting you to reprogram ECM on your dealer stock units by your distributor staff. The flow of ECM reprogramming is explained in the following pages. The detail of the procedure will be informed to you as soon as it is fixed from SMC window person.

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,

A handwritten signature in black ink, appearing to read 'Yasuhiro Kawai', is written over the printed name.

Yasuhiro Kawai
Group Manager
Motorcycle Service Group
Motorcycle Operations

Flow of ECM reprogramming

Distributor side:

- 1) Dealers ship back ECMs to distributor from dealer stock units.
To identify ECM clearly, attach a dealer name and VIN on each ECM package.
- 2) Distributor staff reprograms ECMs by ECM reprogramming tool.
- 3) Re-Ship back the reprogrammed ECMs to dealers.
- 4) Dealers install the reprogrammed ECMs to dealer stock units.

Note: Reprogrammed ECM has to be installed to the unit which had the ECM originally.

If the ECM of different unit is installed, the engine cannot start because the registered key information is not deleted by reprogramming.

SMC side:

- 1) SMC will ship ECM reprogramming tool to you. It is lent to you for approximately six months.
- 2) SMC staff will visit and teach your distributor staff how to operate the reprogramming tool after February 12, 2018.

Kindly arrange with your dealers to collect ECMs so that you can make a smooth start.

Warranty Reimbursement Information

This is a Recall Campaign that is acceptable only one time for one unit.

Submit the warranty claim applications to SMC.

For reprogramming dealer stock unit ECM, add 0.5Hr as sublet to Flat Rate Hrs informed in the announcement letter of this recall campaign. (Our ref. E4-1801261)

Warranty reimbursement information is revised as follows.

Claim category		2 (Campaign)					
Trouble Code		97 - E4					
Basic code		FB9999					
Causal Part name		CONTROL UNIT,FI					
Spec.		Causal Part No.	Replacement ECM	Q'ty	Flat Rate (Hr)	Sublet (Hr)	
GSX-R1000	E21,E24,E43	32920-17K02 -RX0	New ECM	1	Replace ECM :0.5h	0	
			Reprogramed ECM	0		0.5	
GSX-R1000A	E33	32920-17K42 -RX0	New ECM	1		0	
			Reprogramed ECM	0		0.5	
	E03,E28	32920-17K62 -RX0	New ECM	1		0	
			Reprogramed ECM	0		0.5	
GSX-R1000	E33	32920-17K72 -RX0	New ECM	1		Replace ECM Inspect Drive Chain : 0.9h	0
			Reprogramed ECM	0		0.5	
	E03,E28	32920-17K82 -RX0	New ECM	1		0	
			Reprogramed ECM	0		0.5	
GSX-R1000RA GSX-R1000RZ GSX-R1000RZA	E21,E24,E43	32920-17K92 -RX0	New ECM	1		Replace ECM Inspect Drive Chain Replace Drive Chain and Sprockets : 1.9h	0
			Reprogramed ECM	0		0.5	
	E33	32920-17KD2 -RX0	New ECM	1	0		
			Reprogramed ECM	0	0.5		
E03,E28	32920-17KF2 -RX0	New ECM	1	0			
		Reprogramed ECM	0	0.5			
GSX-R1000/A with Quick shift opt.	E21,E24,E43	32920-17KG1 -RX0	New ECM	1	0		
			Reprogramed ECM	0	0.5		

Any other costs (example. shipping charges of ECM, labor cost for ECM reprogramming, etc.) will be reimbursed upon your statement. Please submit actual cost to SMC.

END