



SUZUKI MOTOR CORPORATION

Motorcycle Service Group
Overseas Service Department
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Date Sep. 27, 2018
Our ref. EF-180927

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

SUBJECT: DL650A, GSX-S750, GSX-R1000 Fuel Pump O-ring Replacement Recall Campaign

Dear Sirs and Madams,

This letter is to inform you of the "Fuel Pump O-ring Replacement Recall Campaign" for DL650A/XA L7-L8, GSX-S750/Z/A/AZ L7-L8 and GSX-R1000/A/R L7-L8.

Due to the improper sealing design of fuel pump fitting on fuel tank, the O-ring on fuel pump may be twisted during the fuel pump installation process.
In this condition, it may lead to reduce sealing performance by internal pressure changes in fuel tank, and then the fuel may leak in the worst case.

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 question, please don't hesitate to contact us anytime.

Very truly yours,



Shinji Ishikawa
Department General Manager
Overseas Service Department

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.
- 3) Order the necessary quantity of parts to SMC Global Spare Parts & Accessories Dept. by e-mail using the attached Parts Order form of ANNEX4.
- 4) Report to the authority according to your law.
- 5) Issue service bulletin to dealers and customer letter to owners.
- 6) Perform a corrective work following the repair instruction of ANNEX3.
- 7) Once the corrective work is done, destroy replaced parts at your responsibility to prevent reuse of the potentially failed parts.

Affected Models

Model / Production Period:

DL650A/XA L7-L8, GSX-S750/Z/A/AZ L7-L8 and GSX-R1000/A/R L7-L8 produced from November 10, 2016 (SOP) to July 2, 2018.

Affected VIN range and units quantity in your market: Please refer to attached VIN list of ANNEX2.

Replacement Parts

Please order the necessary quantity of parts from SMC Global Spare Parts & Accessories Dept. by E-mail using the attached Parts Order form of ANNEX4.

(If spare parts are purchased from SDE, please order to SDE.)

Model	Part name	Part number	Q'ty	Contents
DL650A	FUEL PUMP O-RING SET	15200-07810-RX0	1	•O-RING,FUEL PUMP (15201-07L00) x1 •VESSEL, FUEL TANK INNER (44121-28K01) x1
GSX-S750	FUEL PUMP O-RING SET	15200-07820-RX0	1	•O-RING,FUEL PUMP (15201-07L00) x1 •VESSEL, FUEL TANK INNER (44121-17K01) x1 •NUT,FUEL TANK REAR (08319-3106A) x1
GSX-R1000	FUEL PUMP O-RING SET	15200-07830-RX0	1	•O-RING,FUEL PUMP (15201-07L00) x1 •VESSEL, FUEL TANK INNER (44121-17K01) x1

SMC prepares replacement parts at the following proportion against affected units.

Model	Part number	At the end of September, 2018	By the end of October, 2018
DL650A	15200-07810-RX0	40%	70%
GSX-S750	15200-07820-RX0	25%	70%
GSX-R1000	15200-07830-RX0	40%	70%

Note: If your order quantity is more than 18, please order the necessary quantity of parts in multiples of 18 as much as possible, because 18 pieces are packed in one box.

Warranty Reimbursement Information

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

Claim category		2 (Campaign)		
Trouble Code		97 - EF		
Basic Code		DF9999		
Model	Causal Part name	Causal Part No.	Q'ty	Flat Rate(Hr)
DL650A	FUEL PUMP O-RING SET	15200-07810-RX0	1	1.2
GSX-S750	FUEL PUMP O-RING SET	15200-07820-RX0	1	0.7
GSX-R1000	FUEL PUMP O-RING SET	15200-07830-RX0	1	0.4

Repair Instruction

The repair instruction of ANNEX3 is available on SCAN FD.

Please download the files from below.

SCAN FD - Download - Service - Document Files for Motorcycle

ANNEX3: "DL650A_Repair_Instruction_of_Fuel_Pump_O-ring_Replacement.doc"

"GSX-S750_Repair_Instruction_of_Fuel_Pump_O-ring_Replacement.doc"

"GSX-R1000_Repair_Instruction_of_Fuel_Pump_O-ring_Replacement.doc"

Implementation Date and Progress On Your Country

1) Implementation Date:

<PLAN>

Please fill following planning schedule in the ANNEX1 and email to us October 5, 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) 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 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) 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 Motorcycle Service Group.

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:

ANNEX 1: Recall_campaign_notification_plan_form.xlsx

ANNEX 2: Country_name_VIN_List.xlsx

ANNEX 3: Please download from SCAN.

"DL650A_Repair_Instruction_of_Fuel_Pump_O-ring_Replacement.doc"

"GSX-S750_Repair_Instruction_of_Fuel_Pump_O-ring_Replacement.doc"

"GSX-R1000_Repair_Instruction_of_Fuel_Pump_O-ring_Replacement.doc"

ANNEX 4: Recall_Campaign_Parts_Special_Order_Form.xlsx

ANNEX 5: Sample_Of_Customer_Letter.docx

END