



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)

NTHSA Recall # 18V-064

Jan 25, 2018

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 certain 2017-2018 GSX-R1000/A and GSXR1000RA/RZ motorcycles. The defect is described below.

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.

For your safety and customer satisfaction, we are initiating a safety recall campaign to replace the Engine Control Module (ECM) and inspect and, if necessary, replace the drive chain and sprockets. The new ECM has been programmed to prevent very high rpm under the conditions described above.

⚠ WARNING

Operating your motorcycle without having the recall service performed may increase the risk of a crash.

To minimize the risk of a crash, please do not ride nor allow anyone else to ride your motorcycle until this recall service has been completed.

What is Suzuki Motor of America, Inc. doing to solve the problem?

Your dealer will replace the ECM and inspect and, if necessary, replace the drive chain and sprockets. This procedure will take approximately two hours to complete. Parts will be available the week of February 19, 2018, and there will be no charge to you for this recall repair, parts and labor.

What you should do:

- Before taking your motorcycle to your dealer, contact them 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.
- If you have additional questions, please visit <http://www.suzukicycles.com/recalls.aspx> to read the *2017 - 2018 GSX-R1000/GSX-R1000R ECM Replacement Frequently Asked Questions*.

3251 E. Imperial Highway, P.O. Box 1100, Brea, CA 92822-1100 • Phone (714) 996-7040

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Date

Your Signature

City

State

Zip

Address

Name

If you know the name and address of the new owner, please enter them below:

Never owned this vehicle

Vehicle sold/transferred/traded

Vehicle scrapped

Vehicle stolen

Vehicle exported

Other: _____

If you do not own this vehicle, please fill in the following vehicle information as applicable:

Vehicle: _____



(LINEOUT INCORRECT INFORMATION AND ENTER CORRECT DATA)

If you still own this vehicle, but your name or address was incorrect, please correct the information and return this card.

NAME/ADDRESS CORRECTION

VEHICLE STATUS

If you no longer own the vehicle below, or if the name or address shown are incorrect, please fill out this card and mail it - no postage is necessary. **Do not mail card if you own the vehicle and address are shown correctly in the box below.** Thank you for your assistance.

— IMPORTANT —



What to do if you receive this notice in error:

This notice was mailed to you according to the latest information that is available to us. If you no longer own the Suzuki motorcycle described in this notice, please complete and return the attached Change of Address/Ownership 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.

Customer reimbursement for repairs prior to this Safety Recall Notification:

If your motorcycle is included in this recall and you have paid for repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

- Only repairs made to address the defect that led to this recall are reimbursable. Additional expenses such as towing, car rental, accommodations, damage repairs, etc., will not be reimbursed. Reimbursement will not be provided for routine scheduled maintenance.
- Reimbursement may be limited to the suggested list price for parts, the Suzuki published flat-rate time allowance for the repair, and the labor rate that an authorized Suzuki dealer in the same area would charge for the same repair.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of this notice.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

- To apply for reimbursement:
- 1) Go to www.suzukicycles.com.
 - 2) Select Safety Recalls at the lower right side of the home page.
 - 3) When the page refreshes, select Recall Notification Letters.
 - 4) Select *2017 - 2018 GSX-R1000/GSXR1000R ECM Replacement Reimbursement*.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this safety recall campaign. If you have any difficulty with this recall campaign, you may contact the Suzuki Motor of America, Inc., Customer Service Department for assistance at (714) 572-1490 during the hours of 7:00 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling.

If you need to locate your nearest Suzuki Motorcycle Dealer, please visit www.suzukicycles.com and click on the "FIND A DEALER" tab, which is located in the upper right corner of our website.

If you believe that Suzuki Motor of America, Inc., has failed to provide the safety recall campaign 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 and satisfaction are important priorities for us.

Sincerely,

Suzuki Motor of America, Inc.



BREA, CA 92822-9988
PO BOX 1100
SUZUKI MOTOR OF AMERICA, INC
WARRANTY / SERVICE DEPT.

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 107 BREA, CA



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

