



**SUZUKI MOTOR CORPORATION**

Motorcycle Service Group  
Overseas Service Department  
4935 komaba Iwata-city Shizuoka, JAPAN 438-0233  
Tel: +81-538-66-0681, Fax: +81-538-66-8940

Page 1 of 3.  
Date May 9, 2019  
Our ref. EV-190509

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

**SUBJECT: UH200/A Driven Face Replacement Recall Campaign**

Dear Sirs and Madams,

This letter is to inform you of the “Driven Face Replacement Recall Campaign” for UH200/AL7-L9 produced from August 2, 2017 to January 4, 2019.

Due to improper shape of the holes for rivets to fasten the component parts of the movable driven face, the rivet joint may be insufficient. If continued to use with this condition, excessive stress is applied to the rivet holes when accelerating. In worst case, the movable driven face may be broken resulting to the vehicle cannot be driven.

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,

  
for  
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 number of parts to through SCAN system.
- 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: UH200/A

Production Period: From August 2, 2017 to January 4, 2019.

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

**Replacement Parts**

Replacement parts have already been prepared approximately 80% for affected units.

Please order the necessary number of parts through SCAN system.

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

Part name	Part number	Q'ty	Contents
DRIVEN FACE SET	21200-03820-RX0	1	FACE ASSY,DRIVEN (21200-03H50) x1 GASKET, CLUTCH COVER (11482-03H00) x1

**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-EV		
Basic code	GA9999		
Causal Part Name	Causal Part No.	Q'ty	Flat Rate(Hr)
DRIVEN FACE SET	21200-03820-RX0	1	0.6

**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: "UH200\_Repair\_Instruction\_of\_Driven\_Face.docx"

**Implementation Date and Progress**

## 1) Implementation Date:

&lt;PLAN&gt;

Please fill following planning schedule in the ANNEX1 and email to us by May. 16, 2019.

- (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.

## &lt;ACTUAL STATUS&gt;

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.

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.

"UH200\_Repair\_Instruction\_of\_Driven\_Face.docx"

ANNEX 4: Sample\_of\_Customer\_Letter.docx

END