

## **SAFETY RECALL CAMPAIGN 2A89** **UH200A CVT Driven Face Replacement**

**Affected Models:** 2018 - 2019 UH200A (Burgman 200)

**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 certain 2018 - 2019 UH200A (Burgman 200) scooters.

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

*Issued by Suzuki Motor of America, Inc., on May 9, 2019*

**DO NOT SELL OR DELIVER** an affected scooter 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 scooter 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 scooter is a direct violation of your Suzuki dealer agreement and may lead to additional sanctions.**

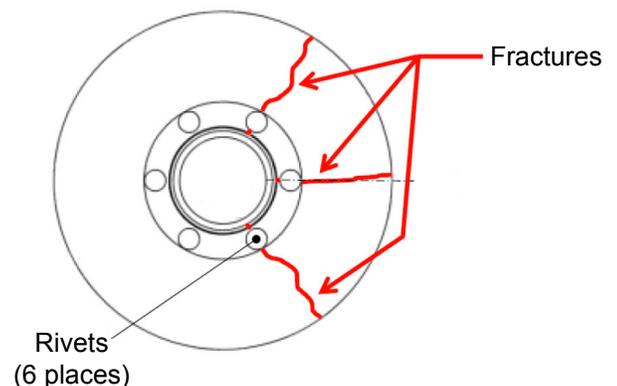
### **What is the problem?**

The holes for the rivets that fasten the component parts of the continuously variable transmission (CVT) movable driven face have a shape that may cause the rivet connections to be insufficient. Continued use of the scooter with this condition may allow excessive stress to be applied to the rivet connections when accelerating, and the movable driven face of the CVT may break while riding. If the movable driven face of the CVT breaks while riding, the scooter will become disabled, increasing the risk of a crash.

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

Install a replacement CVT driven face set as outlined in this Technical Service Bulletin, and submit a warranty claim for reimbursement.

**CVT MOVABLE DRIVEN FACE**



Affected Models	Model Year	VIN Range
UH200AL8	2018	MLCCH41A0J1600004 ~ MLCCH41AXJ1600172
UH200AL9	2019	MLCCH41A0K1600005 ~ MLCCH41AXK1600111

**Verify if the scooter is affected by the safety recall:**

Before performing the recall repair on a scooter, 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 scooter eligibility, contact your Suzuki Technical Service Manager (TSM) or call Tech-Line at (714) 996-7480.

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

During the week of June 3, 2019, Suzuki will mail notifications to owners of affected scooters for whom we have information. The notice instructs the customer to contact a Suzuki dealer to schedule an appointment for the repair.

If you have sold an affected scooter to a customer prior to receiving this bulletin, contact the customer immediately to arrange for the vehicle to be returned to your dealership for this safety recall campaign repair.

**Ordering parts for the Safety Recall Campaign:**

Parts are available for order now via Suzuki Connect with the required last nine digits of the VIN at the time of order. Please note the following:

- These recall campaign parts can be ordered using the following methods:
  - Daily Stock Order (Freight Prepaid)
  - Critical Order (Surcharge applies based on the shipping method selected)
- Each campaign part on the order must be placed on a separate line along with the last 9 digits of the VIN entered into the memo field.

The screenshot shows a web form for ordering parts. At the top, there is a dropdown menu for 'Order Type' set to 'Daily Stock'. Below it are labels for 'Total Amount' and 'Total Qty'. A table with three columns is visible: 'Part Number', 'Qty', and 'Memo'. The 'Part Number' column contains '21200-03820-RX0', the 'Qty' column contains '1', and the 'Memo' column contains 'XJ1600172'. A red arrow points from the text 'Last 9 Digits of the VIN' to the 'Memo' field.

← Last 9 Digits of the VIN

- Suzuki’s Parts Department will verify the VIN is affected by the recall campaign.
- Following verification, the order will be processed, and the VIN entered on the parts order form will be displayed in the Sales Order Comments field on the packing list.
- Due to campaign parts being on restricted release, campaign parts will be listed as Back Ordered when checking Parts Availability on Suzuki Connect.

PARTS ORDERING INFORMATION		
Part Name	Part Number	Quantity Required
Driven Face Set	21200-03820-RX0	1

**Warranty Claim Processing:**

Submit a warranty claim for each campaign repair immediately upon completion. This campaign requires you to file a warranty claim using ONE of the methods described below.

**Suzuki Connect Short Campaign Claim:** A Short Campaign Claim will reimburse you for replacement of the driven face set and 0.6 hour labor.

CAMPAIGN 2A89 CVT DRIVEN FACE SUZUKI CONNECT SHORT FORM INSTRUCTIONS	
<b>CLAIM INFORMATION</b>	
CLAIM NUMBER:	XXXXX,X (Dealer enters number)
ENTRY TYPE:	VIN, Model/Frame or Control/Sequence # (Dealer chooses)
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	2A89

**Suzuki Connect Long Campaign Claim:** A Long Campaign Claim will reimburse you for replacement of the driven face set, and additional parts and labor only as authorized by your Suzuki TSM.

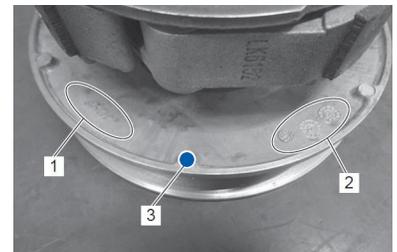
CAMPAIGN 2A89 CVT DRIVEN FACE SUZUKI CONNECT LONG FORM INSTRUCTIONS	
<b>CLAIM INFORMATION</b>	
CLAIM NUMBER:	XXXXX,X (Dealer enters number)
ENTRY TYPE:	VIN, Model/Frame or Control/Sequence # (Dealer chooses)
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	2A89
LABOR TIME (Choose one):	As authorized by your TSM
<b>PARTS INFORMATION</b>	
REPLACEMENT PART:	21200-03820-RX0 (Qty 1)
ADDITIONAL PARTS:	Additional parts as authorized by your TSM
AUTHORIZATION:	Only needed if additional parts or labor claimed
<b>FAILURE DESCRIPTION</b>	
DESCRIPTION OF DEFECT:	Driven Face Set Replacement
DESCRIPTION OF REPAIR	Performed recall repair as required per Service Bulletin

WARRANTY INFORMATION			
Model	Part Desc.	Part Number	Campaign Number
UH200AL8-L9	Driven Face Set	21200-03820-RX0	2A89

Current  
Driven Face Set  
**NO** blue paint  
between the two  
casting impressions  
(1 and 2)



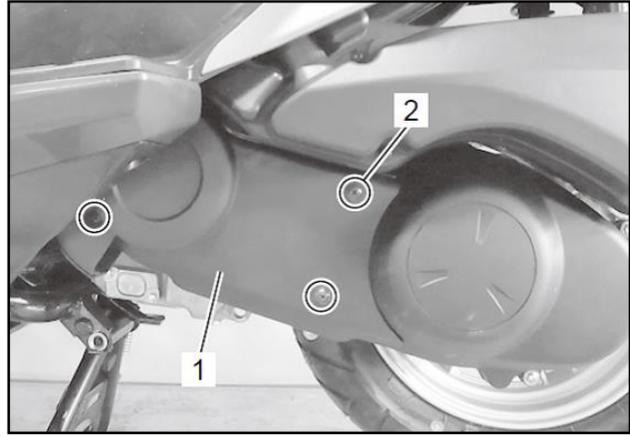
Countermeasure  
Driven Face Set  
**Blue paint (3)** placed  
between the two casting  
impressions (1 and 2)



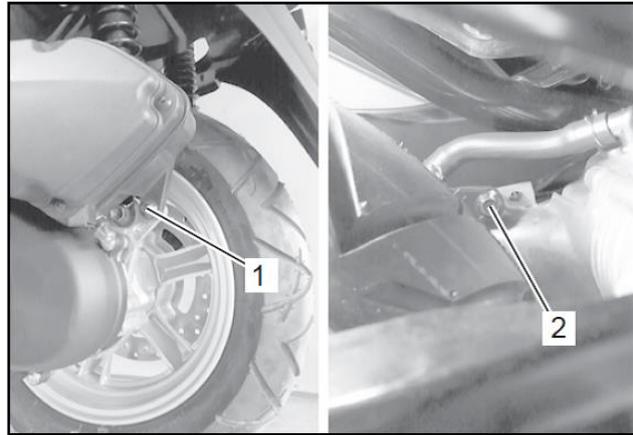
## **REPAIR PROCEDURE**

### **Remove the driven face assembly:**

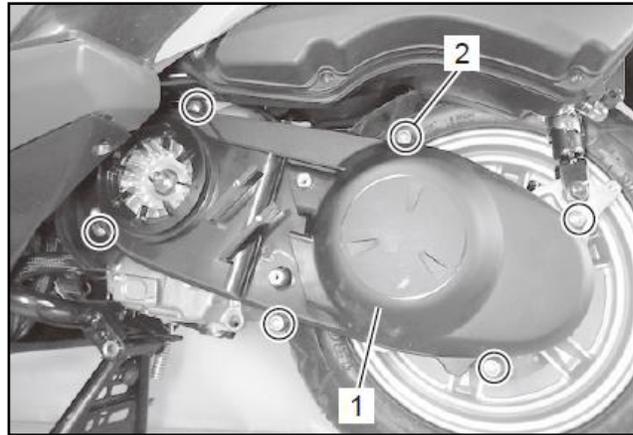
1. Remove the cooling fan (1) by removing the screws (2).



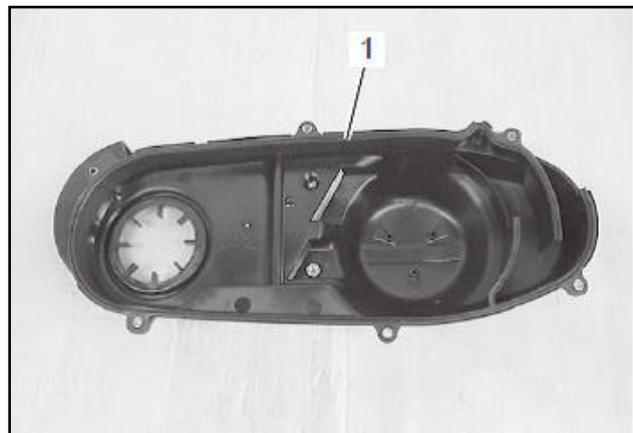
2. Remove the outside bolt (1), the front inside bolt (2) and move the air cleaner box upward.



3. Remove the clutch cover (1) by removing the bolts (2).



4. Remove the clutch cover gasket (1).



5. Hold the fixed drive face (1) using the special tool, and remove the fixed drive face nut and washer.

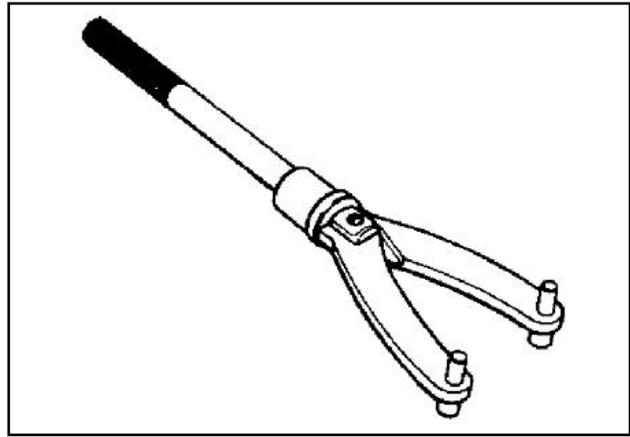
**Special Tool A:**

Rotor Holder 09930-40113

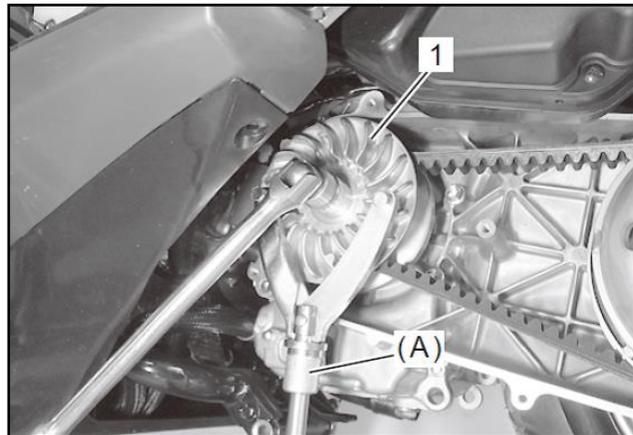
**CAUTION**

Be careful not to damage the cooling fins.

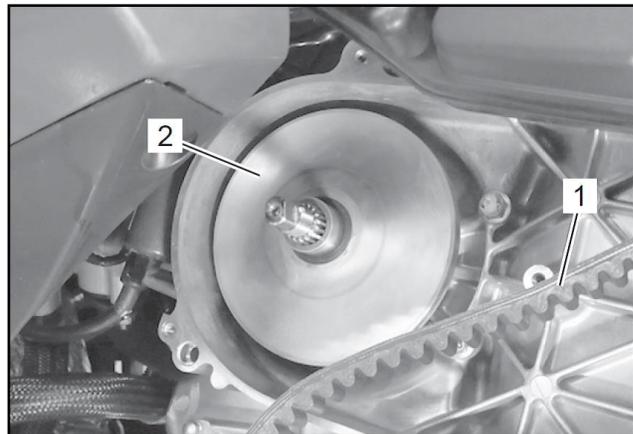
To prevent breaking the cooling fins, be sure the ends (the prongs) on the end of the special tool are placed closer to the center of the drive face and not toward the outside of the fins, and the tool is pressed firmly against the drive face while loosening the nut.



6. Remove the fixed drive face.

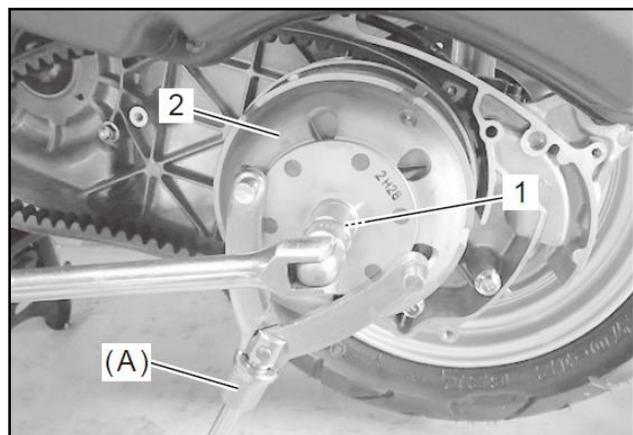


7. Remove the drive belt (1) from the driven face set.

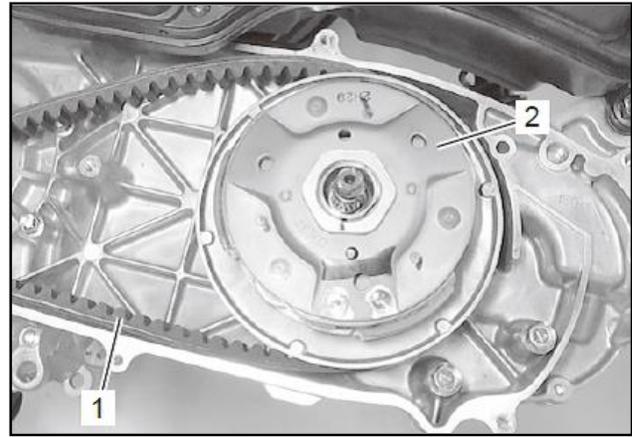


8. Hold the clutch housing (2) using the special tool and remove the clutch housing nut (1).

9. Remove the clutch housing.



10. Remove the drive belt (1) with the driven face set.



**Install the countermeasure driven face assembly:**

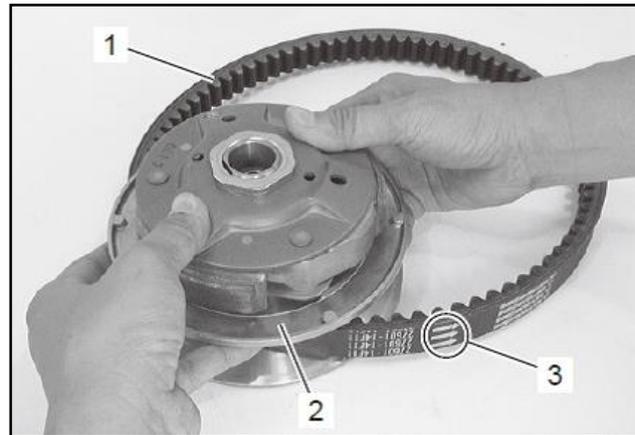
**NOTICE**

Foreign matter and debris may damage the driven face set.

Be sure the driven face set assembly is clean during assembly.

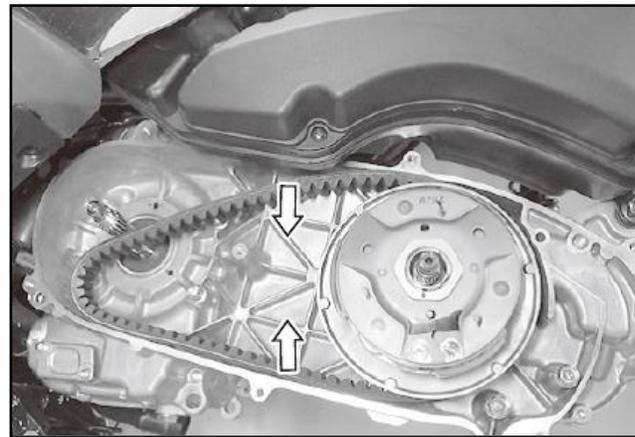
1. Using your hands to compress the movable driven face of the countermeasure part (2) toward the clutch shoe, install the V-belt (1) onto the driven face set.

Position the V-belt so that the arrow (3) points in the direction of engine rotation.



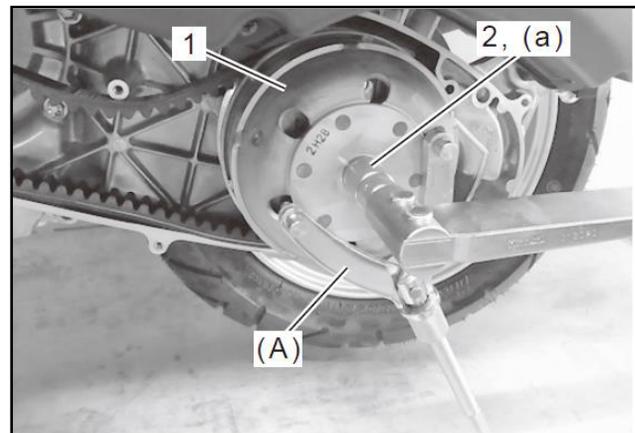
2. Install the countermeasure driven face set.

Pull the center area of the upper and lower belt lines close together to prevent the belt from expanding.

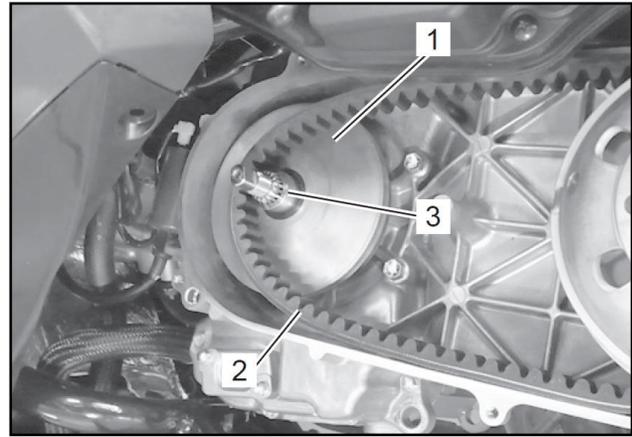


3. Install the clutch housing (1).
4. Hold the clutch housing using the special tool and tighten the clutch housing nut (2) to the specified torque.

**Tightening Torque:**  
Clutch Housing Nut  
75 N·m (55.5 lbf-ft)



5. Loop the V-belt (2) over the spacer (3) as shown.

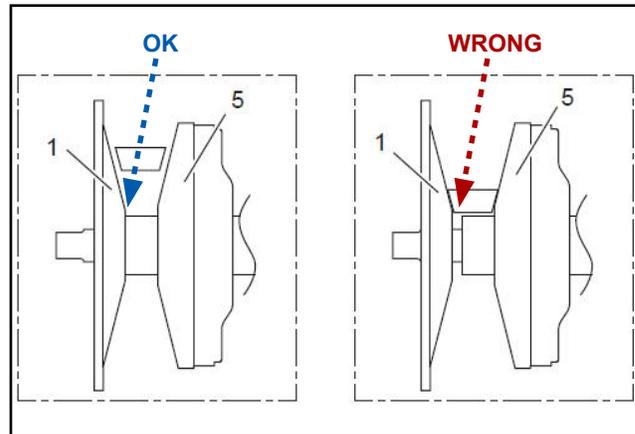
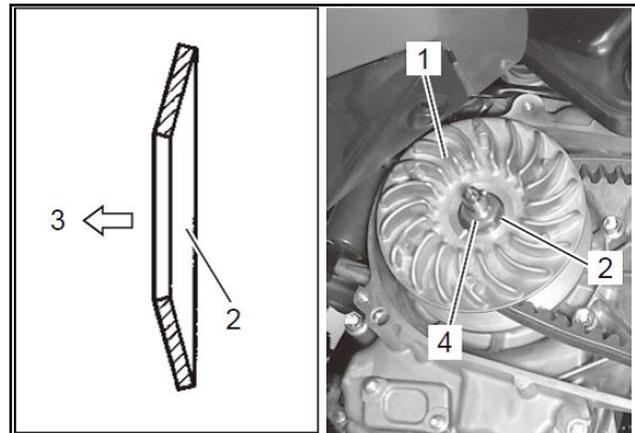


6. Install the fixed drive face (1).

7. Install the washer (2) with the convex side facing outside (3) away from the scooter.

8. Install the fixed driven face nut (4).

- A. Check for dirt or grease on the fixed drive face and, if necessary, clean and degrease thoroughly.
- B. When installing the fixed drive face, confirm the V-belt has play and the fixed drive face contacts the end of the spacer.
- C. When installing the fixed drive face nut, check that the drive V-belt is not caught between the movable drive face (5) and fixed drive face (1).



9. Hold the fixed drive face using the special tool and tighten the fixed drive face nut to the specified torque.

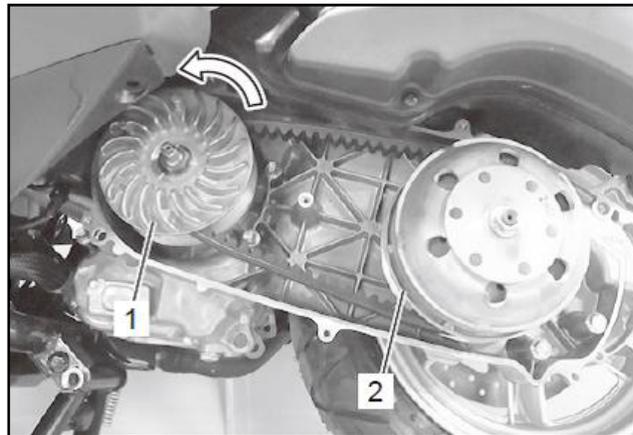
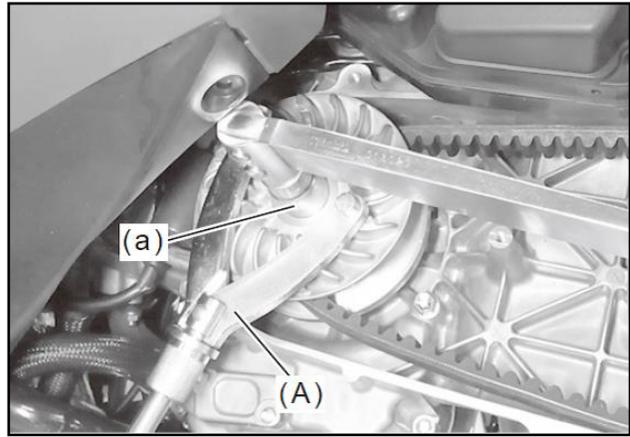
**Tightening Torque:**  
Fixed Drive Face Nut  
95 N·m (70.0 lbf-ft)

**CAUTION**

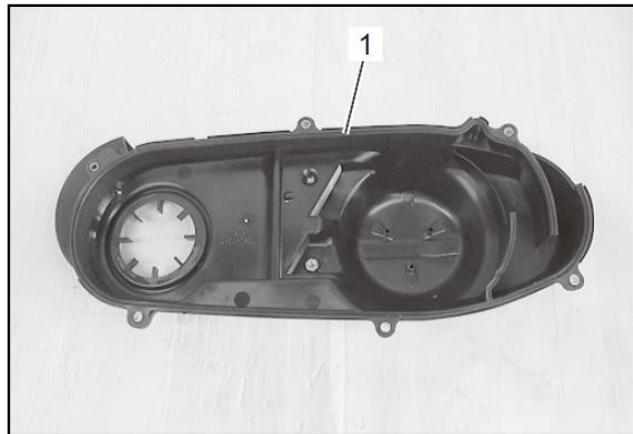
**Be careful not to damage the cooling fins.**

**To prevent breaking the cooling fins, be sure the ends (the prongs) on the end of the special tool are placed closer to the center of the drive face and not toward the outside of the fins, and the tool is pressed firmly against the drive face while loosening the nut.**

10. To ensure the V-belt is broken in, turn the fixed drive face (1) until it moves together with the movable driven face (2)



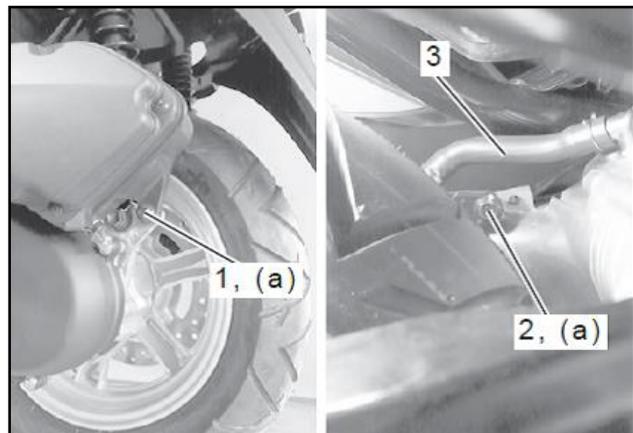
11. Install a new clutch cover gasket (1) and install the clutch cover in the reverse order of removal.



12. Install the air cleaner box and tighten the bolts (1 and 2) to the specified torque.

**Tightening Torque:**  
Air Cleaner Box (A)  
10 N·m (7.5 lbf-ft)

Confirm the breather hose (3) is properly connected.

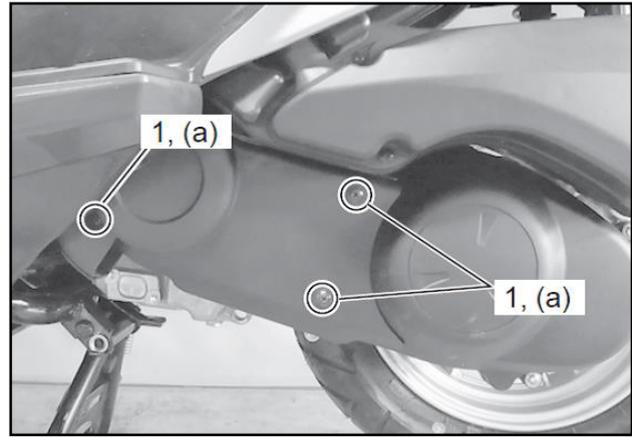


13. Install the cooling fan cover and tighten the cooling fan cover screws (1) to the specified torque.

**Tightening Torque:**

Cooling Fan Cover Screw (A)

8 N·m (5.90 lbf-ft)





SUZUKI MOTOR OF AMERICA, INC.

## IMPORTANT SAFETY RECALL

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

June 5, 2019

Dear Suzuki Owner:

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 certain 2018 - 2019 Suzuki UH200A (Burgman 200) scooters.

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

The holes for the rivets that fasten the component parts of the continuously variable transmission (CVT) movable driven face (drive plate) have a shape that may cause the rivet connections to be insufficient. Continued use of the scooter with this condition may allow excessive stress to be applied to the rivet connections when accelerating, and the drive plate of the CVT may break while riding. If the drive plate of the CVT breaks while riding, the scooter will lose power to the rear wheel, increasing the risk of a crash.

### **WARNING**

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

**If must ride your scooter before this safety recall service has been completed, be aware that the drive plate of the continuously variable transmission (CVT) may break while riding. If the drive plate of the CVT breaks while riding, the scooter will lose power to the rear wheel, increasing the risk of a crash.**

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

Your dealer will replace the CVT drive plate set. This procedure will take approximately one hour to complete. Parts are available now, and there will be no charge to you for this recall repair, parts and labor.

### **What you should do:**

- Before taking your scooter to your dealer, contact them to set up an appointment for the recall repair.
- 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 *2018 - 2019 Safety Recall UH200A CVT Drive Plate Frequently Asked Questions*.

### **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 scooter 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 scooter is included in this recall and you have paid for repairs for breakage of the CVT movable drive plate, you may be eligible for full or partial reimbursement. This reimbursement plan covers 2018-2019 Suzuki UH200A scooters.

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](http://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 *2018 - 2019 Safety Recall UH200A CVT Drive Plate 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](http://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](http://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.