



Motorcycle Service Group
Overseas Service Department
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| Page | 1 of 3 |
| Date | Jul 16, 2021 |
| Our ref. | FW-210716 |

TO : Suzuki Motor USA, LLC
ATTN : Managing Director
Service Director or Manager
CC : Spare Parts Manager

SUBJECT: UH200A Fuel Hose Replacement Recall Campaign

Dear Sirs and Madams,

This letter is to inform you of the "Fuel Hose Replacement Recall Campaign" for UH200A produced from Apr 02, 2018 to Jun 05, 2020.

The Fuel hose of affected vehicles may have been manufactured using a resin-based extrusion mandrel that was larger than design specification.

Fuel hose produced under this condition may have an internal diameter that is larger than design specification and may have an improperly loose connection with the metal fuel hose connection pipe. In the worst case, fuel may leak at the joining point with the metal attachment pipe.

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,

A handwritten signature in black ink, appearing to read 'S. Ishikawa'.

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.
- 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: UH200A

Production Period: From Apr 02, 2018 to Jun 05, 2020.

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

Replacement Parts

Please order the necessary number of replacement parts to **SMC Spare Parts & Accessories Administration Dept. Global Sales Group** by E-mail using the attached Parts Order form of ANNEX4.

| Model | Part Name | Part No. | Contents |
|--------|---------------|-----------------|---|
| UH200A | FUEL HOSE SET | 15800-29810-RX0 | <ul style="list-style-type: none"> • FUEL HOSE ×1 • O-RING ×1 • SEAL RING ×1 |

Available replacement parts are 50% by beginning of August 2021.

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-FW |
| Basic code | DH9999 |

| Model | Part Name | Part No. | Q'ty | Flat Rate(Hr) |
|--------|---------------|-----------------|------|---------------|
| UH200A | FUEL HOSE SET | 15800-29810-RX0 | 1 | 0.9 |

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_Fuel_Hose_Replacement_for_USA.doc"

Implementation Date and Progress

1) Implementation Date:

<PLAN>

Please fill following planning schedule in the ANNEX1 and email to us by Jul. 23, 2021.

- (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.

<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) 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 units.
- (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_Fuel_Hose_Replacement_for_USA.doc

ANNEX 4: Recall_Campaign_Parts_Special_Order_Form.xlsx

ANNEX 5: Sample_of_Customer_Letter.docx

END