

Motorcycle Service Group
Overseas Service Department
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Date	Jan. 26, 2024
Our ref.	JE-240118A-R1

TO: Suzuki Motorcycle Distributors
ATTN.: Managing Director
Service Manager

SUBJECT: GSX1300R(Hayabusa) ABS Hydraulic Unit Flare Nut Tightening Recall Campaign

Dear Sirs and Madams,

This letter is to inform you of the “ABS Hydraulic Unit Flare Nut Tightening Recall Campaign” for GSX1300RRQM4 and GSX1300RRQ2M4(Hayabusa) produced from Jul. 7, 2023 to Dec. 1, 2023.

We were informed from our production plant that in the piping of the brake system, the tightening torque of the flare nut for fastening the brake pipe to the ABS unit may insufficient due to improper tightening work of the nut. If the motorcycle continues to be used in this condition, in the worst case, the loosening of the nut may cause brake fluid leakage and increase the braking distance.

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
Suzuki Motor Corporation

Action

For the affected units before retail sales, you are requested to remedy them before delivering them to the customers.

- 1) Check stock status
- 2) Confirm repair work procedure
- 3) Perform a repair work
- 4) Report completion to SMC with ANNEX2 VIN list of stock units.

For the affected units after retail sales, contact the customers of the units to let them bring their vehicles to your authorized dealers.

- 1) Check status of affected units
- 2) Report to the authority according to your law.
- 3) Issue service bulletin to dealers and customer letter to owners.
- 4) Perform a corrective work following the repair instruction of ANNEX3.

Affected Models

Model: GSX1300RRQM4, GSX1300RRQ2M4(Hayabusa)

Production Period: From Jul. 7, 2023 to Dec. 1, 2023

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

<For the affected units before retail sales>

Please fill "Completion date" in ANNEX2 Sheet "Stock", and send it back to us after you complete the work.

Replacement Parts

Replacement Parts are not necessary for this campaign.

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.

Revised

Claim category	2 (Campaign)
Trouble Code	97- E JL
Basic code	MD9999

Model	Part Name	Part No.	Q'ty	Flat Rate(Hr)
GSX1300RRQM4, GSX1300RRQ2M4	HOSE ASSY,UNIT TO FR BK CLPR	59400-10L00	0	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: “GSX1300R_Repair_Instruction_of_Tightening_ABS_Hydraulic_Unit_Flare_ Nuts.doc”

Implementation Date and Progress**1) Implementation Date:**

<PLAN>

Please fill following planning schedule in the Microsoft Forms ([Link of the webpage](#)) or ANNEX1 (Excel file) and send back to us by January 31, 2024.

- (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.

<ACTUAL STATUS>

Please fill following latest information in the Microsoft Forms ([Link of the webpage](#)) or ANNEX1 (Excel file) and send back 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.

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: GSX1300R_Repair_Instruction_of_Tightening_ABS_Hydraulic_Unit_Flare_ Nuts.doc

ANNEX 4: Sample_Of_Customer_Letter

END