



Motorcycle Service Department
Overseas Service Division
8686, Miyakoda-cho, Hamana-ku, Hamamatsu-shi, Shizuoka, Japan 431-2102
Tel: 81-53-528-8118, Fax: 81-53-528-8141

Page	1 of 4
Date	Sep. 09, 2024
Our ref.	JR-240909

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

SUBJECT: DL800DE M3, M4 Genuine Rear Tire Replacement Recall Campaign

Dear Sirs and Madams,

This letter is to inform you of “Genuine Rear Tire Replacement Recall Campaign” for DL800DE M3, M4. And this letter is to request you to replacement work in the recall campaign which was previously announced with the notification letter JR-240712 issued on July 12 in 2024.

The rubber layer between the belt and the carcass of rear tire may have insufficient thickness due to manufacturing variation, which could cause the tire belt and tire carcass to separate from use. If this occurs, cracks and deformation may form in the tread of the rear tire. If the vehicle is continuously used, in the worst case, portions of the tire tread may separate from the tire structure impacting overall vehicle dynamics.

In view of the nature of this problem, Suzuki Motor Corporation (SMC) has decided to carry out the Recall Campaign and stop using the vehicle in your market. The details are explained in the following pages.

SMC requests you to notify all the customers who own the motorcycle not to ride until repair is completed.

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.

Please note that the interim actions for sold units which were announce in the letter JR-240724 is no longer in effect.

Please contact your service representative if you need some assistance about this.

We sincerely apologize for any inconvenience this may cause to you.
Your kind understanding and cooperation will be highly appreciated.

Very truly yours,

A handwritten signature in black ink, appearing to read 'S. Ishikawa', written in a cursive style.

Shinji Ishikawa
Division Manager
Overseas Service Division
Suzuki Motor Corporation

1. Action

- (1) Stop delivery of the affected motorcycle units and related rear tire spare parts * to dealers and retail sale at your dealers.
*Rear tire spare part: 65110-25L30 TIRE, REAR (150/70R17M/C 69V)
- (2) For the affected units before retail sales, you are requested to remedy them before delivering them to the customers.
- (3) For the affected units after retail sales, contact the customers of the units to pick up their vehicles to your authorized dealers.
- (4) Order the necessary quantity of parts.
- (5) Report to the authority according to your law.
- (6) Issue Attention Letter to owners immediately. (ANNEX 4)
- (7) Issue service bulletin to dealers and customer letter to owners
- (8) Perform a corrective work following the repair instruction of ANNEX3.
- (9) Once the corrective work is done, destroy replaced parts at your responsibility to prevent reuse of the potentially failed parts.

2. Affected Model

Model: DL800DE M3-M4

Production Period: From Nov. 22 in 2022 to May 22 in 2024

Affected VINs and quantity: Please refer to the VIN list (ANNEX2).



3. 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 September. 20, 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 distributors.
- (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 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 distributors.
- (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.

4. Warranty Reimbursement Information

The cost for customer notification letter shall be reimbursed upon your statement with evidence.

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-JR			
Basic code	HP9999			
Model	Part Name	Part No.	Q'ty	Flat Rate(Hr)
DL800DERCM3/M4, DL800DEUCM3/M4	TIRE SET, REAR	65110-25810-RX0	1	1.0

If replace front tire with new one (55110-25L30) also, please add to replacement parts (55110-25L30) and plus Flat Rate 0.9h (Total: 1.9 h per unit) for Labor cost.

5. Countermeasure**5.-1 Replacement Parts**

Initial Parts Order:

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 ANNEX5.**

Additional Parts Order:

Please order the necessary number of parts **through SCAN system.**

Model	Part Name	Part No.	Contents
DL800DERCM3/M4, DL800DEUCM3/M4	TIRE SET, REAR	65110-25810-RX0	Please refer to the ANNEX3 for the Set parts list.

5.-2 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: "ANNEX3_DL800DE_Repair_Instruction_of_Rear_Tire_Replacement.doc"

6. Attachment

ANNEX 1: 97-JR_Recall_campaign_notification_plan_form_Actual.xlsx

ANNEX 2: Country_Name_VIN_List.xlsx

ANNEX 3: "ANNEX3_DL800DE_Repair_Instruction_of_Rear_Tire_Replacement.doc"

ANNEX 4: Sample_of_Customer_Letter.doc

ANNEX 5: Recall_Campaign_Parts_Special_Order_Form.xlsx

END