

Motorcycle Service Group
Overseas Service Department
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Date	Oct. 11, 2024
Our ref.	JU-241011A

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

SUBJECT: GSX1300RRQ(Hayabusa) Front Brake Master Cylinder Replacement Recall Campaign (2ND)

Dear Sirs and Madams,

This letter is to inform you of the “Front Brake Master Cylinder Replacement Recall Campaign (2ND)” for GSX1300RRQ(Hayabusa) produced from Mar. 26, 2021 to Mar. 29, 2024.

IMPORTANT

Supersession of Previous Recall Campaign 97-J8

This recall campaign supersedes the remedy action for 97-J8 due to insufficient of countermeasure. Therefore, the affected vehicles for this recall campaign cover those for the PREVIOUS “Front Brake Master Cylinder Replacement Recall Campaign” 97-J8 announced by our letter of recall campaign dated in Feb. 2023 (Our ref. J8-230209).

You do not have to perform the PREVIOUS recall campaign 97-J8 any more, if it has not been completed.

We were informed from fields that the front brake lever play is increased after countermeasure. As a result of further investigation, the primary cup in the master cylinder swollen with mineral oil as an additive for the diaphragm may block the port even for the master cylinder whose position of the port was reviewed as a previous countermeasure. In this state, when the brake fluid temperature decreases, the inside of the brake system becomes negative pressure, and the piston of the caliper is pulled in.

This can lead the increases of brake lever play. In the worst case, the lever contacts with the throttle grip and the braking distance increase.

In view of the nature of this problem, Suzuki Motor Corporation (SMC) has decided to carry out another 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

- 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.

Note: Please put the sentence such as “When using the vehicle, operate the brake lever and confirm that there is no abnormality in the operating condition including the brake lever play.”

- 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: GSX1300RRQ(Hayabusa)

Production Period: From Mar. 26, 2021 to Mar. 29, 2024

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

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
GSX1300RRQ (Hayabusa)	PARTS SET, FR MASTER CYLINDER	59600-10870-RX0	Please refer to the ANNEX3 for the Set parts list.
-	Brake Fluid (DOT4)	-	From your market

Available replacement parts are 40% as of this moment, and will be 60% by end of November 2024 and 70% by end of December 2024.

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-JU
Basic code	MA9999

Model	Part Name	Part No.	Q'ty	Flat Rate(Hr)
GSX1300RM2 (Hayabusa)	PARTS SET, FR MASTER CYLINDER	59600-10870-RX0	1	0.8

Actual cost of Brake Fluid is reimbursed by sublet. Please send the evidence of the cost of Brake Fluid to SMC.

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: “GSX1300RRQ_Repair_Instruction_of_Front_Blake_Master_Cylinder
_Parts_Set_Replacement.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 Oct. 17, 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.
- (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 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: "GSX1300RRQ_Repair_Instruction_of_Front_Blake_Master_Cylinder
_Parts_Set_Replacement.doc"

ANNEX 4: Sample_of_Customer_Letter.doc

ANNEX 5: Recall_Campaign_Parts_Special_Order_Form

END