

Motorcycle Service Group
Overseas Service Department
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Tel: 81-53-528-8118, Fax: 81-53-528-8141

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Date	Dec. 05, 2024
Our ref.	K3-241205A

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

SUBJECT: AN400A Fuel Hose Replacement Recall Campaign

Dear Sirs and Madams,

This letter is to inform you of the “Fuel Hose Replacement Recall Campaign” for AN400A produced from Sep. 15, 2022 to Jun. 20, 2024.

We were informed from our production plant that improper installation caused bending of the metal pipe portion of the hose assembly, placing the fuel supply hose assembly at risk of potential contact with the fuel vapor hose. In the worst case, the fuel supply hose can be abraded to a degree that could cause a fuel leak from the hose.

In view of the nature of this problem, Suzuki Motor Corporation (SMC) has decided to carry out 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.
- 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: AN400AM3/ M4/ M5

Production Period: From Sep. 15, 2022 to Jun. 20, 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 and Accessories Sales Activation Div. Export & Overseas Sales Dept. 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
AN400AM3/ M4 / M5	FUEL HOSE SET	15800-19810-RX0	Please refer to the ANNEX3 for the Set parts list.

Available replacement parts are 30% as of this moment, and an additional 10% of parts of affected units will be stocked each week, reaching 50% by the end of December and 80% by end of January 2025.

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-K3
Basic code	DH9999

Model	Part Name	Part No.	Q'ty	Flat Rate(Hr)
AN400AM3/ M4/ M5	FUEL HOSE SET	15800-19810-RX0	1	1.5

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: “AN400A_Repair_Instruction_of_Fuel_Hose_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 Dec. 19, 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: “AN400A_Repair_Instruction_of_Fuel_Hose_Replacement.doc”

ANNEX 4: Sample_of_Customer_Letter.doc

ANNEX 5: Recall_Campaign_Parts_Special_Order_Form

END