

## **SAFETY RECALL CAMPAIGN 3A02**

### **2024 GSX-8R Drive Chain Inspection & Replacement**

- Affected Models:** Certain 2024 GSX-8R (GSX800FM4) motorcycles
- Affected Departments:** Management, Service, Warranty, Sales, Parts, Accessories
- Attachment:** Sales Bulletin 24-013 (GSX-8R Stop Sales)
- Reference:** GSX-8R (GSX800FM4) Service Manual (99500-25L12-03E)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2024 model-year GSX-8R (GSX800FM4) motorcycles.

#### **STOP DELIVERY OF AFFECTED VEHICLES IMMEDIATELY**

**DO NOT SELL OR DELIVER** an affected motorcycle to a customer until you have completed or verified completion of the inspection and repair procedures outlined in this bulletin.

**It is a violation of Federal law to sell or deliver any new motorcycle, scooter, ATV, or item of motor vehicle equipment subject to a safety recall campaign under a sale or lease until the defect or non-compliance has been corrected.**

**In addition, selling an unrepaired affected motorcycle, scooter, or ATV is a direct violation of your Suzuki dealer agreement and may lead to additional sanctions.**

#### **What is the defect?**

Suzuki Motor Corporation (SMC) is initiating a safety recall campaign to inspect the drive chain to verify that the chain joint pins are riveted properly, and if not, replace affected parts.

Parts are not required to perform the inspection portion of this recall service. However if the inspection indicates an issue with the riveting of the pins of the drive chain joint (also known as a "master link") you will need to order and then install certain parts. Refer to the table of contents below for information on how to complete the recall service.

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**What Suzuki Motor USA, LLC, will do:**

Suzuki Motor USA, LLC (SMO) representatives have already contacted dealers who had sold a small number of affected GSX-8R motorcycles to customers. These dealers have, in turn, notified their customers to bring their motorcycles to the dealerships for this safety recall inspection and repair campaign.

If you have sold an affected GSX-8R prior to receiving this bulletin, please contact the customer immediately and ask them to carefully ride their motorcycle to your dealership for this safety recall inspection and repair campaign.

**What your Suzuki dealership will do:**

1. Please prioritize completion of the recall inspection and any required service for your affected GSX-8R customers. For their safety and satisfaction, we strongly suggest you do not wait for them to contact you, but you should take the initiative to contact them to set an appointment to perform the recall inspection and any required repair as soon as possible.

The inspection of the drive chain can be performed in 30 minutes or less and parts are not required. If the inspection shows there is no issue with the riveting of the pins of the drive chain joint (also known as a "master link") the motorcycle can be returned to the customer immediately.

However, if the inspection indicates an issue with the riveting of the drive chain joint pins the motorcycle cannot be ridden and must remain at your dealership so you can order and then install certain parts. Once you know what parts you will need to order and how long until those parts arrive who can explain to your customer approximately how long their motorcycle must remain at your dealership. Refer to the drive chain inspection process on page 5 and the parts ordering information on pages 5 and 6 of this bulletin.

2. Please provide your customers the quality service that Suzuki ownership brings. If you need support to address a customer's needs or concerns, please call TECH LINE at (714) 996-7480 or contact your Suzuki Technical Service & Parts Manager (TSPM).
3. Check your unsold inventory to see if you have any affected 2024 GSX-8R models (refer to "Use Suzuki CONNECT to verify recall status" below). If so, perform the drive chain inspection and do any required recall repairs, and then submit a warranty request to Suzuki Motor USA, LLC (SMO). You must do this before selling or transferring the motorcycle.
4. Check your sales records to contact customers to whom you have sold an affected GSX-8R motorcycle. Contact the owner of an affected motorcycle to alert him/her that you will need to perform the recall inspection and any required repair and there will be no charge for parts or labor. Set an appointment to perform the recall inspection service, and then submit a warranty request to SMO.
5. If your dealership is contacted by someone who has an affected GSX-8R, but you did not sell the motorcycle, let the owner know you can assist with the drive chain inspection and recall service. Let the customer know there will be no charge for parts or labor. Set an appointment to perform the recall service, and then submit a warranty request to SMO.

**Suzuki Technical, Customer Service, & Business Support:**

If you have any questions related to this recall service, please call TECH-LINE at (714) 996-7480 or contact your Technical Service & Parts Manager (TSPM).

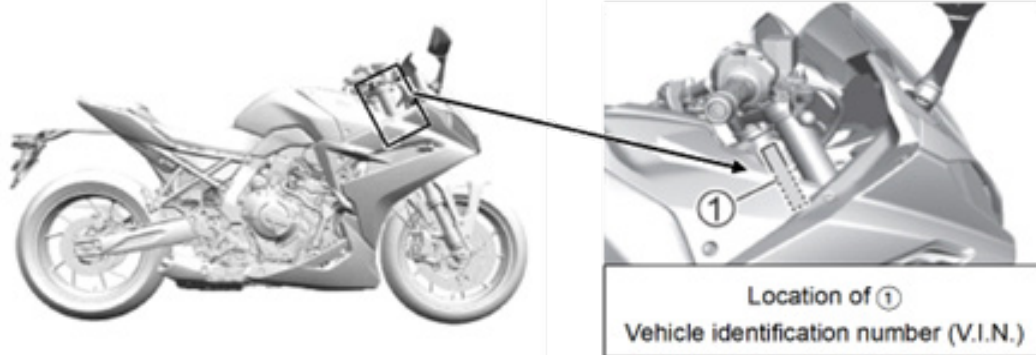
Thank you for your attention to this recall service,

The Suzuki Service Department

**Affected model VIN range:**

Model	SPEC	V.I.N. Range
2024 GSX-8R (GSX800FRQM4)	E03	JS1EM13B#R7100574 - JS1EM13B#R7100932

- Always verify recall status with Suzuki CONNECT.
- “#” indicates any check digit from 0 to 9 and X.



**Use Suzuki CONNECT to verify recall status:**

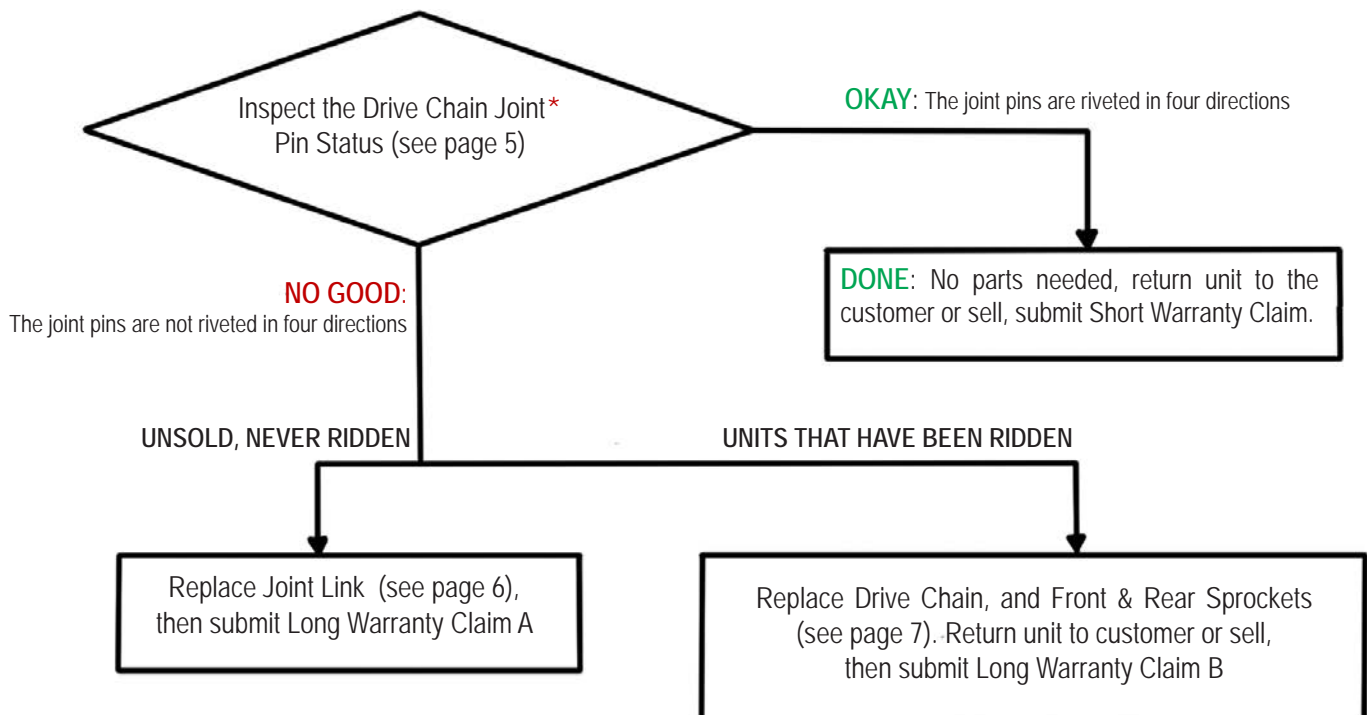
Before performing the recall inspection and repair on a GSX-8R, first verify the repair needs to be performed by checking the motorcycle's VIN and accessing the Vehicle Master Inquiry on Suzuki Connect and checking the repair status.

If the recall inspection and repair needs to be performed, you will see the message “CAMPAIGN NOT YET PERFORMED.”

If you have a question regarding motorcycle eligibility, call TECH LINE at (714) 996-7480 or contact your Suzuki Technical Service & Parts Manager (TSPM).

**GSX-8R DRIVE CHAIN JOINT INSPECTION & RECALL SERVICE PROCEDURES**  
**Section A - Required Recall Action Flow Chart**

1. Perform the drive chain inspection (see Section C on page 5) and subsequent tasks per the following flowchart.



\* The Drive Chain Joint is also known as a "master link".

## Section B - Preparation for Inspection & Repair

1. **Check the motorcycle's Vehicle Identification Number (V.I.N.)** using the process on page 3 of this bulletin to determine if it requires the drive chain inspection and recall service procedure. Use Suzuki CONNECT to verify if the unit is affected and requires inspection and possible repair, or if the recall service is not required.
2. **Inspection and repair procedure precautions:**
  - To avoid getting burned, do not touch the engine and exhaust system until they have cooled.
  - When 2 or more persons work together, pay attention to each other's safety.
  - When removing parts that are to be reused, keep them arranged in an orderly manner so that they may be reinstalled in the proper order and orientation.

**Refer to the GSX800/800F Service Manual 99500-25L12-03E  
for procedure details not included in this bulletin.**

### 3. Required tools and materials:

Tool or item	Size or capability
Impact wrench	-
Ratchet handle	-
Socket extension	About 3.0 in. (75 mm)
Socket wrench	10 mm, 12 mm, 14 mm, 17 mm, 27 mm, 30 mm, & 32 mm
Combination wrench	10 mm, 12 mm, & 14 mm
Hexagon socket	No. 10
Torque wrench(s)	Range: 3.0 to 18.4 lb-ft or (4.0 to 25 N·m) or (0.41 to 2.5 kgf·m) -and- Range: ~ 110.6 lb-ft or (~ 150 N·m) or (~ 15.3 kgf·m)
Special tool (Drive chain cut / rivet tool set)	09922-22712 or equivalent (Tool must be able to rivet drive chain joint pin in four-sided pattern as shown on page 7 of this bulletin)
Rear wheel stand*	-
Swingarm spool set*	990A0-65348-BLK or equivalent
Scissors	-
Suzuki SUPER GREASE A	99000-250111

*\* If a rear wheel stand is not available, a hoist with a soft hoist band of sufficient capacity may be used to lift the rear wheel off the ground for drive chain inspection.*

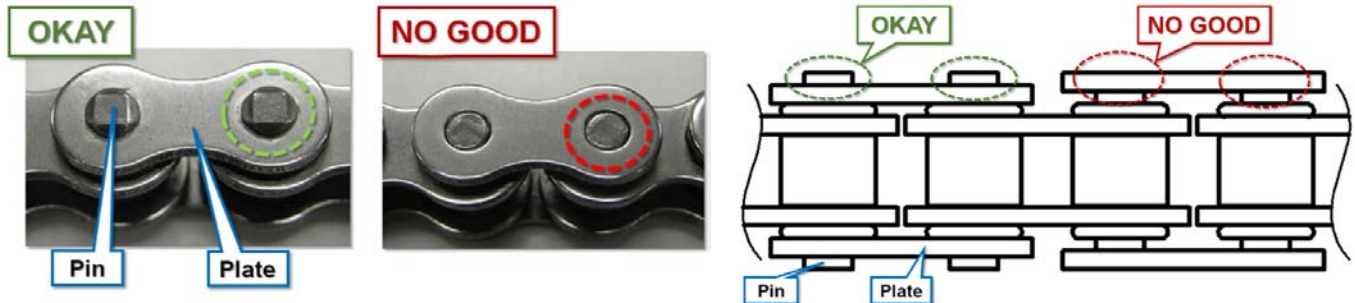
### 4. Preparation for crated unit inspection or repair:

To properly inspect and repair any issue with the drive chain, the motorcycle must be out of its shipping crate and assembled (but it does not need to be serviced). To uncrate and assemble the motorcycle, use the GSX800FM4 Assembly & Pre-Delivery Guide (99505-25L30-03E-M4).

## Section C - Drive Chain Inspection

### Check the drive chain pin condition:

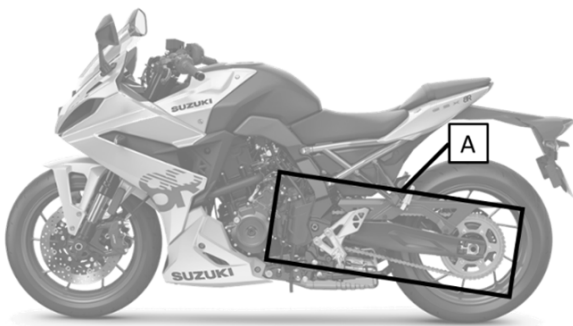
1. With the transmission in neutral, lift the back of the motorcycle using a suitable stand so the rear wheel is off the ground.
2. Rotate the rear wheel slowly by hand and check ALL the pins on the drive chain. It is not necessary to check the pins on the back side of the drive chain.



### 3. Inspection results and required action:

- a. If all the pins are riveted properly, the unit has **passed inspection**. Return the motorcycle to the customer or for sale and submit a **SHORT WARRANTY CLAIM** per the information on page 7 of this bulletin.
- b. If any pin is not riveted properly, the unit **did NOT pass inspection and it has not been ridden**, order the drive chain joint set listed below in Section D, box (A1). Replace the drive chain joint using the instructions in Section E on page 6 of this bulletin, and then submit a **LONG WARRANTY CLAIM** per the instructions "A" in the top half of page 8 of this bulletin.
- c. If any pin is not riveted properly, the unit **did NOT pass inspection and it has been ridden**, order the drive chain, the engine and rear sprockets, plus the associated nuts listed in Section D, box (A2) on page 6 of this bulletin. Replace these parts per the instructions in Section F on page 7 of this bulletin, and then submit a **LONG WARRANTY CLAIM** per the instructions "B" in the bottom half of page 8 of this bulletin.

## Section D - Order Necessary Parts



If a unsold, never ridden unit fails the drive chain pin inspection, order and replace the drive chain joint set as listed in box (A1) to the right. Use the long claim form information "A" from page 8 of this bulletin to submit a warranty claim.

Be sure to tag and store the replaced parts. See the Warranty Policy Manual for further information on warranty parts retention.

(A1) FOR UNSOLD, NEVER RIDDEN UNITS THAT FAIL THE DRIVE CHAIN PIN INSPECTION

JOINT SET, DRIVE CHAIN  
27620-06G40

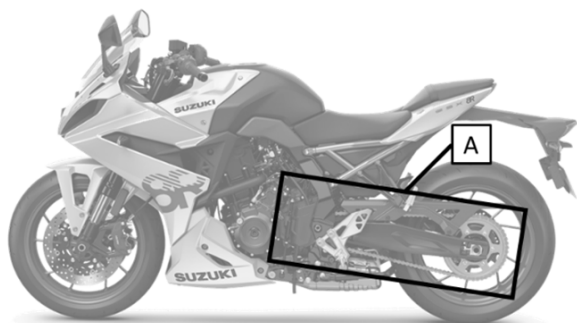
ORDER & INSTALL THIS PART

Part No.	Part Name	Quantity
27620-06G40	JOINT SET, DRIVE CHAIN	1

Plus 1.2 hours labor, submit Long Claim Form "A" (page 8).



## Section D - Order Necessary Parts (continued)



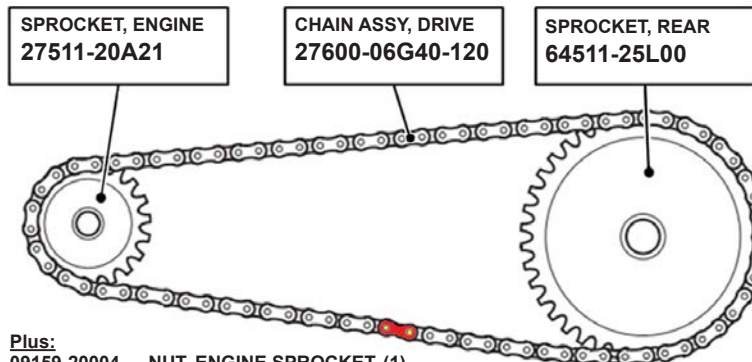
For any unit that has been ridden and has failed the drive chain pin inspection, order and replace the drive chain, the engine and rear sprockets, plus the associated nuts listed in box (A2) to the right. Use the long claim form information "B" from page 8 of this bulletin and submit a warranty claim.

### NOTE:

The Drive Chain Joint Set (also known as a "master link") is supplied with the Drive Chain Assembly, do not add it to the order.

Be sure to tag and store the replaced parts. See the Warranty Policy Manual for further information on warranty parts retention.

### (A2) FOR RIDDEN UNITS THAT FAIL DRIVE CHAIN PIN INSPECTION



#### Plus:

09159-20004 NUT, ENGINE SPROCKET (1)  
 08319-3110A NUT, REAR SPROCKET (6)  
 64721-13K00 NUT, REAR AXLE (1)

#### ORDER & INSTALL THESE PARTS

Part No.	Part Name	Quantity
27600-06G40-120	CHAIN ASSY, DRIVE	1
27511-20A21	SPROCKET, ENGINE	1
09159-20004	NUT, ENGINE SPROCKET	1
64511-25L00	SPROCKET, REAR	1
08319-3110A	NUT, REAR SPROCKET	6
64721-13K00	NUT, REAR AXLE	1

Plus 2.2 hours labor, submit Long Claim Form "B" (page 8).

## Section E - Replacing the Drive Chain Joint Link Set:

For never ridden units that failed the drive chain pin inspection.

1. With the transmission in neutral, lift the back of the motorcycle using a suitable stand so the rear wheel is off the ground.

Part No.	Part Name	Quantity
27620-06G40	JOINT SET, DRIVE CHAIN	1

Plus 1.2 hours labor, submit Long Claim Form "A" (page 8).

2. Refer to section 3A, pages 3A-6 ~ 3A-8 of the GSX-8S/8R Service Manual (99500-25L12-03E) for how to remove the original drive chain joint set and install the new joint set.
3. After the new joint set is installed, refer to "Drive Chain Inspection and Adjustment" on page 3A-1.

### REMINDER:

- Verify that all of the replaced parts were installed properly and are tightened securely.
- Test ride the motorcycle to verify proper operation.
- Before delivery to the customer, make sure the motorcycle is clean and free of fingerprints. Thank your GSX-8R customers for their patience as you performed this recall service.

## Section F - Repair of the Drive Chain, Sprockets & Associated Parts

For ridden units that failed the drive chain pin inspection.

1. With the transmission in neutral, lift the back of the motorcycle using a suitable stand so the rear wheel is off the ground.

Part No.	Part Name	Quantity
27600-06G40-120	CHAIN ASSY, DRIVE	1
27511-20A21	SPROCKET, ENGINE	1
09159-20004	NUT, ENGINE SPROCKET	1
64511-25L00	SPROCKET, REAR	1
08319-3110A	NUT, REAR SPROCKET	6
64721-13K00	NUT, REAR AXLE	1

Plus 2.2 hours labor, submit Long Claim Form "B" (page 8).

2. Refer to section 3A, pages 3A-2 ~ 3A-3 of the GSX-8S/8R Service Manual (99500-25L12-03E) for how to replace the engine sprocket and nut.
3. Refer to pages 2D-6 ~ 2D-7 on how to remove and reinstall the rear wheel. The rear axle nut will be replaced at this step.
4. Refer to pages 3A-3 ~ 3A-4 on how to replace the rear sprocket and nuts.
5. Refer to pages 3A-6 ~ 3A-8 on how to replace the drive chain.
6. After the new drive chain is installed, refer to "Drive Chain Inspection and Adjustment" on page 3A-1.

### REMINDER:

- **Verify that all of the replaced parts were installed properly and are tightened securely.**
- **Test ride the motorcycle to verify proper operation.**
- **Before delivery to the customer, make sure the motorcycle is clean and free of fingerprints. Thank your GSX-8R customers for their patience as you performed this recall service.**

## Section G - Warranty Claim Processing

Submit a warranty claim for each recall repair immediately upon completion. This campaign requires you to file a warranty claim using ONE of the methods described below and on the following page.

**Suzuki CONNECT Short Campaign Claim for a GSX-8R motorcycle that only required inspection:** The Short Campaign Claim will reimburse you 0.2 hour labor for inspecting the drive chain joint set only.

CAMPAIGN 3A02 GSX800FRQM4 DRIVE CHAIN JOINT SET INSPECTION SUZUKI CONNECT SHORT FORM INSTRUCTIONS	
<b>CLAIM INFORMATION:</b>	<b>INSPECTION ONLY CLAIM SUBMISSION</b>
CLAIM NUMBER:	XXXXX,X (Dealer enters number)
ENTRY TYPE:	VIN or Model/Frame (Dealer chooses)
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	3A02

### Warranty claim processing (LONG FORM):

**If the motorcycle fails drive chain inspection and must be repaired with parts, you must file a Long Campaign Form Campaign Claim (see the following page).**

### Reminder:

All LONG CLAIM FORMS with additional parts and labor must be preauthorized by TECH-LINE or your dealership's Technical Service & Parts Manager (TSPM) prior to submission. Long Claim Forms submitted without a PAS number for additional parts or labor will be returned, unpaid.

**Suzuki CONNECT Long Campaign Claim for a GSX-8R motorcycle that failed inspection but was never ridden (like a dealer stock unit or display model):** This Long Campaign Claim will reimburse you 1.2 hour labor, plus additional parts and labor as authorized by TECH-LINE or your TSPM.

<b>CAMPAIGN 3A02 GSX800FRQM4 DRIVE CHAIN JOINT SET REPAIR SUZUKI CONNECT LONG FORM "A" INSTRUCTIONS (NOT RIDDEN MODELS)</b>	
<b>CLAIM INFORMATION:</b>	<b>INSPECTION &amp; REPLACEMENT OF DRIVE CHAIN JOINT SET CLAIM</b>
CLAIM NUMBER:	XXXXX,X (Dealer enters number)
ENTRY TYPE:	VIN or Model/Frame (Dealer chooses)
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	3A02
LABOR TIME:	As authorized by your TSPM*
PARTS INFORMATION:	27620-06G40 JOINT SET, DRIVE CHAIN
	Quantity 1
ADDITIONAL PARTS:	Additional parts as authorized by your TSPM**
AUTHORIZATION:	Only needed if additional parts or labor claimed**
FAILURE DESCRIPTION:	
DESCRIPTION OF DEFECT:	Drive Chain Joint Set
DESCRIPTION OF REPAIR:	Performed service campaign repair per service bulletin

\* If using the Long Claim Form to request parts reimbursement, but not additional labor, use the labor code of GS9999 for 1.2 hour.

\*\* If using the Long Claim Form to request additional parts and/or labor reimbursement other than specified above, your claim must be preauthorized by TECH LINE or your dealership's Technical Service & Parts Manager (TSPM) prior to submission. Long Claim Forms submitted without a PAS number for additional parts or labor will be returned, unpaid.

**Suzuki CONNECT Long Campaign Claim for a GSX-8R motorcycle that failed inspection but was ridden (like a customer's motorcycle or a demo unit):** This Long Campaign Claim will reimburse 2.2 hour labor, plus additional parts and labor as authorized by TECH-LINE or your TSPM.

<b>CAMPAIGN 3A02 GSX800FRQM4 DRIVE CHAIN JOINT SET REPAIR SUZUKI CONNECT LONG FORM "B" INSTRUCTIONS (RIDDEN MODELS)</b>	
<b>CLAIM INFORMATION:</b>	<b>INSPECTION &amp; REPLACEMENT OF DRIVE CHAIN &amp; SPROCKETS CLAIM</b>
CLAIM NUMBER:	XXXXX,X (Dealer enters number)
ENTRY TYPE:	VIN or Model/Frame (Dealer chooses)
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	3A02
LABOR TIME:	As authorized by your TSPM*
PARTS INFORMATION:	27600-06G40-120, CHAIN ASSY, DRIVE, QTY. 1
	27511-20A21, SPROCKET, ENGINE, QTY. 1
	09159-20004, NUT 20MM, QTY. 1
	64511-25L00, SPROCKET, REAR, QTY. 1
	08319-3110A, NUT, QTY. 6
	64721-13K00, NUT, QTY. 1
ADDITIONAL PARTS:	Additional parts as authorized by your TSPM**
AUTHORIZATION:	Only needed if additional parts or labor claimed**
FAILURE DESCRIPTION:	
DESCRIPTION OF DEFECT:	Drive Chain Joint Set
DESCRIPTION OF REPAIR:	Performed service campaign repair per service bulletin

\* If using the Long Claim Form to request parts reimbursement, but not additional labor, use the labor code of GS9999 for 2.2 hour.

\*\* If using the Long Claim Form to request additional parts and/or labor reimbursement other than specified above, your claim must be preauthorized by TECH LINE or your dealership's Technical Service & Parts Manager (TSPM) prior to submission. Long Claim Forms submitted without a PAS number for additional parts or labor will be returned, unpaid.



**SALES**



Motorcycle / ATV

Bulletin No: 24-013

Date: February 7, 2024

## **IMPORTANT SAFETY RECALL STOP RETAIL SALES and DELIVERY**

Suzuki Motor Corporation has determined that a safety defect exists in certain 2024 GSX-8R (GSX800FRQM4) models:

Model	SPEC	V.I.N. Range
2024 GSX-8R (GSX800FRQM4)	E03	JS1EM13B#R7100574 - JS1EM13B#R7100932

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation (SMC) is initiating a safety recall campaign to inspect the drive chain to verify that the joint pins are rivetted properly, and if not, replace affected parts. Do not sell or deliver any new or used, affected GSX-8R motorcycle until the drive chain inspection and any required service has been completed, and a warranty claim has been submitted.

#### **Service Bulletin & Safety Recall Repair:**

Full information about the Drive Chain Inspection & Replacement Recall service will be provided in Service Bulletin GS/GSX/GSX-R No. 265 that will be published on or after February 14, 2024.

#### **Parts Availability & Ordering:**

Parts are not required to perform the inspection portion of this recall service. However if the inspection indicates an issue with the riveting of the drive chain joint pins you will need to order and then install certain parts per upcoming Service Bulletin GS/GSX/GSX-R No. 265.

#### **Customer Notification Letters:**

Suzuki Motor USA, LLC (SMO) expects to notify retail customers of this safety recall on or after February 19, 2024.

#### **Consequences of Non-Compliance:**

ALL NEW SUZUKI VEHICLES IN DEALER INVENTORY THAT ARE SUBJECT TO A RECALL OR CUSTOMER SATISFACTION CAMPAIGN INITIATED BY SMO MUST BE REPAIRED BEFORE THESE VEHICLES ARE SOLD OR DELIVERED BY THE DEALER TO THE RETAIL CUSTOMER. FAILURE TO DO SO IS A VIOLATION OF FEDERAL LAW, THE SUZUKI POWERSPORTS DEALER SALES AND SERVICE AGREEMENT (THE "DEALER AGREEMENT"), AND SMO'S SALES POLICY REGARDING FACTORY SAFETY RECALL OR SAFETY MODIFICATION PROGRAMS (THE "POLICY"). A COPY OF THE POLICY IS AVAILABLE ON SUZUKI CONNECT FOR YOUR REFERENCE.

*Continued >>*

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**Consequences of Non-Compliance** (continued from prior page):

**FURTHER, FAILURE TO COMPLY WITH THE INSTRUCTIONS OF SMO REGARDING COMPLIANCE WITH RECALLS OR OTHER SAFETY OR PRODUCT IMPROVEMENT CAMPAIGNS OR PROGRAMS, AND/OR FAILURE TO MAKE A GOOD FAITH EFFORT TO COMPLY WITH THE FEDERAL CLEAN AIR ACT, THE NATIONAL TRAFFIC AND MOTOR VEHICLE SAFETY ACT, THE CONSUMER PRODUCT SAFETY ACT, OR ANY OTHER LAWS, ORDERS, RULES, OR REGULATIONS REGARDING RECALLS OR OTHER SAFETY OR PRODUCT IMPROVEMENT CAMPAIGNS OR PROGRAMS CONSTITUTES A BREACH OF THE DEALER AGREEMENT AND IS A VIOLATION OF SMO POLICY REFERENCED ABOVE. A DEALER MAY BE HELD RESPONSIBLE FOR ANY PRODUCT DAMAGE AND/OR PERSONAL INJURIES RESULTING FROM SUCH FAILURE.**

For more information on your dealership's responsibilities and consequences of non-compliance, please review [Sales Bulletin 21-054](#).

If you need any additional information, please contact the Suzuki TECH-LINE (at 714-996-7480) or your Technical Service and Parts Manager (TSPM). We apologize for this inconvenience and will do everything possible to resolve this situation as quickly as possible.

Thank you for your continued support and understanding.



Chris Coons  
Senior Manager, Motorcycle Sales Planning and Administration