

SAFETY RECALL CAMPAIGN 3A03 **2023 & 2024 V-STROM 800DE/800DE Adventure** **Rear Tire Replacement Recall Service**

Affected Models:	2023 & 2024 V-STROM 800DE and 800DE Adventure motorcycles, (DL800DERCM3, DL800DERCAM3, DL800DERCM4, & DL800DERCAM4)
Affected Departments:	Management, Service, Warranty, Sales, Parts, Accessories
Attachments:	Customer Notification Letter 1 (July 29, 2024) & Letter 2 (September 20, 2024)
Reference:	V-STROM 800/800DE (DL800/800DE) Service Manual (99500-25L02-03E), Service Bulletin TL/SV/DL No. 70 (V-STROM 800DE Recall Initial Information), & Sales Bulletin 24-067R (V-STROM 800DE/800DE Adventure STOP SALES)

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

Suzuki Motor Corporation is initiating a safety recall campaign to replace potentially defective rear tires on the 2023 and 2024 V-STROM 800DE/800DE Adventure motorcycles. Do not sell or deliver any new or used, affected V-STROM 800DE or V-STROM 800DE Adventure motorcycle until the required Rear Tire Replacement Recall service has been completed, and a warranty claim has been submitted.

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 repair procedures described within this bulletin. The V.I.N. range chart for affected models is on page 2 of 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 (see page 3 about tires for your dealership's unsold V-STROM 800DE.)

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 (see [Sales Bulletin 24-067R](#)).

Information in this bulletin:

- Defect description, Suzuki's & your dealership's responsibilities page 1 & 2
- Affected models & V.I.N. range tablepage 2
- Recall Rear Tire Parts Sets & tire identificationpage 3
- Rear Tire Parts Sets being drop-shipped for unsold V-STROM 800DE's in your inventorypage 3
- Ordering Rear Tire Parts Sets for your customers V-STROM 800DE'spage 4
- Unpacking the Rear Tire Set partspage 4
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- Final check & Tire disable instructionspage 17
- Customer notification letters.....pages 18 through 21

What is the defect?

Affected motorcycles may have been equipped with a rear tire that can develop cracking or other deformation of the tire tread. The rubber layer between the belt and the carcass of rear tire may have insufficient thickness due to manufacturing variations, 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. Under continued use, portions of the tire tread may separate from the tire structure and impact overall vehicle dynamics. This can increase the risk of a crash.

What is Suzuki doing to solve the problem?

Suzuki offers a sincere apology to you and your customers as it took several weeks for the tire supplier to identify the cause of the deformation issue and adjust the manufacturing process to prepare the countermeasure rear tires. This bulletin contains parts availability and ordering information, the recall repair service procedure, plus the warranty claim process for the recall service.

What your Suzuki dealership will do:

For your customers' safety and satisfaction, please prioritize the recall repair service of their affected motorcycles. When the recall parts are available, you will order the necessary parts and then perform the recall repair service on your customer's affected motorcycles at no charge to them for parts and labor. Your dealership will also perform the recall repair service on any affected, undelivered motorcycle in your dealership's inventory. Suzuki will automatically ship you tires for these motorcycles, please see page 3 for more information. As you complete each recall repair service you will submit a warranty claim for the repair as soon as possible.

Customer notification letters:

Based upon the information that was available to us, Suzuki Motor USA, LLC (SMO) notified retail customers of this safety recall the week of July 29, 2024. This initial notification letter (attached to this bulletin) explained the need for the safety recall campaign to replace potentially defective rear tires on 2023 and 2024 V-STROM 800DE/800DE Adventure motorcycles. The customers were advised to STOP RIDING their affected motorcycles until the original rear tire has been replaced with the countermeasure rear tire.

On or after September 20, 2024 SMO will mail another letter to customers (also attached to this bulletin) that recall service parts will be available for order during the week of September 23, 2024. The letter advises customers to contact their Suzuki dealer so recall service parts can be ordered. Once you order the recall service parts for your customers and they arrive, your Suzuki dealership will set an appointment and then perform the recall service at no cost to the customer for parts and labor.

Customers with unique circumstances:

If you assisted a V-STROM 800DE or 800DE Adventure customer who had unique circumstances or special needs related to this recall notification and service, please contact TECH-LINE or your dealership's Technical Service & Parts Manager prior to performing the recall service and submitting a warranty claim.

Affected models & Model/Specification/VIN Range table:

All U.S. (E03) and California (E33) specification 2023 and 2024 model year V-STROM 800DE and 800DE Adventure motorcycles are affected. See the chart below for the model designations based upon year and market specification.

Model	Spec.	V.I.N. Range		
DL800DERCM3/M4 DL800DERCAM3/M4	E03	JS1EM12B#P7100019	-	JS1EM12B#R7100604
DL800DERCM3/M4 DL800DERCAM3/M4	E33	JS1EM12B#P7100025	-	JS1EM12B#R7100724

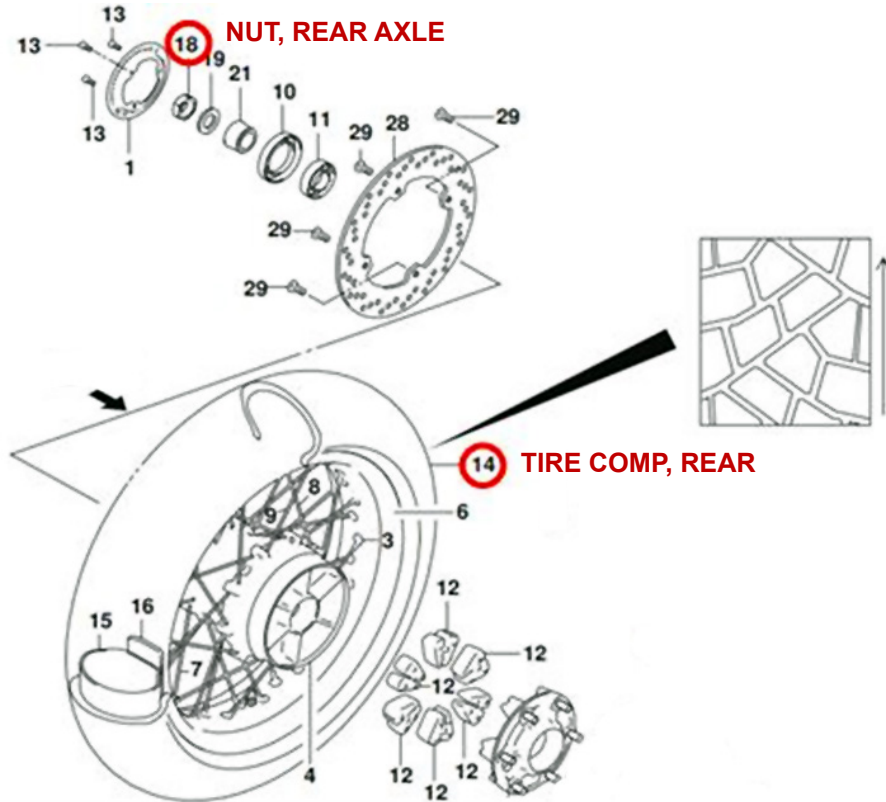
NOTE:

- "#" indicates any check digit from 0 to 9, plus X.
- NOT all vehicles in the V.I.N. range above are affected. Verify recall status using the Vehicle Master Inquiry function on Suzuki CONNECT.

Recall service part sets:

Suzuki has created a REAR TIRE SET that includes the new, countermeasure rear tire and a rear axle nut. These are the parts required to perform the rear tire replacement recall service in most situations.

Part Name	Part Number	Qty.	Contents
TIRE SET, REAR	65110-25810-RX0	1	<ul style="list-style-type: none"> TIRE COMP, REAR (65110-25L30-RX0) x 1 (14) NUT, REAR AXLE (64721-13K00-RX0) x 1 (18)



Original Part (tire)	Countermeasure Part (tire)
65110-25L30	65110-25L30-RX0
Tire manufacturing serial number before the 28th week of 2024	Tire manufacturing serial number after the 29th week of 2024

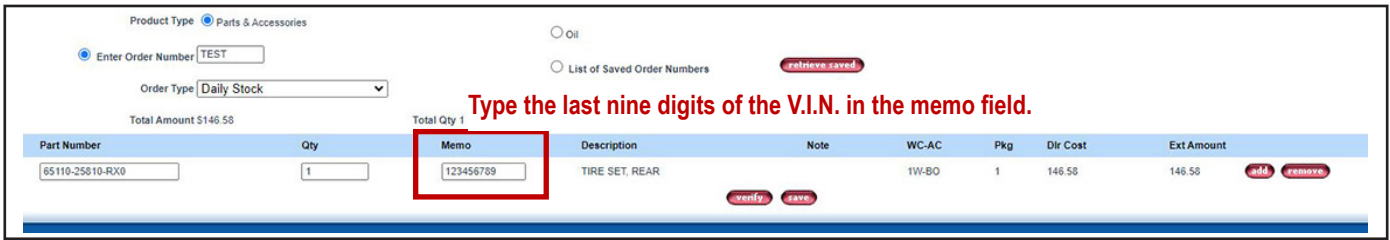
Drop-shipped recall service parts for unsold V-STROM 800DE models in your dealership's inventory:

Do not order REAR TIRE SETS for affected, but undelivered V-STROM 800DE models in your dealership's inventory. Starting the week of September 23, 2024, Suzuki will begin to drop ship a REAR TIRE SET for each affected, **unsold** V-STROM 800DE/800DE Adventure motorcycle in your dealership's inventory. The parts' shipping label will list the V.I.N. of the motorcycle the recall service parts are for. The invoice for the drop-shipped tire set will appear on your dealership's account statement.

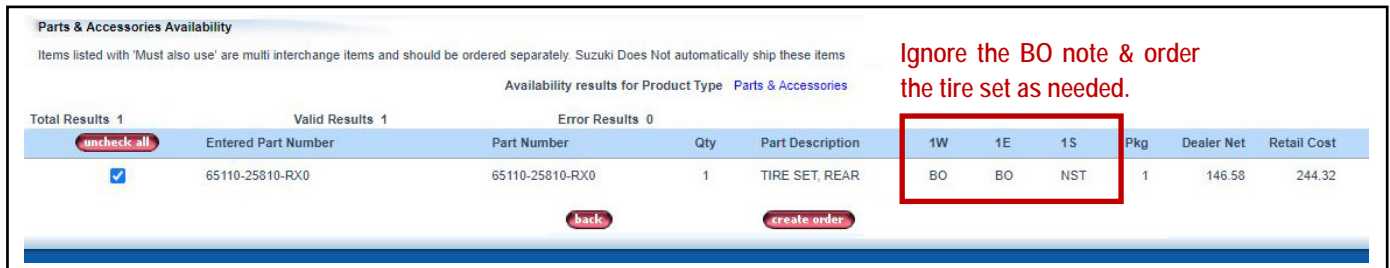
See the following page for how to order parts for customers' V-STROM 800DE models:

Ordering recall service parts for your customers' V-STROM 800DE models:

The REAR TIRE SET required to perform the recall service on your customer's V-STROM 800DE motorcycles will be available for your dealership to order the week of September 23, 2024. You must enter the last nine digits of the V.I.N. from your customer's affected DL800DE into a field on Suzuki CONNECT order page or the order cannot be processed. As stated, these parts sets should fulfill the needs of most recall service repairs. In a rare situation you may need other items, see the list of recall repair-related parts on page 3 of this bulletin.



You may see the REAR TIRE SET (65110-25810-RX0) listed as **BO (Back Order)** when checking parts availability or when placing an order for the tire set in Suzuki CONNECT. This is because SMO is manually fulfilling tire set orders to expedite shipments. Because this is a temporary situation, ignore the BO and order the tire set as needed.

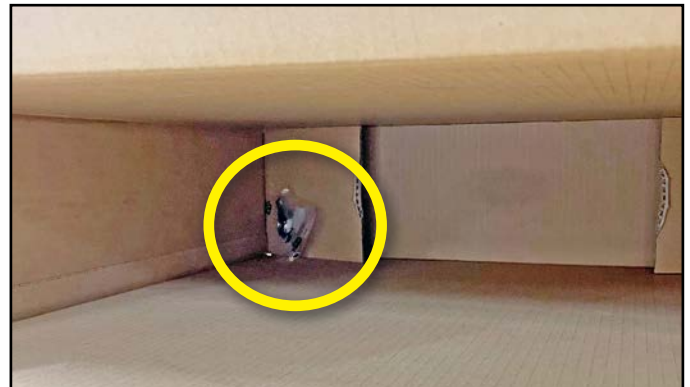


Unpacking the REAR TIRE SET:

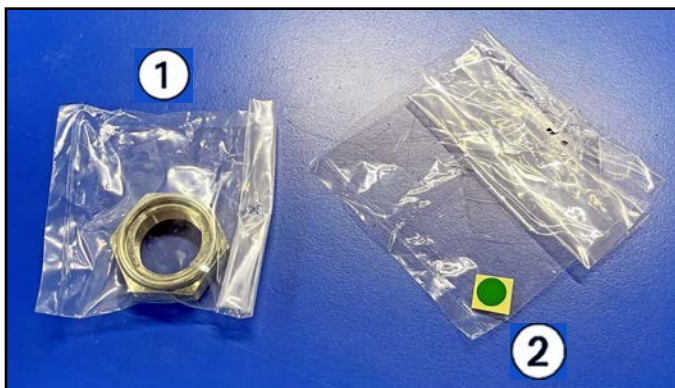
The REAR TIRE SET (65110-25810-RX0) shipping box includes a new, countermeasure rear tire with a new rear axle nut. Use care when unpacking the tire set to get all the parts from inside the shipping box.



1. Open the shipping box and remove the new tire.



2. Taped to the interior of the shipping box, in a poly bag, is the new rear axle nut.



NOTE:

Where the rear axle nut is located inside the shipping box is dependant upon the orientation of the box when it is opened. Inspect the interior of the shipping box so you do not inadvertently dispose of the axle nut.

3. In addition to the new rear axle nut ①, is a small, green dot decal ② that is not used for this recall service. Dispose of the decal properly.

Warranty claim processing:

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

Suzuki CONNECT Short Campaign Claim: The Short Campaign Claim will reimburse you for the REAR TIRE SET (65100-25810-RX0) plus 1.0 hour labor (for replacing the rear tire on the motorcycle).

CAMPAIGN 3A03 DL800DEM3/M4 REAR TIRE SUZUKI CONNECT SHORT FORM INSTRUCTIONS	
CLAIM INFORMATION:	
CLAIM NUMBER:	XXXXX,X (Dealer enters number)
ENTRY TYPE:	VIN, Model/Frame or Control/Sequence # (Dealer chooses)
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	3A03

Suzuki CONNECT Long Campaign Claim: If the repair requires additional parts or labor you must use the Long Campaign Claim Form.

Reminder:

All LONG CLAIM FORMS 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 will be returned, unpaid.

CAMPAIGN 3A03 DL800DEM3/M4 REAR TIRE SUZUKI CONNECT LONG FORM INSTRUCTIONS	
CLAIM INFORMATION:	
CLAIM NUMBER:	XXXXX,X (Dealer enters number)
ENTRY TYPE:	VIN, Model/Frame or Control/Sequence # (Dealer chooses)
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	3A03
LABOR TIME:	As authorized by your TSPM*
PARTS INFORMATION:	65110-25810-RX0 (TIRE SET, REAR)
	Quantity 1
ADDITIONAL PARTS:	Additional parts, only as authorized by your TSPM**
AUTHORIZATION:	Only needed if additional parts or labor claimed
FAILURE DESCRIPTION:	
DESCRIPTION OF DEFECT:	3A03-JR Rear Tire Recall
DESCRIPTION OF REPAIR:	Performed 3A03-JR Rear Tire Recall

Potentially required parts or labor:

In some instances, you may require more parts to complete the recall service repair, beyond the items in the REAR TIRE SET. To add these items you will need to file a long claim form, authorized by TECH-LINE or your TSPM. Here are some parts that may be required, if needed, to complete the recall service.

- Tube Assembly, Wheel Inner (rear): 65200-25L01, Qty. 1
- Balancer, Wheel 20G: 55412-41F00, Quantity depends on the number of weights required to balance the tire.

The labor code for replacing the rear tire and related parts is HP9999 and the labor time is 1.0 hour.

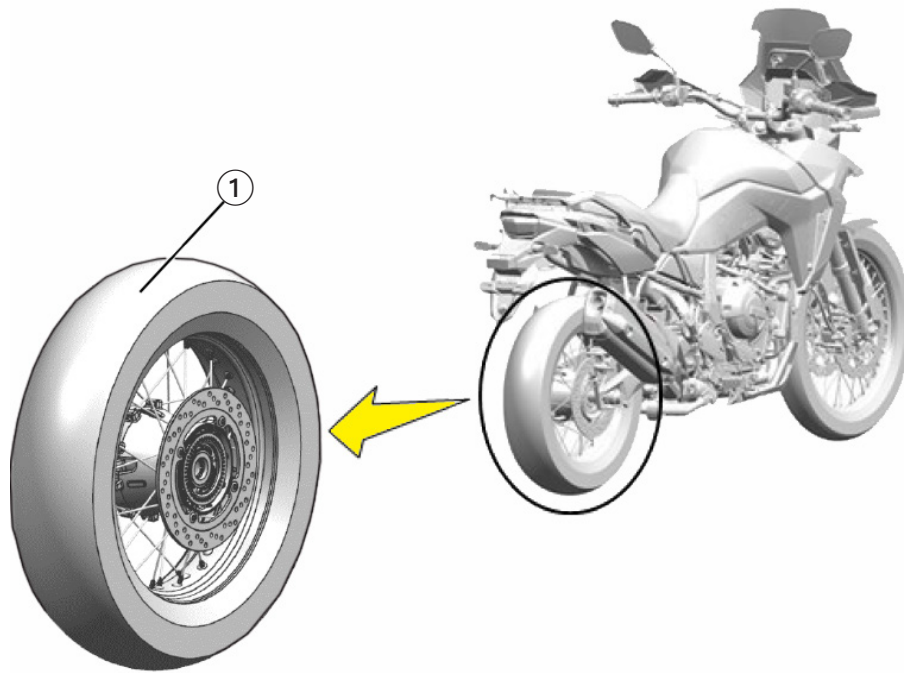
If you need to replace the front tire in addition to the rear tire, here are the parts that may be required.

- Tire, Front: 55110-25L30, Qty. 1
- Tube Assembly, Wheel Inner (front): 55200-29F01, Qty. 1
- Balancer, Wheel 20G: 55412-41F00, Quantity depends on the number of weights required to balance the tire.

The labor code for replacing both tires is HP9999 and the labor time is 1.9 hours. These parts and labor must also be pre-authorized by TECH-LINE or your TSPM.

V-STROM 800DE MODEL REAR TIRE RECALL SERVICE PROCEDURE

- Follow the repair procedure listed on the following pages install a new, countermeasure tire ① on the rear wheel of the motorcycle.



Precautions:

- To avoid getting burned, do not touch the engine and exhaust system until they have cooled.
- Before the repair work, wash dirt off from the vehicle so that removed parts are kept free from dust.
- 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.
- During the recall service, inspect the rear wheel for damage such as cracks, nicks or scratches.
 - Discuss the wheel's condition and any required repairs with the customer.
- Before mounting the new tire, verify that the rear wheel rim run out does not exceed the service limit.
 - If it does, discuss the necessary repair with the customer.
- During reassembly, verify that the hoses, wires and other items are properly routed.
- As the new rear tire will have tread in excellent condition and if the front tire's tread is severely worn the wheel speeds measured by the wheel speed sensors may fall out of range, causing Diagnostic Trouble Code (DTC) C1728 to be displayed.
 - As explained on page 4E-28 of the DL800/800DE Service Manual, the C1728 code is an alert that may indicate that the tire diameters are out of range.
 - If this is the cause of the DTC, the front tire will require replacement. Discuss this need with your customer.

Refer to the V-STROM 800/800DE Service Manual (99500-25L02-03E)
for any details or procedures not mentioned in these instructions.
This manual can be viewed on the Suzuki CONNECT > Technical Library

Required tools:

Tool or item	Size or capability
Ratchet handle	(to match socket wrenches)
Socket wrench	8, 12, 32 mm
Hexagon wrench (Allen-wrench)	5 mm
Torque wrench	Range: 1.85 to 74.0 lb-ft or (2.5 to 100 N.m) or (0.25 to 10.2 kgf-m)
Crowfoot wrench ①	12 mm (16.5 lb-ft (22 N.m, 2.2 kgf-m)), Drive hole to match the drive of the torque wrench
Air pressure gauge	-
Thickness gauge	0.015 - 0.061 in. (0.38 - 1.55 mm)
Tire lubricant	-
SUZUKI SILICONE GREASE (or equivalent Silicone grease generally available in your market)	Suzuki PN: 99000-25100
Hole saw drill bit ②	1.0 - 2.0 in. (25.4 - 50.8 mm) Use with electric- or pneumatic-powered hand drill

**NOTE:**

The crowfoot wrench (example ①) has a driving head like an open wrench. This allows the crowfoot wrench to pass over chain adjuster bolts on the swingarm, to then engage and turn the chain adjuster bolt lock-nuts. When a crowfoot wrench ① is used, it adds length and creates a difference between the set value of the torque wrench and the actual torque that would be applied. You will need to set the torque value of the torque based on the effective (overall) length of the crowfoot wrench and the torque wrench.

Because this length affects the force of the torque applied to the chain adjuster bolt lock-nut you will need to calculate a unique torque setting for the torque wrench using the formula listed below.

Example:

Effective length of torque wrench: A mm

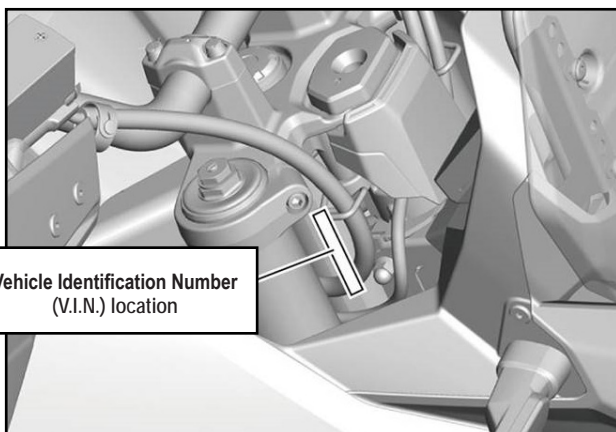
Effective length of crowfoot wrench: B mm

Specified torque: 16.5 lb-ft (22 N·m, 2.2 kgf-m)

In the above case, the set value is the result of this formula: “16.5 × A ÷ (A + B)”.

Reminder:

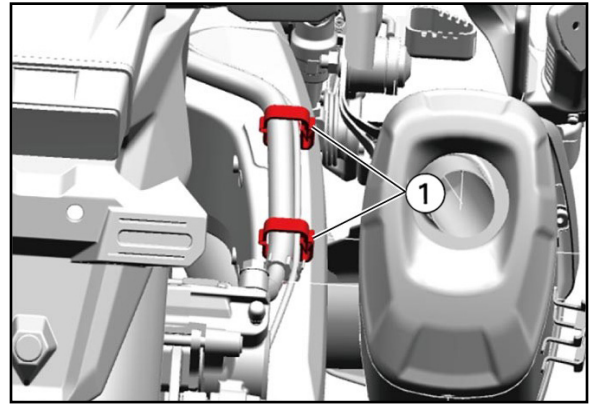
Be sure to position the crowfoot wrench in line with the torque wrench so it best reaches the lock-nuts that are in the axle cavity of the swingarm.

Verify the V.I.N. and that the unit is affected before starting repairs:

- Before starting the recall service, verify that the motorcycle is affected using the Vehicle Master inquiry function on Suzuki CONNECT.
- You can refer to the affected V.I.N. range chart on page 3 of this bulletin.

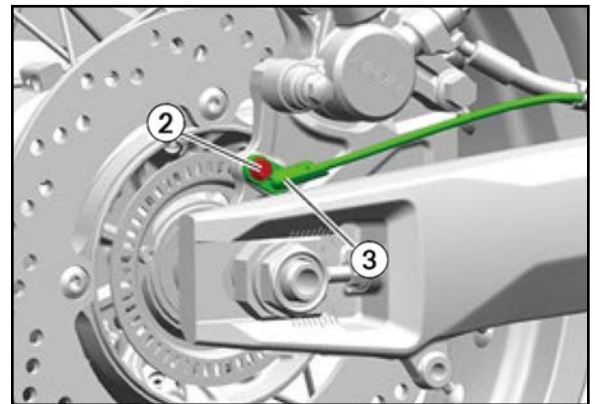
Recall service - Rear wheel assembly removal:

1. Release the rear brake hose from the clips ① on the swingarm.

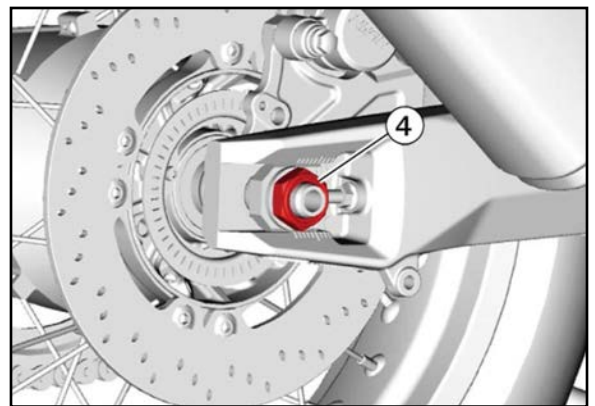


2. Remove the rear wheel sensor bolt ②.

3. Remove the rear wheel speed sensor ③ from the brake caliper stay.



4. Loosen the axle nut ④.

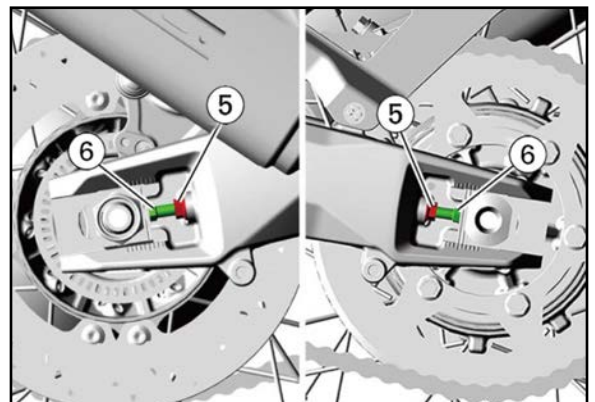


5. Use a suitable stand or another device to raise the rear wheel off the ground. Support the motorcycle with a jack or wooden block so it is stable as the rear wheel is removed and reinstalled.

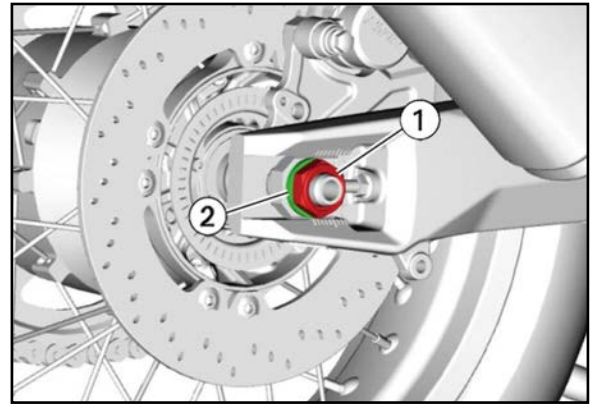
⚠ CAUTION

Make sure that the motorcycle is supported securely.

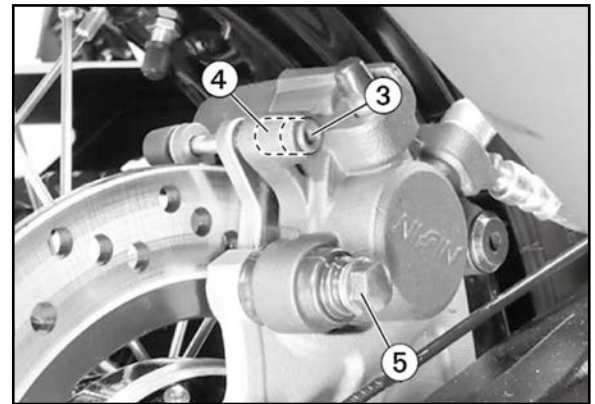
6. Loosen the left and right chain adjuster lock-nuts ⑤ and rotate the chain adjuster bolts ⑥ into the swingarm to reduce the tension from the drive chain upon the driven sprocket.



7. Remove the axle nut ① and washer ②.



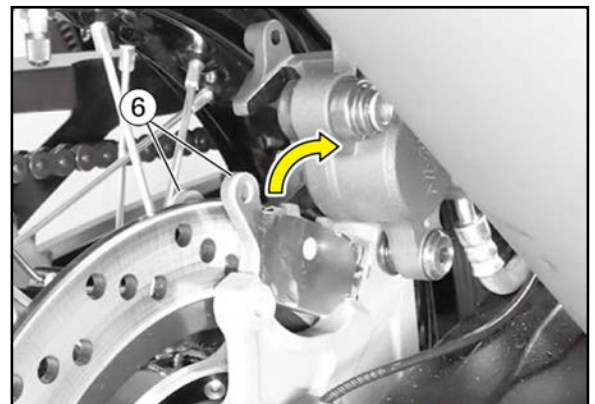
8. Remove the rear brake pad mounting pin plug ③ from the brake caliper, and remove the rear brake pad mounting pin ④.
9. Remove the rear brake caliper mounting bolt ⑤ from the brake caliper.



10. Rotate the brake caliper forward and then remove the brake pads ⑥ from the brake caliper bracket.

NOTE

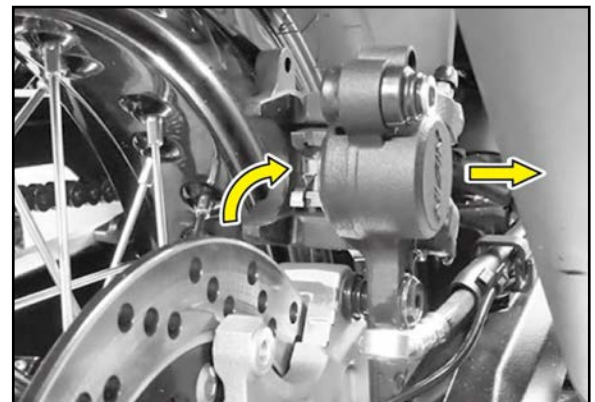
Do not operate the brake pedal when removing the brake pads.



11. Pivot the caliper up and remove it from the caliper bracket.

NOTE

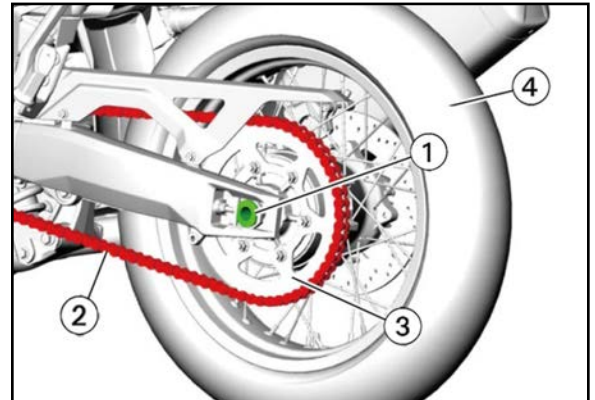
Do not operate the brake pedal until the brake caliper has been reassembled.



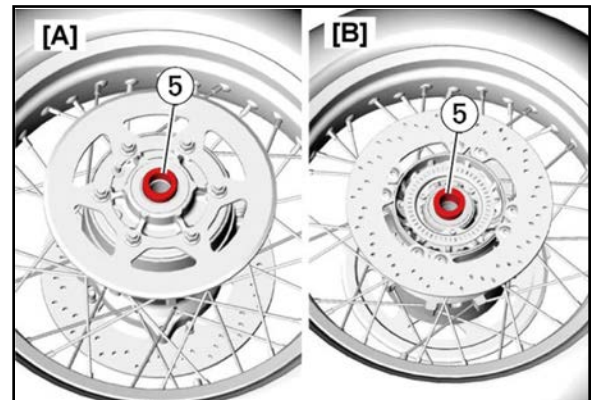
12. Protect the rear brake caliper and other parts on the motorcycle from damage by wrapping the caliper with a soft rag.



13. Remove the rear axle ①.
14. Remove the drive chain ② from the rear wheel sprocket ③.
15. Remove the rear wheel ④ and the brake caliper bracket from the motorcycle.



16. Remove the left- and right-side spacers ⑤ from the rear wheel assembly.



[A]: Left side

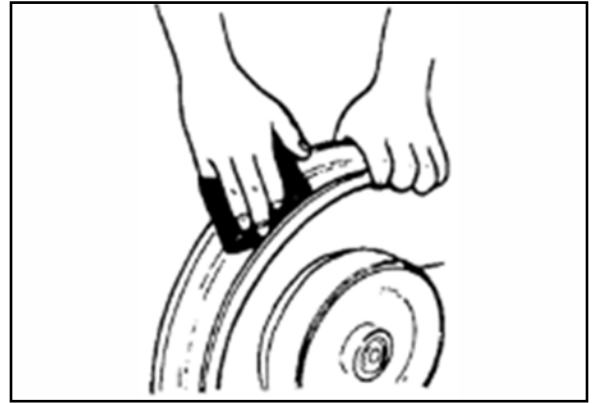
[B]: right side

Recall service - Tire removal and installation:

NOTICE

For the removal and installation procedure of the tire onto the wheel, follow the instructions provided by the tire changing equipment manufacturer.

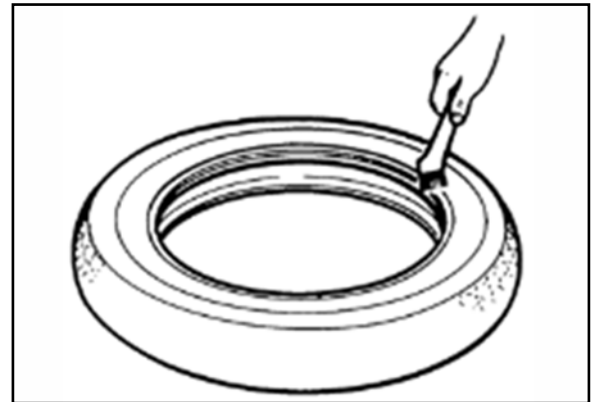
1. Release the air in the tire from the air valve.
2. Remove the tube and the tire from the wheel.
3. Check the tube for any damage or evidence of air leaks. If any abnormalities are found, replace it with a new tube.
4. Wipe the wheel clean and check the rim for the following conditions:
 - Distortion and cracks.
 - Any flaws and scratches at the bead seating area.
 - Wheel rim run out.



5. Apply tire lubricant generously to the tire bead of the countermeasure tire.

NOTICE

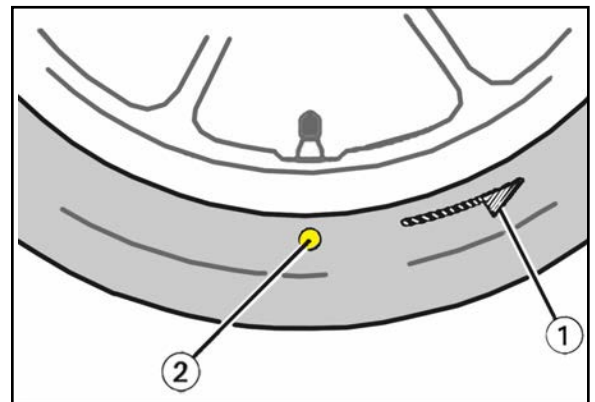
Do not use oil, grease or gasoline in place of tire bead lubricant.



6. When installing the countermeasure tire onto the wheel, align the arrow ① on the side wall with the direction of wheel rotation.

NOTICE

Align the light point mark ② on the tire side wall with the valve stem position.



7. Bounce the wheel several times, rotating it to a different position each time. This will help the tire bead expand outward to contact the wheel rim, thereby facilitating air inflation (so the tire is properly beaded to the wheel).

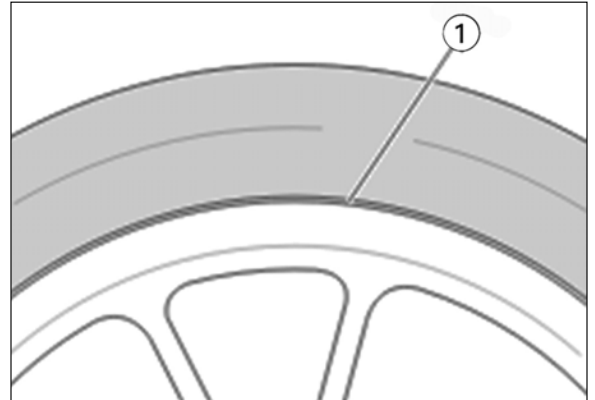
- Inflate the tire.

! WARNING

Do not stand over a tire being inflated. The tire bead may break when the bead snaps over rim's safety hump and cause serious personal injury.

Do not inflate tires exceeding 57 psi (400 kPa, 4.0 kgf/cm²). Over-inflation may cause the bead to break, which may cause serious personal injury.

- At this point, check the "rim line" ① molded into the tire side walls. This line must be equidistant from the wheel rim all around the tire, and fully on both sides.
- If the distance between the rim line ① and wheel rim varies, this indicates that the bead is not properly seated. If this is the case, deflate the tire completely and unseat the bead for both sides. Coat the bead with a good amount of lubricant and fit the tire again.



- When the bead has been fitted properly, adjust the tire pressure to specification.

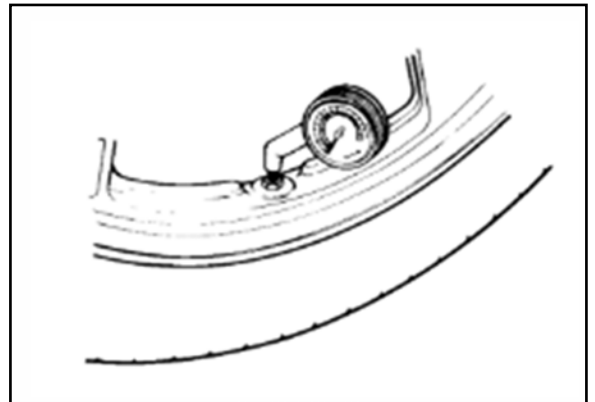
Cold inflation tire pressure

Solo riding

Rear [Standard]: 36 psi, (250 kPa, 2.50 kgf/cm²)

Dual riding

Rear [Standard]: 41 psi, (280 kPa, 2.80 kgf/cm²)



- Check the wheel balance using a wheel balancer tool and adjust the wheel balance as necessary.

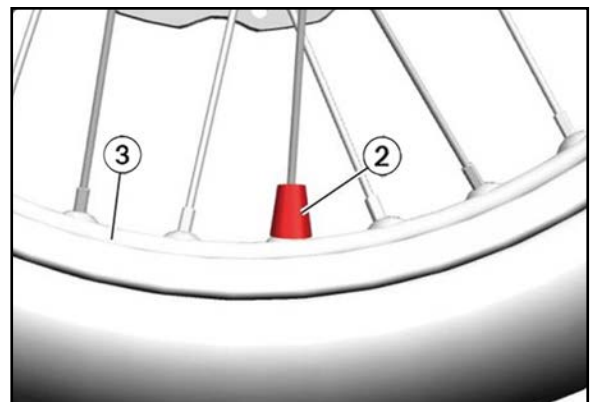
NOTICE

For operating procedures, refer to the instructions supplied by the wheel balancer manufacturer.

- When installing a new balancer weight ② to the wheel ③, set the balance weight on the wheel spoke nipple.
- Recheck the wheel balance, adjust as necessary.

NOTICE

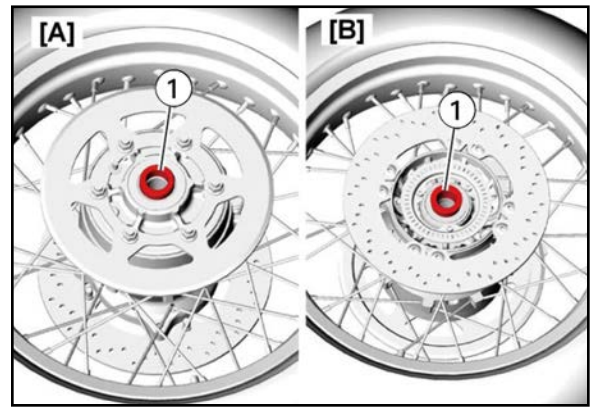
When crimping the balancer weight to the spoke nipple, use a tool that does not have serrated inner jaws so the exterior finish of the weight is not damaged.



Recall service - Rear wheel assembly installation:

1. Clean any old grease and residue from the wheel spacers ① and then apply a light film of new grease on the spacers where they will fit into the seals of the wheel hub. Install the spacers into the proper side of the rear wheel assembly.

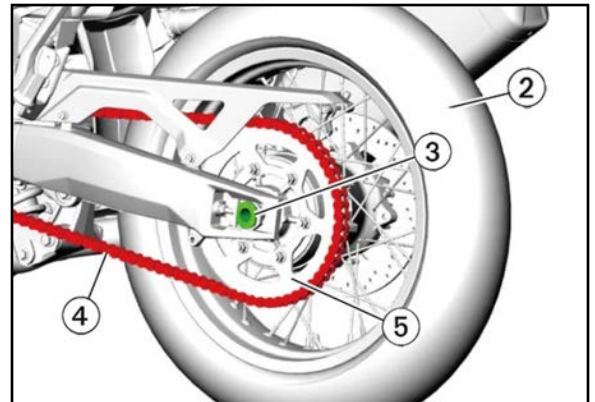
"A": Grease 99000-25100 (SUZUKI SILICONE GREASE)



[A]: Left side

[B]: right side

2. Remount the rear wheel ② and the brake caliper bracket to the swingarm and install the rear axle shaft ③.
3. Install the drive chain ④ to the drive chain sprocket ⑤.

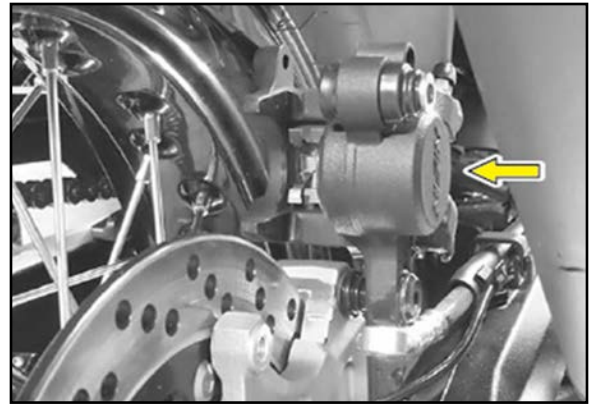


4. Remove the rag protecting the brake caliper.
5. Apply grease [A] to the rear caliper sliding pin ⑥.

"A": Grease 99000-25100 (SUZUKI SILICONE GREASE)



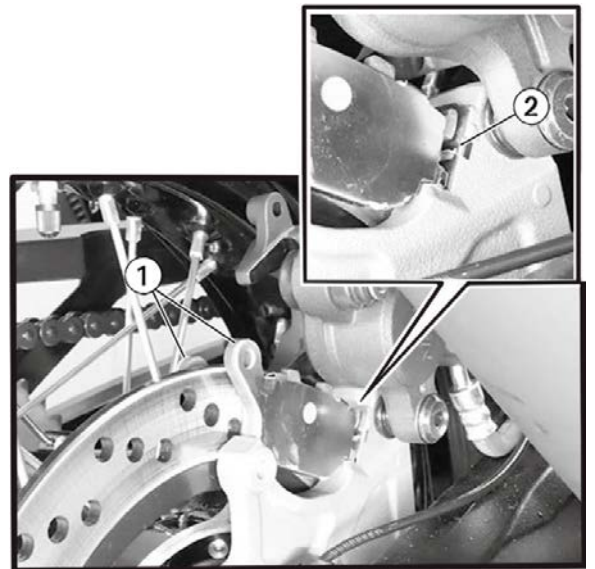
6. Install the rear brake caliper onto the rear brake caliper bracket.



7. Install the brake pads ①.

NOTE

- Pushing back the caliper piston into the caliper will facilitate installation of the brake pads. As the piston is pressed into the caliper, watch the reservoir tank fluid level so it does not exceed the upper line.
- Make sure that the detent of the pad is seated onto the corresponding retainer ② on the caliper bracket.



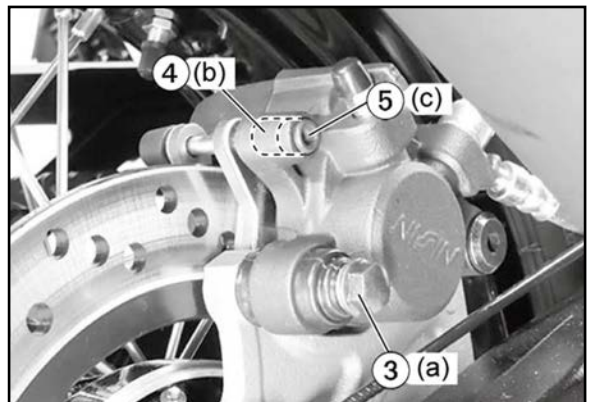
8. Tighten the rear brake caliper mounting bolt ③, the rear brake pad mounting pin ④, and the rear brake pad mounting pin plug ⑤ to the specified torque.

Tightening torque:

Rear brake caliper mounting bolt (a): 16.5 lbf-ft (22 N·m, 2.2 kgf-m)

Rear brake pad mounting pin (b): 12.5 lbf-ft (17 N·m, 1.7 kgf-m)

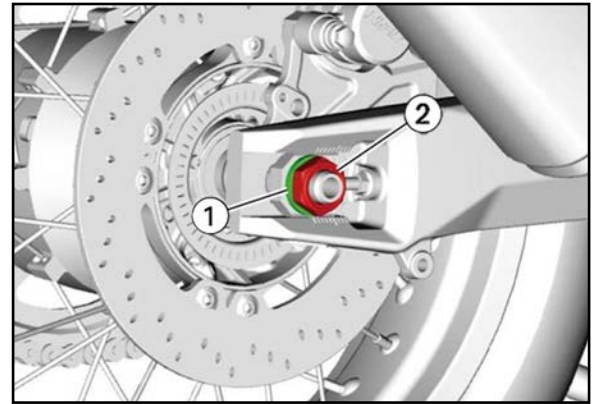
Rear brake pad mounting pin plug (c): 1.85 lbf-ft (2.5 N·m, 0.25 kgf-m)



- Install the washer ① and temporarily tighten the new rear axle nut ② until it is lightly seated against the swingarm.

NOTE

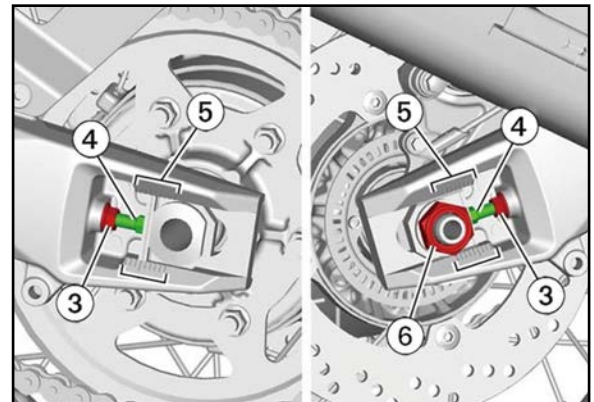
Use the new rear axle nut (64721-13K00-RX0) supplied in the REAR TIRE SET. See page 4 of this bulletin.



- Place the motorcycle on the side stand.
- Loosen both chain adjuster bolt nuts ③ and then loosen or tighten both chain adjuster bolts ④ evenly until there is slack "a" at the middle of the chain between the chain roller and rear sprocket.

NOTICE

The reference marks ④ on both sides of the swingarm and the edge of each chain adjuster must be aligned to ensure that the front and rear wheels are correctly aligned.



③: Chain adjuster bolt lock-nuts
④: Chain adjuster bolts
⑥: Rear axle nut (new from the REAR TIRE SET)

Drive chain slack "a":

On side stand
[Standard] 1.2 - 1.6 in (30 - 40 mm)

- After adjusting the drive chain to the proper slack, tighten the rear axle nut ⑤ to the specified torque.

Tightening torque:

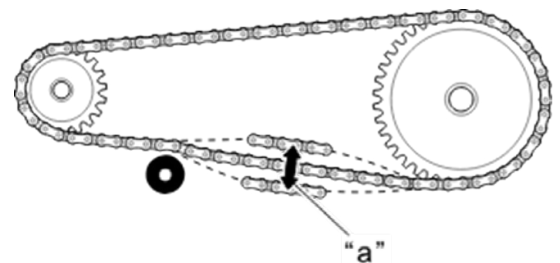
Rear axle nut: 74.0 lbf-ft (100 N·m, 10.2 kgf-m)

- Recheck the drive chain slack after tightening the rear axle nut. Readjust the slack as necessary.

- Tighten both chain adjuster bolt lock-nuts ③ to the specified torque (using the crowsfoot wrench and the torque wrench, adjusted as described on page 6 of this bulletin).

Tightening torque:

Chain adjuster lock-nut: 16.5 lbf-ft (22 N·m, 2.2 kgf-m)



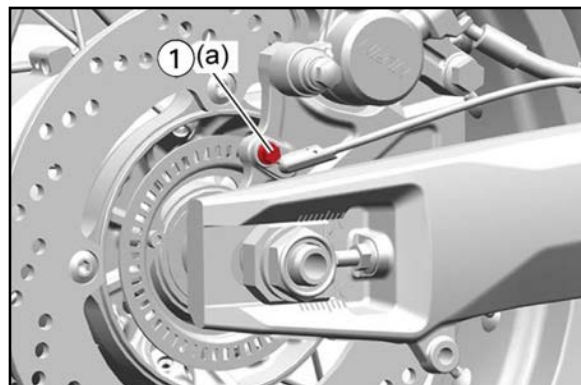
! WARNING

Pump the rear brake pedal several times to verify that there is proper hydraulic pressure in the system. If the pedal feels weak or spongy, refer to the DL800/800DE Service Manual, section 4, page 4A-11, for the rear brake fluid bleeding procedure.

15. Tighten the rear wheel speed sensor bolt ① to the specified torque.

Tightening torque:

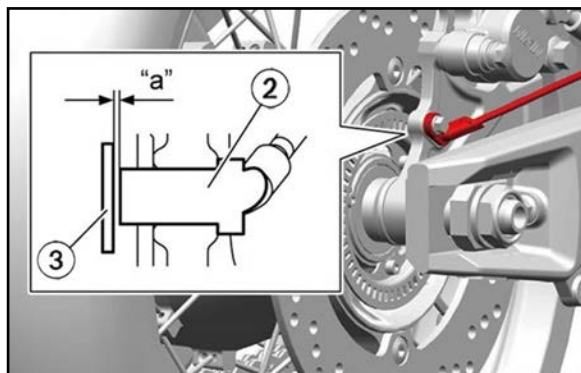
Rear wheel speed sensor bolt: 7.5 lbf-ft (10 N·m, 1.0 kgf-m)



16. Check the clearance "a" between the rear wheel speed sensor ② and the sensor rotor ③ using a thickness gauge.

Wheel speed sensor / sensor rotor clearance "a":

Rear [Standard] 0.015 - 0.061 in (0.38 - 1.55 mm)



17. Secure the rear brake hose ④ and the rear wheel sensor lead wire ⑤ with the plastic clamps on the left swingarm beam.

NOTE

Related to the diagrams at the right.

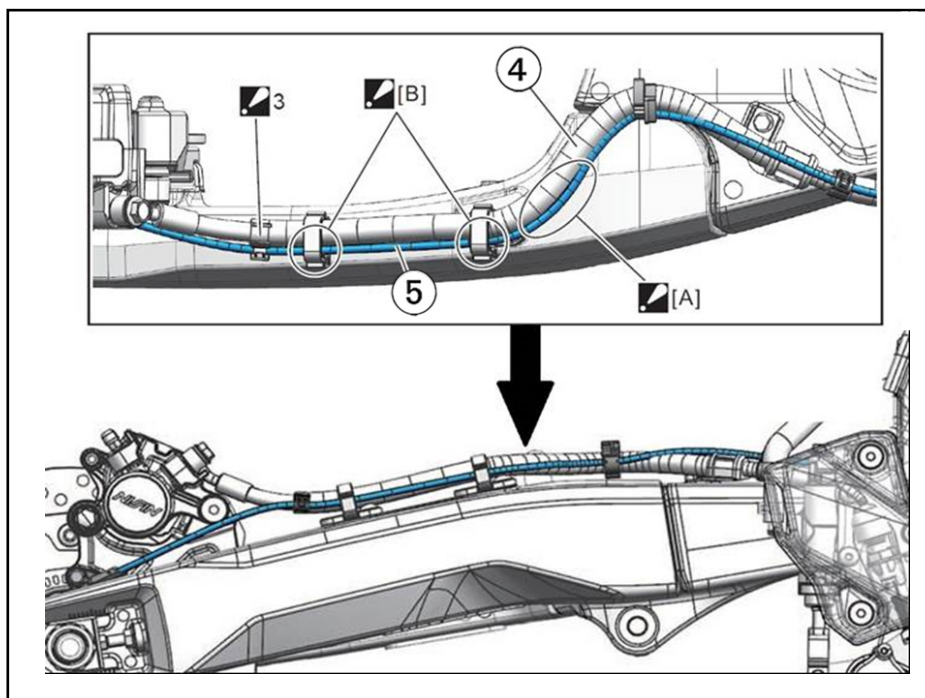
- ④: Rear brake hose
- ⑤: Rear wheel speed sensor wires

▣[A]: Route the rear wheel speed sensor lead wire along the brake hose.

▣[B]: Route the wheel speed sensor lead wire to the inside of the guide.

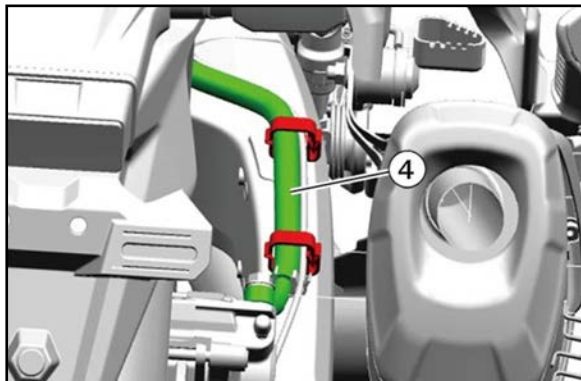
▣[3]: Clamp - clamp the rear wheel speed sensor lead wire at the ride side of the brake hose protector end.

Orient the open portion of the clamp upwards.



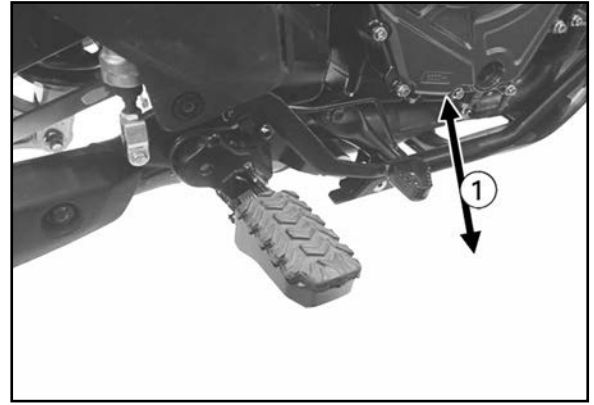
NOTE

The orientation of the brake hose ④ within the clamps must be straight (align with the swingarm beam).

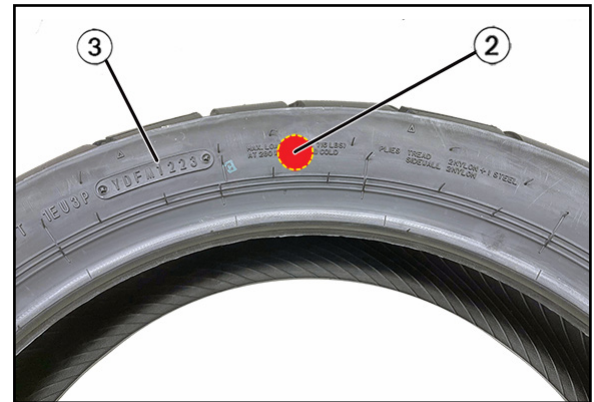


Recall service - Final check & disable/store rear tire:

1. After completing the recall repair service, take these quality control steps:
 - Verify that no shop cloths or tools are left with the motorcycle
 - Check that each part was installed and tightened properly
 - Make sure any fingerprints or dirt related to the repair are cleaned off the motorcycle.
 - Pump the rear brake pedal ① several times to verify proper brake operation.
 - Test ride the motorcycle. Use care and advise the customer to also use care when riding on a new rear tire.



2. **The original, replaced tire must be disabled so it cannot be used on a vehicle in the future.** Use a hole saw to drill a hole ② into the tire's sidewall (as shown in the image at right). Position the hole to the right of the tire's manufacturing serial number ③. Follow these steps with the replaced tire:



- Drill a 1.0 - 2.0 in (25.4 - 50.8 mm) hole in the sidewall of the tire as recommended.
- Download a Warranty Parts Tag (99903-09822-005) from the Suzuki CONNECT > Technical Library > Warranty Manuals & Forms page.
- Complete all of the fields on the Warranty Parts Tag and affix it securely to the tire (if tape is used, use clear tape and wrap it around the tire so the tag will remain visible and in place).
- Store the tire in a secure place until you are notified via a Suzuki Service Bulletin of your TSPM that you can recycle the tire.
- **Per Federal Regulations, you MUST use licensed and certified tire recycling agency. You and your dealership could face penalties if a recall-related tire is disposed of improperly.**

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



Suzuki Recall #3A03
NHTSA Recall #24V535

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki V-STROM 800DE or 800DE Adventure Motorcycle

July 29, 2024

Dear Suzuki Owner:

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 2023 and 2024 model-year V-STROM 800DE and 800DE Adventure motorcycles and original-equipment rear tires for this motorcycle that were sold as replacement parts. According to our records, you own one of the motorcycles affected by this recall.

What is the problem?

Affected motorcycles may have been equipped with a rear tire that can develop cracking or other deformation of the tire tread. Under continued use, portions of the tire tread may separate from the tire structure and impact overall vehicle dynamics. This can increase the risk of a crash.

What is Suzuki Motor USA, LLC (Suzuki) doing to solve the problem?

Suzuki is analyzing the issue and is working to develop the necessary repair part as soon as possible. Suzuki will mail you another letter when recall service parts will be available. When the recall part is available, the recall service will be performed by a Suzuki dealer at no cost to you for parts and labor.

What you should do:

If the original rear tire is still mounted, **STOP RIDING** the motorcycle and do not allow anyone else to ride your motorcycle until the recall service rear tire has been installed. If you have a unique circumstance related to this notification, please contact Suzuki's U.S. Customer Service Department for assistance at (714) 572-1490 during the hours of 7:30 AM to 4:30 PM Pacific Time. Please have your motorcycle's vehicle identification number (VIN) ready when calling.

What to do if you receive this notice in error:

This notice was mailed to you according to the latest information that is available to us. If you no longer own the motorcycle described in this notice, please complete, and return the attached Change of Address/Ownership card to Suzuki Motor USA, LLC and forward this recall information to the current owner (if known). If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this safety recall campaign. If you have any difficulty with this recall campaign, you may contact Suzuki's U.S. Customer Service Department for assistance at (714) 572-1490 during the hours of 7:30 AM to 4:30 PM Pacific Time. Please have your motorcycle's VIN ready when calling.

1/2

Suzuki Motor USA, LLC P.O. Box 1100, Brea, CA 92822

Initial customer notification letter (page 2/2)

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to www.nhtsa.gov.

We sincerely regret any inconvenience this important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki V-STROM 800DE or 800DE Adventure motorcycle.

Sincerely,

Suzuki Motor USA, LLC.

2/2

Suzuki Motor USA, LLC P.O. Box 1100, Brea, CA 92822



Suzuki Recall #3A03
NHTSA Recall #24V535

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki V-STROM 800DE or 800DE Adventure Motorcycle

September 20, 2024

Dear Suzuki Owner:

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 2023 and 2024 model-year V-STROM 800DE and 800DE Adventure motorcycles and original-equipment rear tires for this motorcycle that were sold as replacement parts. According to our records, you own one of the motorcycles affected by this recall.

What is the problem?

Affected motorcycles may have been equipped with a rear tire that can develop cracking or other deformation of the tire tread. The rubber layer between the belt and the carcass of rear tire may have insufficient thickness due to a 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. Under continued use, portions of the tire tread may separate from the tire structure and impact overall vehicle dynamics. This can increase the risk of a crash.

What is Suzuki Motor USA, LLC (Suzuki) doing to solve the problem?

Suzuki offers a sincere apology to you as it took several weeks for the tire supplier to identify the cause of the deformation issue and adjust the manufacturing process to prepare the countermeasure rear tires. Suzuki has sent recall service parts ordering and repair information to our dealers, who will be able to order the necessary parts for your motorcycle the week of September 23, 2024. Once your recall service parts are at the dealer, the recall repairs will take about one hour to complete and will be performed by your Suzuki dealer at no cost to you for parts and labor.

What you should do:

If the original rear tire is still mounted, STOP RIDING the motorcycle and do not allow anyone else to ride your motorcycle until the recall countermeasure rear tire has been installed. Please contact your authorized Suzuki dealer to arrange for the recall service parts to be ordered, and then set an appointment with the dealer to have the recall service performed. Please have your motorcycle's vehicle identification number (VIN) ready when calling and let your dealer know if you require assistance bringing your motorcycle to the dealership for the recall repair.

If your Suzuki dealer provided you special support related to this recall situation, please discuss this assistance and the status of your motorcycle when you contact your dealer's Service Department to arrange for the recall service parts order and to set the recall repair appointment.

What to do if you receive this notice in error:

This notice was mailed to you according to the latest information that is available to us. If you no longer own the motorcycle described in this notice, please complete, and return the attached Change of Address/Ownership card to Suzuki Motor USA, LLC and forward this recall information to the current owner (if known). If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

Customer reimbursement for repairs before this Safety Recall Notification:

If your motorcycle is included in this recall and you have paid for repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement: Only repairs made to address the defect that led to this recall are reimbursable. Additional expenses such as car rental, accommodations, damage repairs, etc., will not be reimbursed. Reimbursement will not be provided for routine scheduled maintenance. Reimbursement may be limited to the suggested list price for parts, the Suzuki published flat-rate time allowance for the repair, and the labor rate that an authorized Suzuki dealer in the same area would charge for the same repair. Reimbursement claims may also be excluded when the claimant does not submit adequate documentation. This includes a proof of ownership, a repair order, and proof of payment for the repair.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this safety recall campaign. If you have any difficulty with this recall campaign, you may contact Suzuki's U.S. Customer Service Department for assistance at (714) 572-1490 during the hours of 7:30 AM to 4:30 PM Pacific Time, Monday through Friday. Please have your motorcycle's VIN ready when calling.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to www.nhtsa.gov.

We sincerely regret any inconvenience this important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki V-STROM 800DE or 800DE Adventure motorcycle.

Sincerely,

Suzuki Motor USA, LLC.