

SAFETY RECALL CAMPAIGN 3A05 **2023 - 2025 Burgman 400 Fuel Hose Parts Replacement**

- Affected Models:** 2023 ~ 2025 Burgman 400 (AN400A M3-M5) scooters
- Affected Departments:** Management, Service, Warranty, Sales, Parts, Accessories
- Attachments:** [Sales Bulletin 24-109](#) (Burgman 400 Stop Sales) & Customer Notification Letter
- Reference:** [Burgman 400 \(AN400A\) Service Manual](#) (99500-34243-03E),

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 2023 to 2025 Burgman 400 (AN400A M3~M5) scooters.

STOP DELIVERY OF AFFECTED VEHICLES IMMEDIATELY

DO NOT SELL OR DELIVER an affected vehicle to a customer until you have completed or verified completion of the 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 is initiating a safety recall campaign to replace hoses and other fuel pump-related parts.

Improper installation of the fuel pump 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 by the fuel vapor hose to a degree that could cause a fuel leak from the hose. This can increase the risk of a fire.

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What is Suzuki Motor Corporation (SMC) doing to solve the problem?

Under recall campaign 3A05, Suzuki dealers will replace the fuel pump hoses and related parts with new parts that have been updated to correct the recall condition. The repair will take approximately 90-minutes to perform, and there will be no charge to Burgman 400 owners for any recall-related parts or labor.

What Suzuki Motor USA, LLC, (SMO) will do:

Starting on January 10, 2025, SMO will mail notifications to owners of affected Burgman 400 scooters for whom we have information. The notice instructs the customer to contact a Suzuki dealer to schedule an appointment to have the 3A05 Fuel Hose Parts Set recall service performed on their scooter.

[Page 3 of this bulletin lists the part number for the FUEL HOSE PARTS SET you will need to order from the SMO Parts Department to complete the recall service on a customer's affected Burgman 400 scooter.](#)

What your dealership will do:

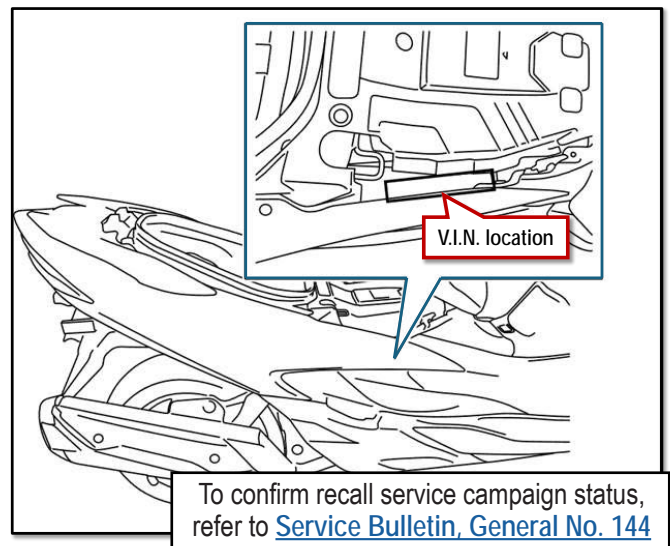
1. Please prioritize completion of the recall service for your affected Burgman 400 customers. For their safety and satisfaction, we strongly suggest you do not wait for them to contact you, but you should take the initiative to contact them to set an appointment to perform the recall service as soon as possible. If you need support to address a customer's needs or concerns, please call TECH LINE at (714) 996-7480 or contact your Technical Service and Parts Manager (TSPM).
2. Because **FUEL HOSE PARTS SETS for your unsold, affected Burgman 400 scooters in your dealerships inventory are being automatically shipped to your dealership** check your unsold inventory for these affected 2023 - 2025 Burgman 400 models so you can perform the recall service on them as soon as the parts set arrive. **Remember:** *Do not order additional parts sets for your unsold Burgman 400 inventory.* Once you have the recall service completed, submit a warranty request to SMO. **Remember:** *You must do this before selling, offering for sale, releasing the scooter to customers, or transferring the scooter to another dealer.*
3. Refer to **[Service Bulletin, General No. 144](#)** on how to use Suzuki CONNECT and your dealership's records to determine which customers you have sold an affected 2023 - 2025 Burgman scooter. Contact the owner of the affected scooter to alert him/her that you are ordering the necessary recall service parts. 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.
4. If your dealership is contacted by someone who has an affected 2023 - 2025 Burgman 400, but you did not sell the scooter use Suzuki CONNECT to verify recall status (see below). Let the owner know you can assist with the FUEL HOSE PARTS SET recall service and there will be no charge for parts or labor. You can then order the necessary recall service parts. Set an appointment to perform the recall service, complete the Service Check, and then submit the necessary warranty requests to SMO.

Use Suzuki CONNECT to verify recall status:

Before performing the recall repair on a Burgman 400, first verify the repair needs to be performed by checking the motorcycle's V.I.N. and then accessing the Vehicle Master Inquiry on Suzuki CONNECT to verify the scooter's 3A05 campaign repair status.

If the recall 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).



Parts for unsold, affected Burgman 400 scooters automatically being shipped to your dealership:
FUEL HOSE PARTS SETS for your unsold, affected Burgman 400 scooters are being automatically shipped to your dealership (beginning in December 2024). The V.I.N. of the scooter that the shipped parts are for is listed on the shipping label. Do not order extra parts sets for unsold Burgman 400's in your inventory.

Ordering parts for the Safety Recall Campaign:

Your dealership is responsible for ordering recall parts sets for sold, affected 2023 - 2025 Burgman 400 scooters. This includes customer-owned and trade-in scooters. Recall service parts will be available to order the week of 01/06/2025. Order the FUEL HOSE PARTS SET using the part number listed below using normal ordering procedures.

You must enter the last nine digits of the V.I.N. from your customer's affected Burgman 400 scooter into the Memo field on Suzuki CONNECT order page or the order cannot be processed.

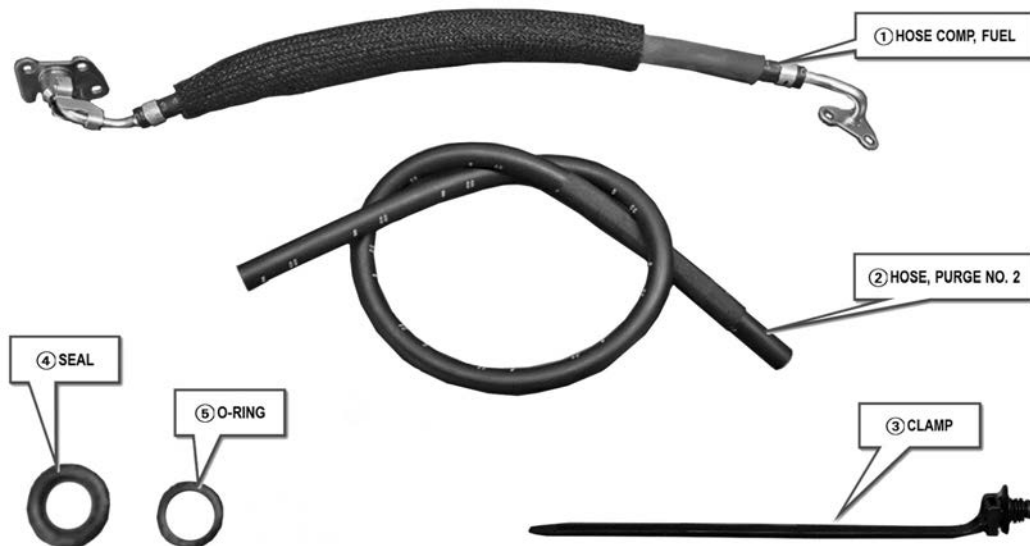
You may see the FUEL HOSE PARTS SET, (15800-19810-RX0) listed as BO (Back Order) when checking parts availability or when placing an order for the parts set in Suzuki CONNECT. This is because SMO is manually fulfilling parts set orders to expedite shipments. **Because this is a unique situation, ignore the BO and order the FUEL HOSE PARTS SET as needed.**

If you have any questions regarding parts orders, please contact SMO Parts Coordination at (714) 854-2165.

Recall service parts:

Part Name	Part Number	Quantity	Includes
FUEL HOSE PARTS SET	15800-19810-RX0	1	HOSE COMP, FUEL (15810-19K10) x 1 ①
			HOSE, PURGE NO. 2 (18562-19K10) x 1 ②
			CLAMP (09407-17403) x 1 ③
			SEAL (15722-14J00) x 1 ④
			O-RING (15717-58B00) X 1 ⑤
			Identification sticker (green, not shown)*

*An identification sticker is included, but is not required, so please dispose of it.



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.

Suzuki CONNECT Short Campaign Claim: The Short Campaign Claim will reimburse you for the FUEL HOSE PARTS SET (15800-19810-RX0), plus 1.5 hour labor.

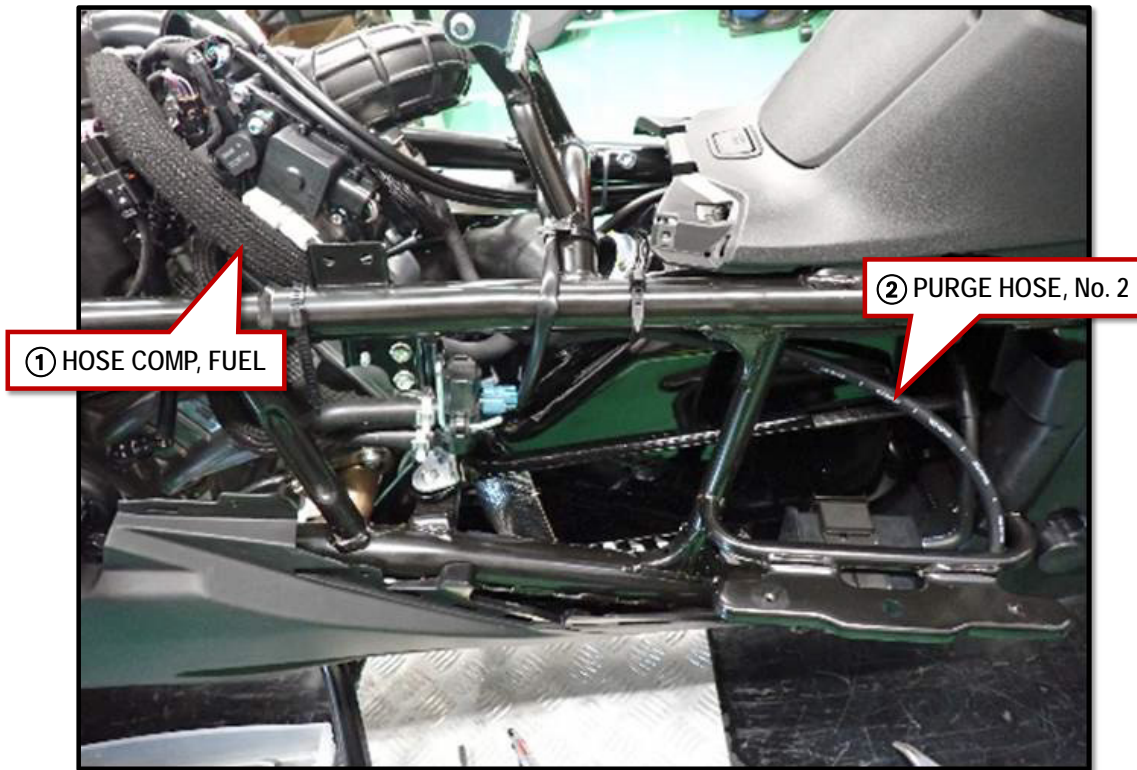
CAMPAIGN 3A05 AN400AM3-M5 FUEL HOSE SET REPLACEMENT SUZUKI CONNECT SHORT FORM INSTRUCTIONS	
CLAIM INFORMATION:	
CLAIM NUMBER:	XXXXX,X (Dealer enters number)
ENTRY TYPE:	VIN, Model/Frame or Control/Sequence # (Dealer chooses)
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	3A05

Suzuki CONNECT Long Campaign Claim: The Long Campaign Claim will reimburse you for the FUEL HOSE PARTS SET (15800-19810-RX0), and additional parts and labor as authorized by your TSPM. **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 3A05 AN400AM3-M5 FUEL HOSE SET REPLACEMENT 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:	3A05
LABOR TIME:	As authorized by your TSPM
PARTS INFORMATION:	
ADDITIONAL PARTS:	Additional parts as authorized by your TSPM
AUTHORIZATION:	Only needed if additional parts or labor claimed
FAILURE DESCRIPTION:	
DESCRIPTION OF DEFECT:	Fuel hose set replacement
DESCRIPTION OF REPAIR:	Performed service campaign repair per service bulletin

FUEL HOSE PARTS SET REPLACEMENT RECALL SERVICE

- Follow the repair procedure listed on the following pages to replace the fuel feed hose ① and purge hose No. 2 ② on the affected scooters.



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.
- Keep away from fire or spark.
- During disassembling, take care to not spill gasoline.
- Spilled gasoline should be wiped off immediately.
- Work in a well-ventilated area.

Refer to the Burgman 400 Service Manual (99500-34243-03E) for any details or procedures not mentioned in these instructions.

Required tools:

Tool or item	Size or capability
Ratchet handle	(to match socket wrench)
Extension bar	(length as required)
Socket wrench	10 mm, 12 mm
Deep socket wrench	10 mm, 12 mm
Hexagon wrench (Allen-wrench)	4 mm, 5 mm
Phillips screwdriver	Medium (#2) & Large (#3)
Radio pliers	Large
Wire nippers	
Torque wrench	Range: 1.84 to 18.4 lb-ft or (2.5 to 25 N.m) or (0.25 to 2.5 kgf-m)
Remover	

Required chemicals & other items:

Chemical or item	Number or quantity
Thread locker (THREAD LOCK No. 1322D Red 50G)	99000-32150
Engine oil	To apply as lubrication for fuel injector and fuel feed hose O-ring installation.
Shop towels	(common item)

Replacement parts:

Part Name	Part Number	Quantity	Includes
FUEL HOSE PARTS SET	15800-19810-RX0	1	HOSE COMP, FUEL (15810-19K10) x 1 ①
			HOSE, PURGE NO. 2 (18562-19K10) x 1 ②
			CLAMP (09407-17403) x 1 ③
			SEAL (15722-14J00) x 1 ④
			O-RING (15717-58B00) X 1 ⑤
			Identification sticker (green, not shown)*

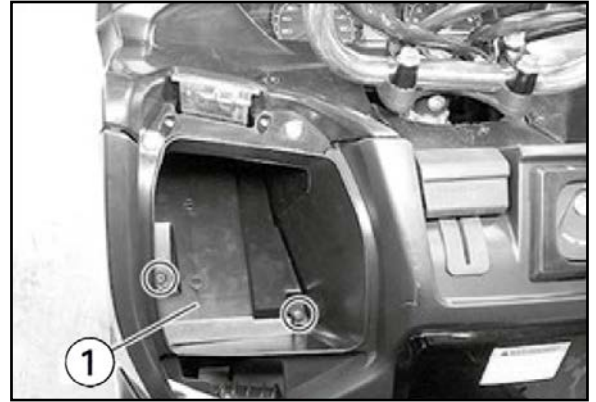
[See page 3 for a detailed parts set diagram and information.](#)

Fuel Hose Parts Set Replacement Procedure:

Reference: [Burgman 400 Service Manual \(99500-34243-03E\)](#)

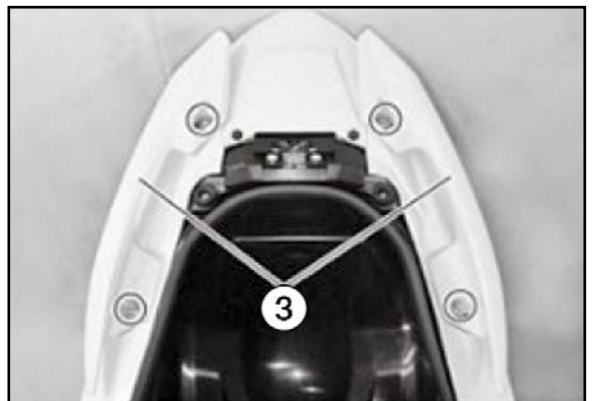
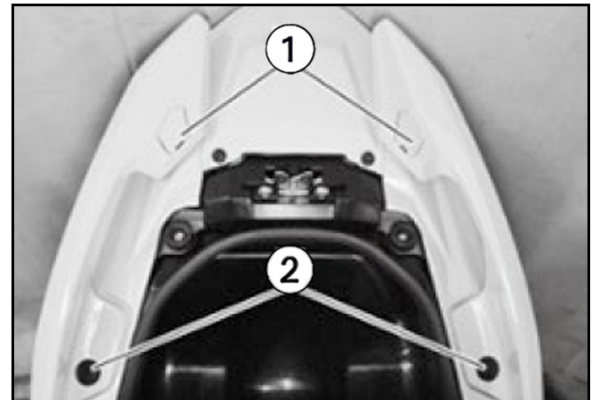
1) Battery Removal:

1. Turn the ignition switch OFF.
2. Remove the battery cover ①.
3. Disconnect the battery (-) lead wire ② and insulate it so it does not touch the battery terminal.

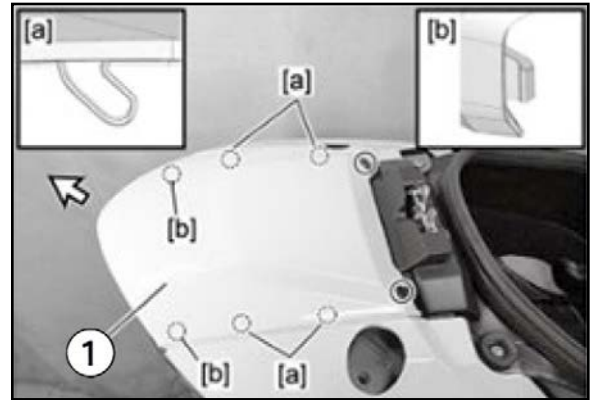


2) Exterior Parts (bodywork) Removal:

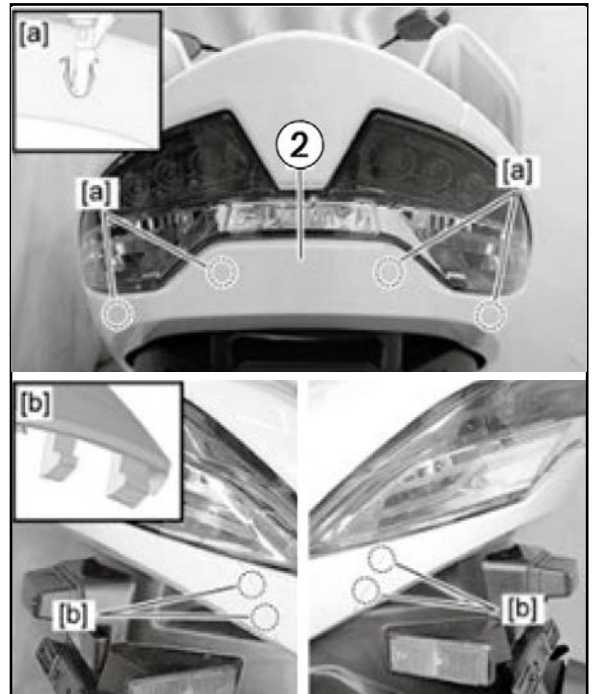
1. Open the seat.
2. Remove the pillion rider (passenger) handle covers ① and pillion rider handle caps ②.
3. Remove the four pillion rider handle bolts and then remove the pillion rider handles ③.



4. Remove the frame center cover ① by pulling it rearwards to disengage the fasteners.

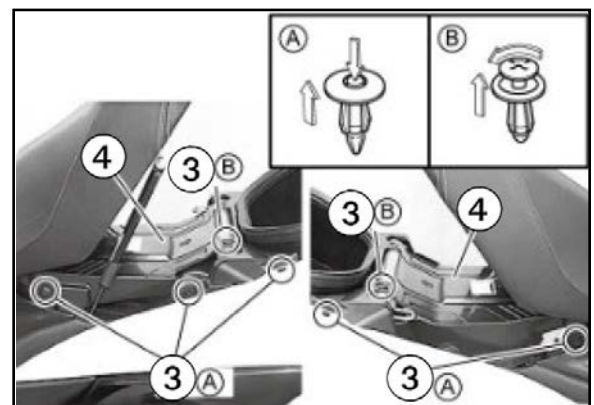


5. Remove the lower frame cover ②.

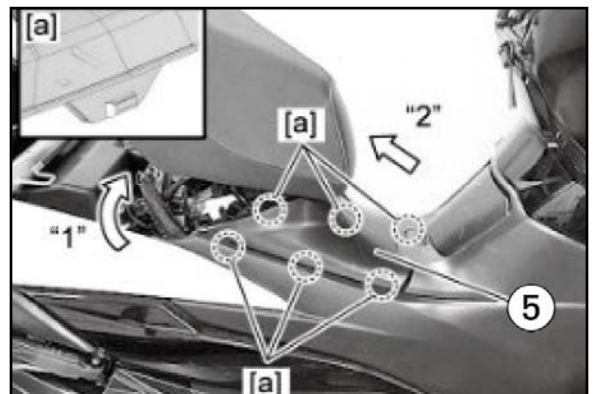


6. Remove the push-pin, plastic fasteners ③.

7. Remove the helmet box front cover ④.



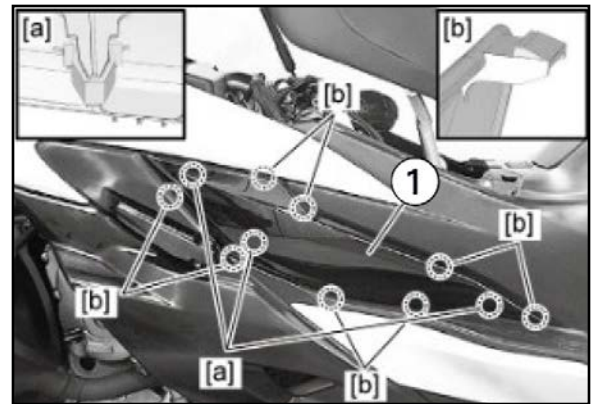
8. Remove the frame front cover ⑤ in numerical order: "1" - pull the rear end of the cover up and "2" - pull the cover rearward to release the fasteners [a].



9. Remove the left and right leg center covers ①.

NOTE:

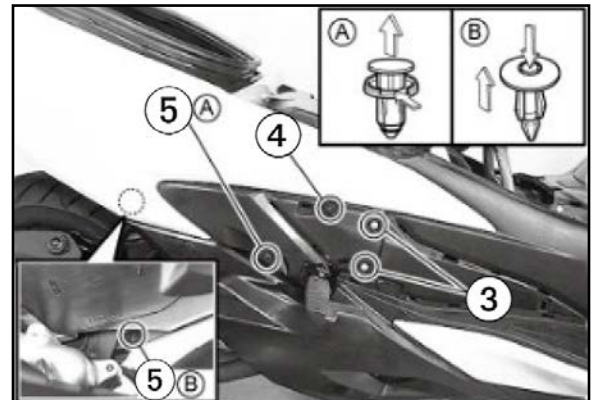
Take note of the fastener [a] and hook [b] types securing the cover.



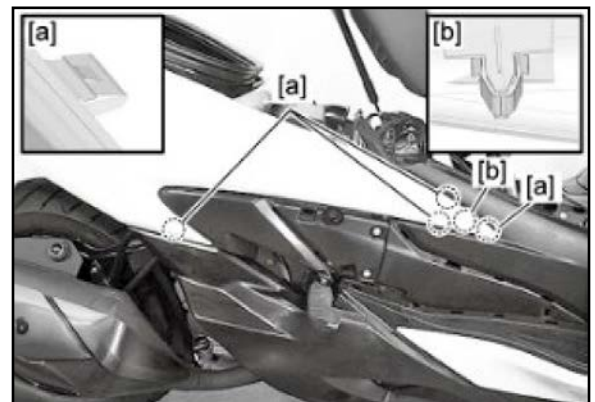
10. Unfold the left and right pillion (passenger) footrests ②.



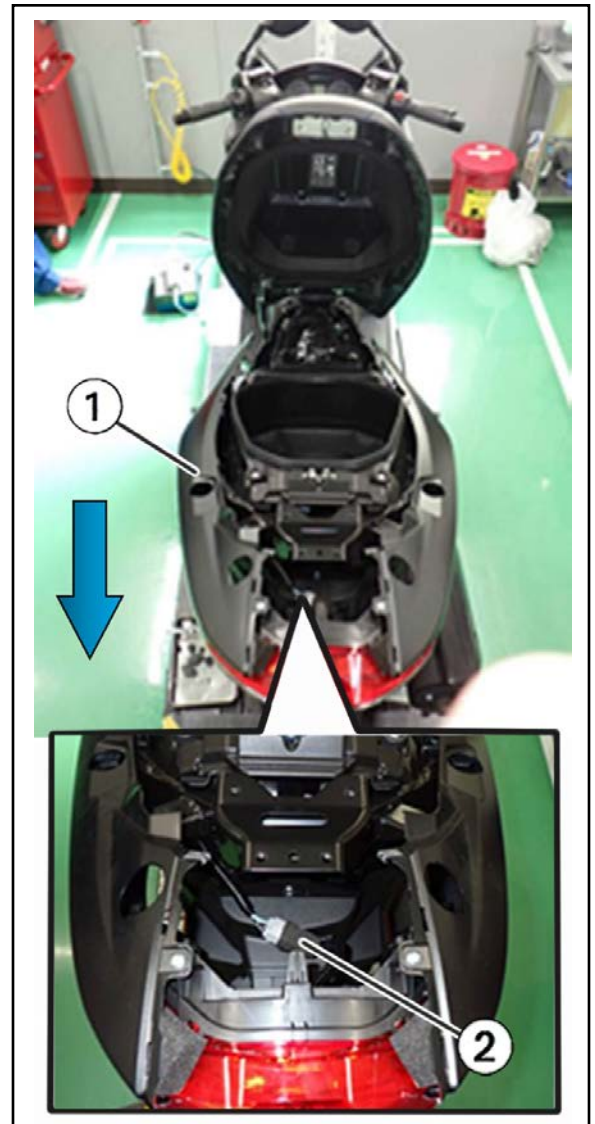
11. Remove the screws ③, bolts ④, and plastic pin fasteners ⑤ securing both side covers.



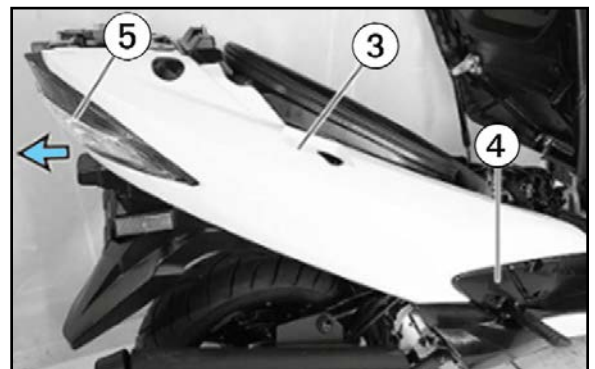
12. Disconnect the hooks [a] and fasteners [b] on both side covers.



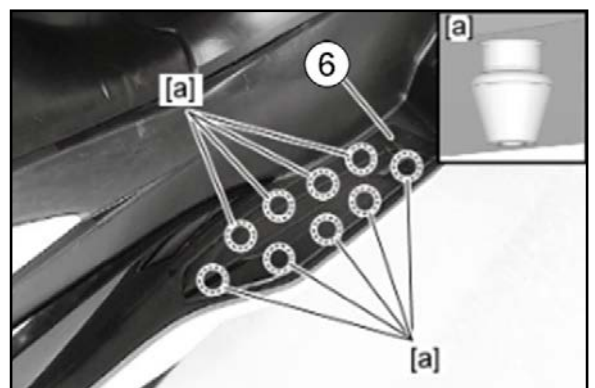
13. Disconnect the rear combination light (taillight) coupler ② by moving the frame cover ① slightly rearward.



14. Remove both frame covers ③, footboard rear covers ④, and rear combination light (taillight) ⑤ as one assembly by pulling them rearward off the chassis.



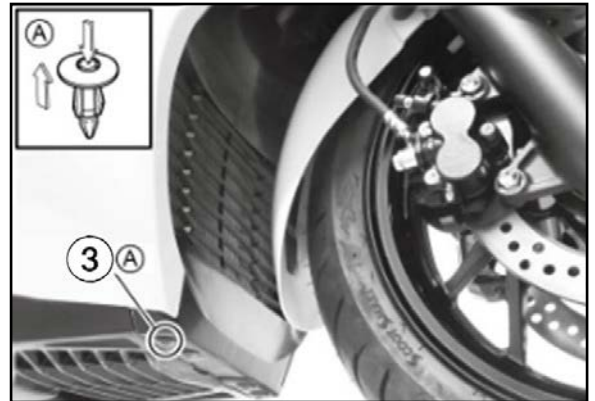
15. Remove the left and right floor mats ⑥. Pull the rubber mats up to disconnect it's plugs [a] from the floor boards.



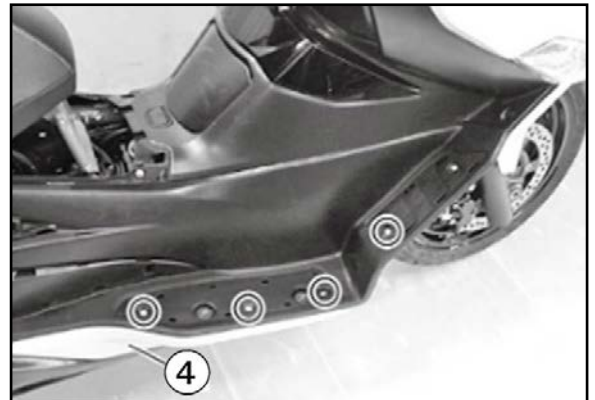
16. Remove the left and right footbords No. 3 ① using the remover tool ②.



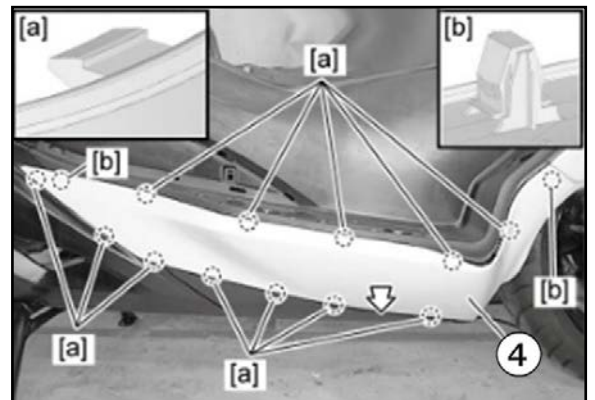
17. Remove the left and right lower cowl plastic fasteners ③.



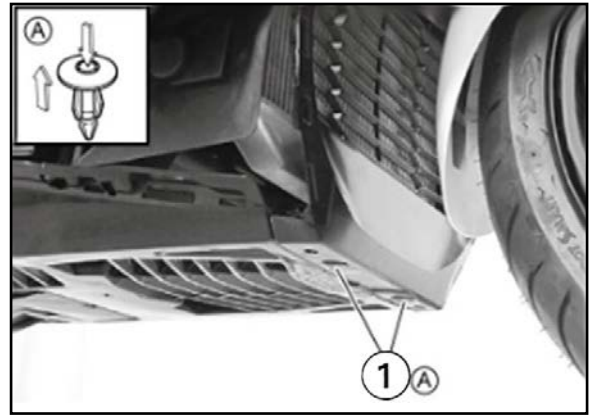
18. Remove the four mounting bolts on the left and right leg side lower shields ④.



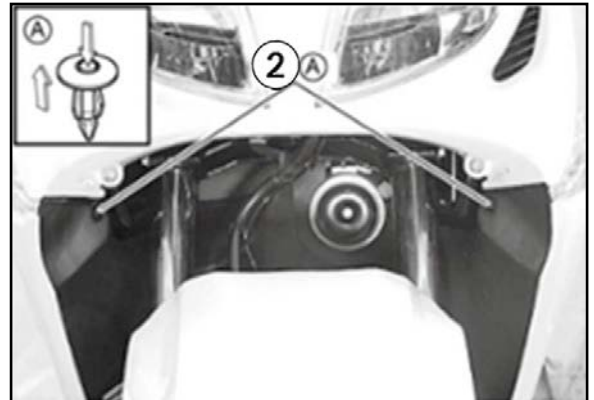
19. To complete removal the left and right leg side lower shields ④, disconnect the tabs [a] and the fasteners [b] to release the shields.



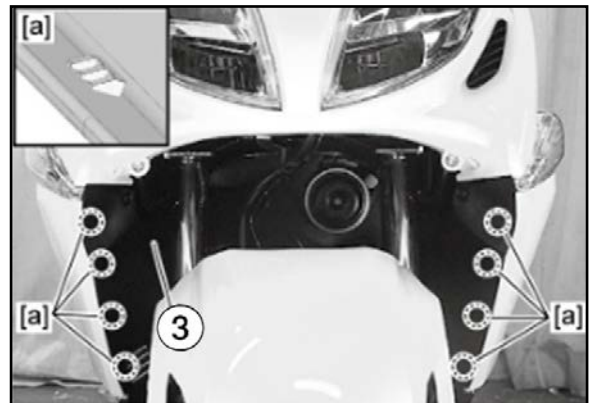
20. Remove the plastic fasteners ① from the radiator guard.



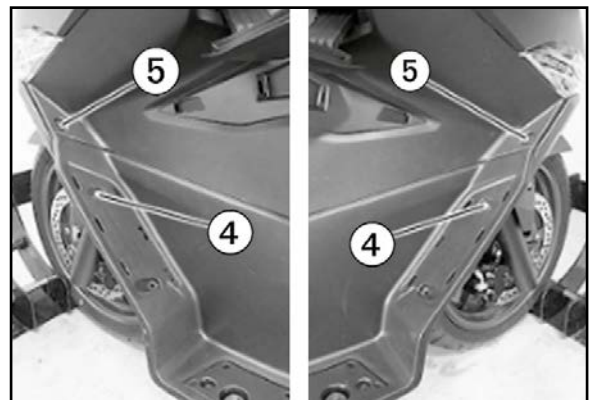
21. Remove the plastic fasteners ② from the leg lower shield (front cowl inner panels).



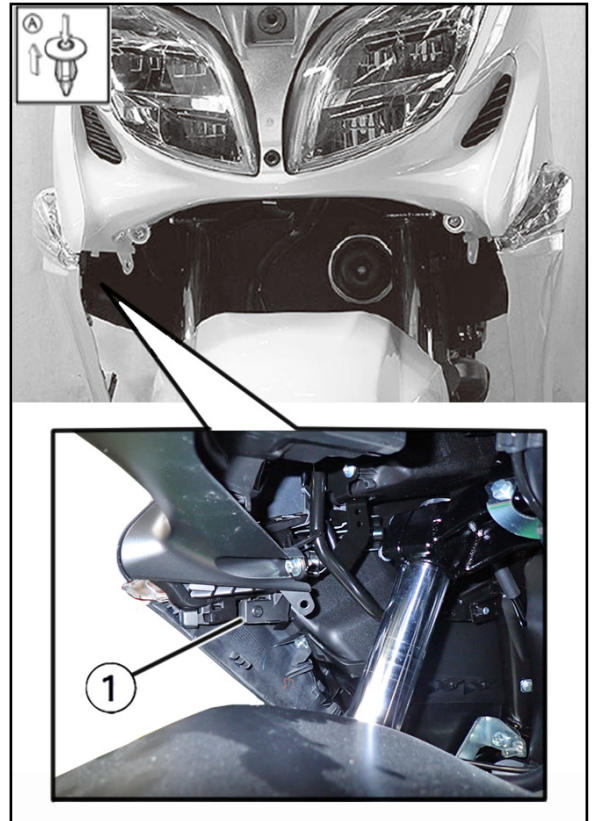
22. Remove the leg lower shield ③ by disconnecting the shield's hooks [a] from the front cowl panels.



23. Remove the screws ④ and bolts ⑤ from the left and right floorboards No. 3.



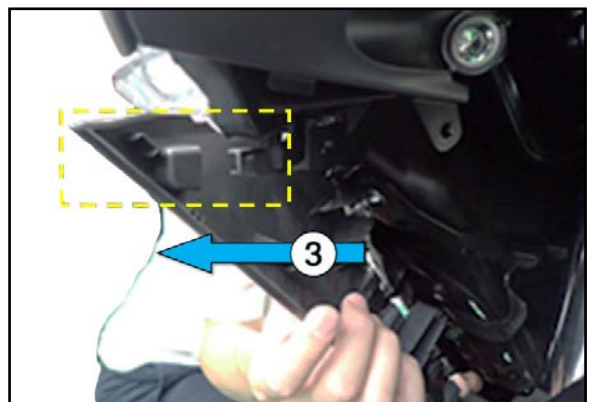
24. Remove the left and right plastic fasteners ①.



25. Remove the left and right side upper shield ②.



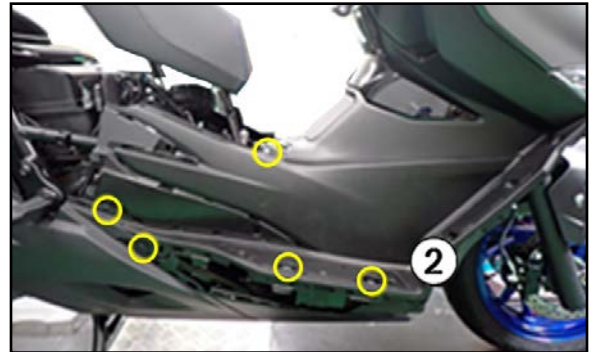
26. Pull the shields forward ③ to disconnect them from the upper cowl.



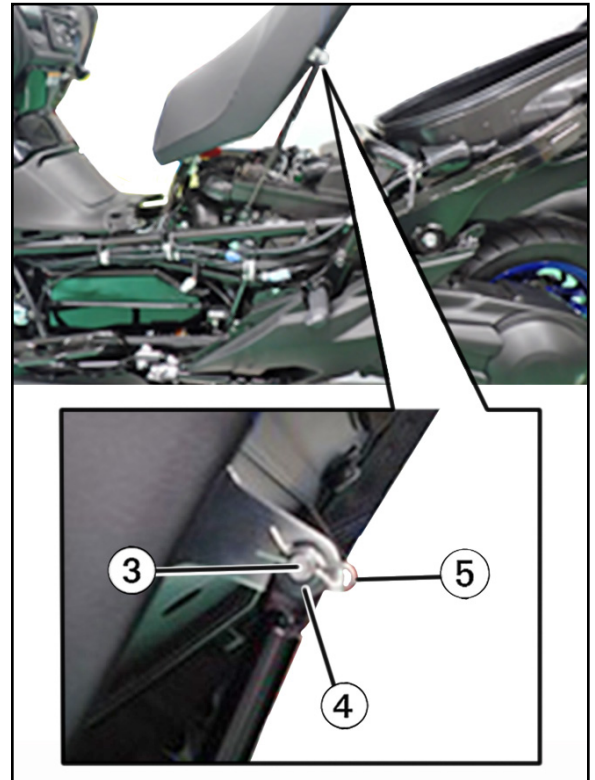
27. Remove the left and right footboard brackets ①.



28. Remove the circled fasteners to remove the left and right footboard sub-assemblies ②.



29. Remove the pin ③, washer ④ and cotter pin ⑤ from the seat damper assembly.

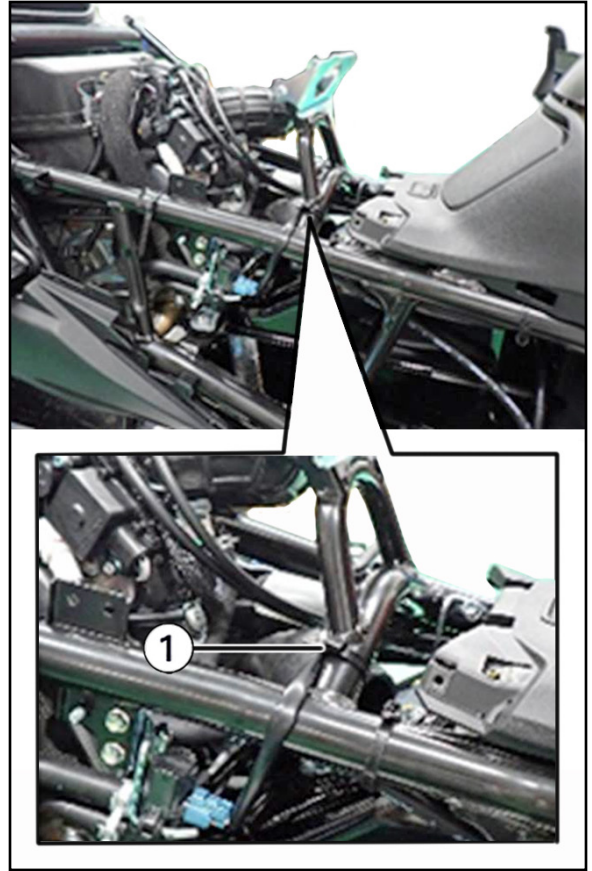


30. Remove the four seat hinge nuts ⑥ and remove the seat from the scooter.

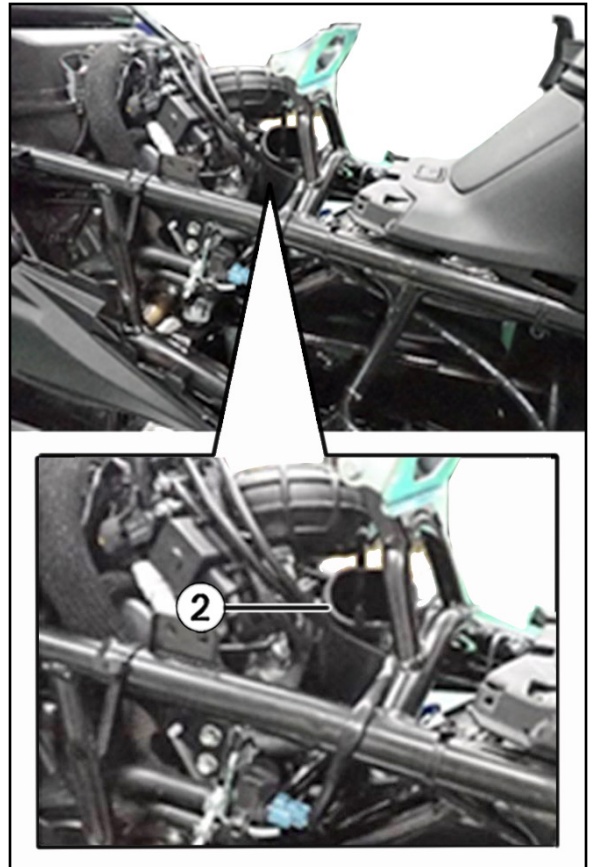


3) Fuel Feed Hose & Fuel Injector Removal and Installation:

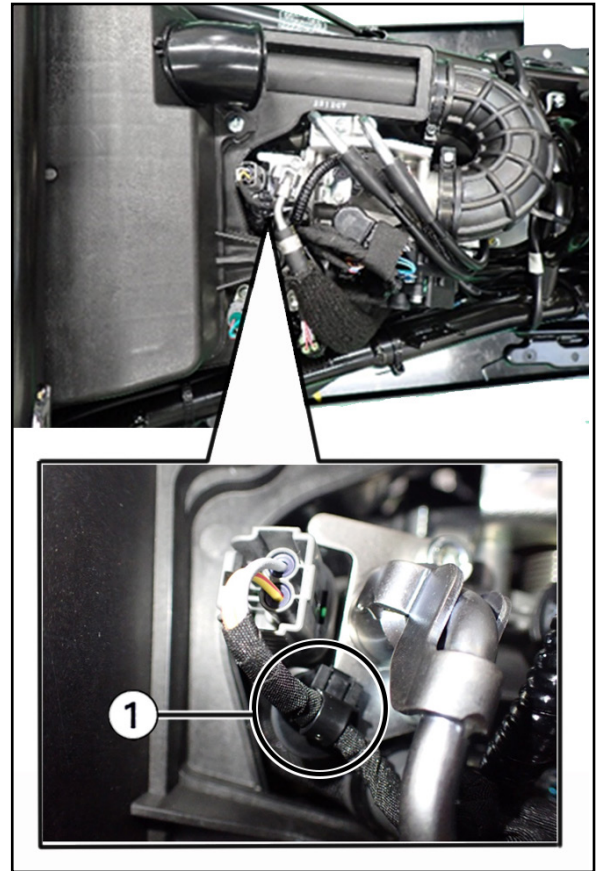
1. Remove the belt cooling duct hose clamp ①.



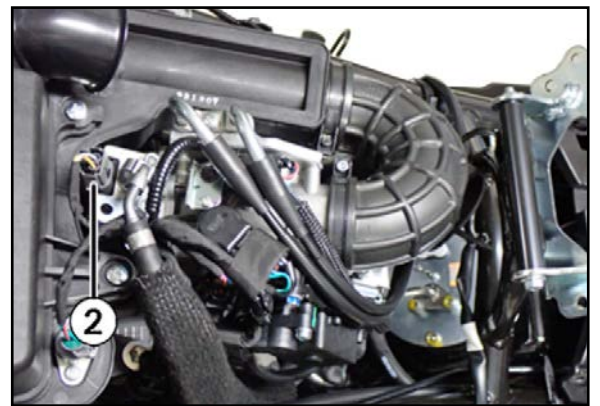
2. To provide adequate working space, set the cooling duct hose ② aside.



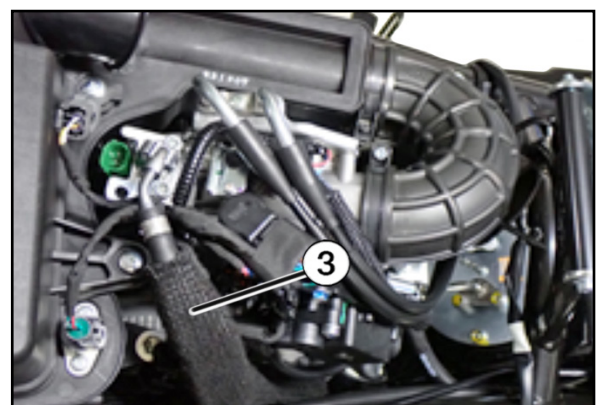
3. Remove the fuel injector coupler wiring clamp ①, and then mark it with masking tape (or another method) to indicate where the clamp was attached.



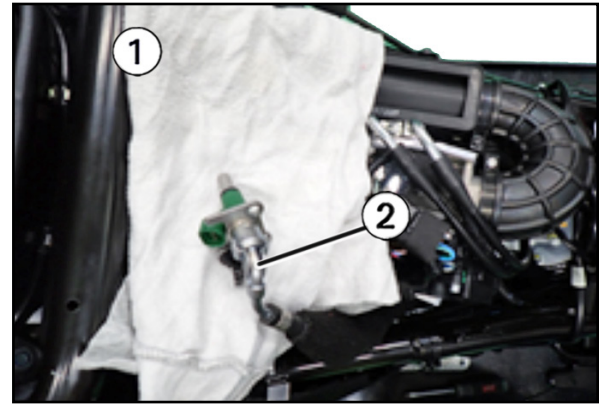
4. Disconnect the fuel injector coupler ②.



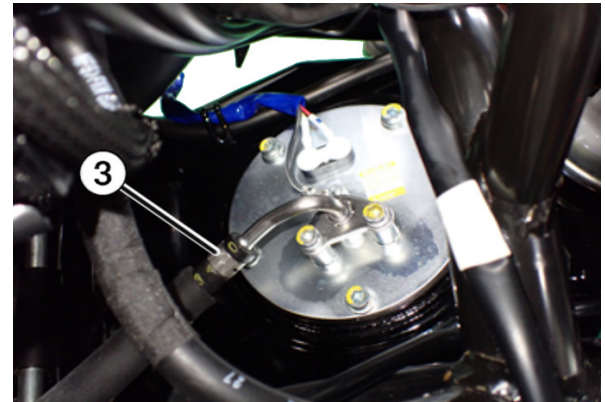
5. Remove the fuel feed hose ③ on the fuel injector side, and the fuel injector as one assembly.



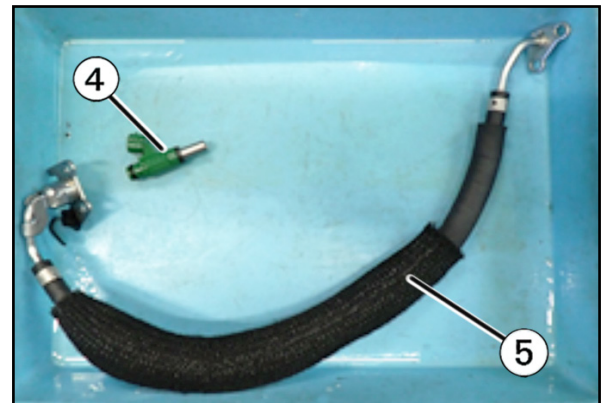
6. Use a clean shop towel ① to set the fuel injector and hose assembly ② on.



7. Remove the fuel feed hose ③ from the fuel pump.
8. Remove the fuel feed hose and fuel injector assembly from the scooter (refer to step 5).



9. Use a suitable, fuel resistant container to catch residual fuel as you remove the fuel injector ④ from the fuel feed hose ⑤.

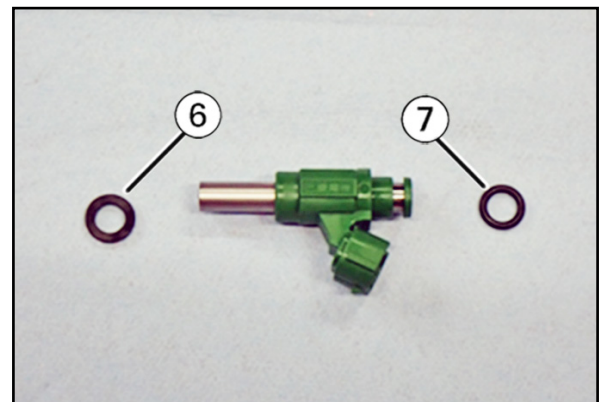


10. Using parts from the FUEL HOSE PARTS SET, replace the cushion seal ⑥ and the O-ring ⑦ on the fuel injector.

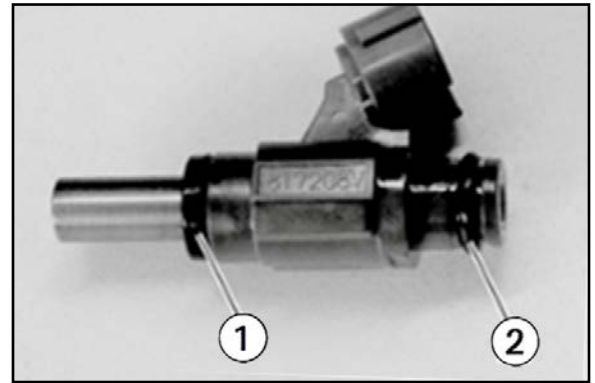
⚠ CAUTION

During assembly, foreign materials (debris) in the O-ring groove, O-ring or cushion seal may cause fuel leakage.

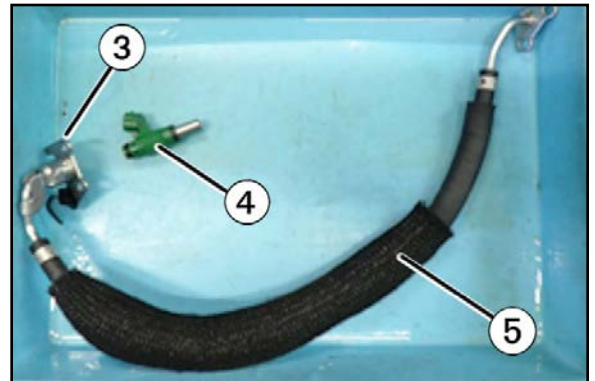
Verify that the O-ring groove, O-ring and cushion seal are free of foreign materials before reassembly.



11. Apply a thin film of clean engine oil to the new cushion seal ① and the new On-ring ② you installed on the fuel injector.



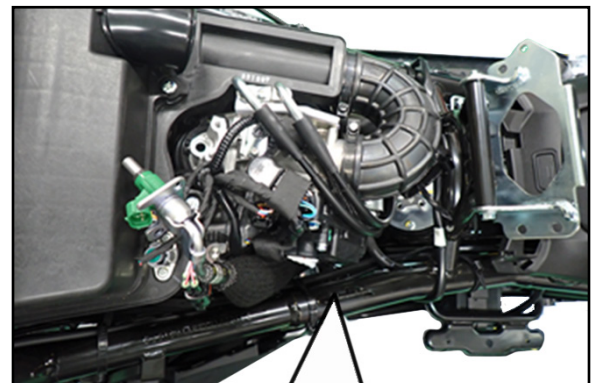
12. Verify that the hole of the fuel injector mounting plate ③ of the new fuel feed hose is free of foreign materials, and then install the fuel injector ④ onto the new fuel feed hose ⑤.



13. Verify that the O-ring ⑥ on the new fuel feed hose is free of foreign materials. Clean the O-ring as necessary, and be sure to apply a think film of clean engine oil to the O-ring.



14. Verify that the hose mounting hole on the fuel pump is free of foreign materials (clean it if necessary). Install the new fuel feed hose and fuel injector assembly to the fuel pump and tighten the fuel feed hose bolts ⑦ to the specified torque [a].

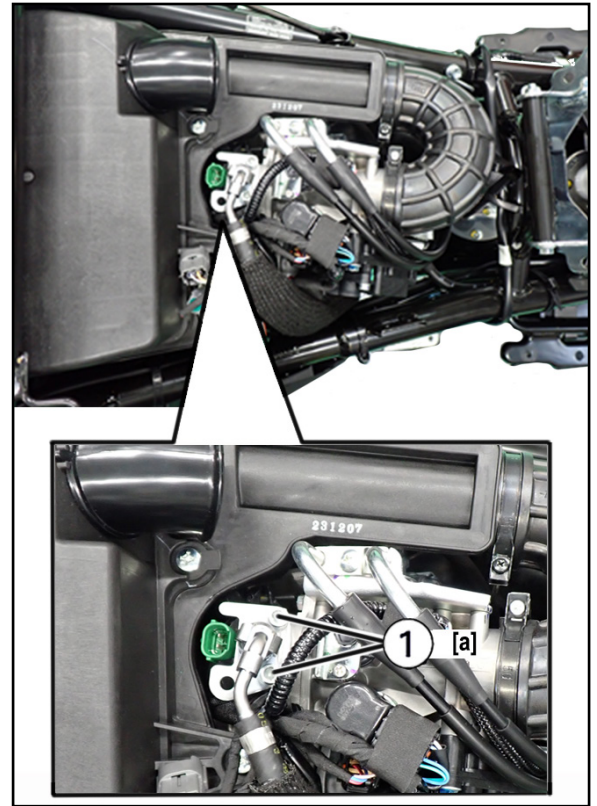


 **Tightening torque: Fuel feed hose bolt [a]:**
7.5 lb.-ft (10 N.m, 1.0 kgf-m)



15. Check that the fuel injector mounting hole is free of foreign materials(clean it if necessary). Install the fuel injector side of the fuel feed hose and tighten the feed hose bolt ① to the specified torque [a].

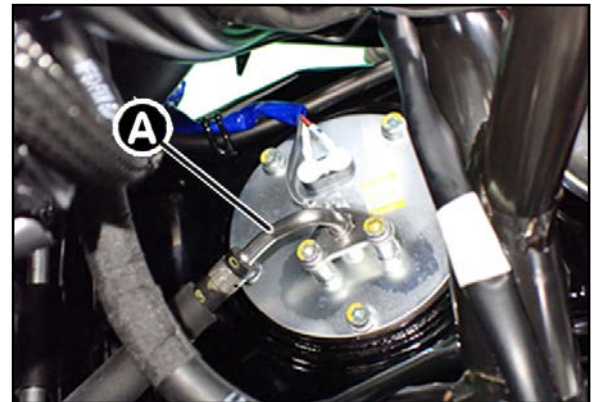
 Tightening torque: Fuel feed hose bolt [a]:
7.5 lb.-ft (10 N.m, 1.0 kgf-m)



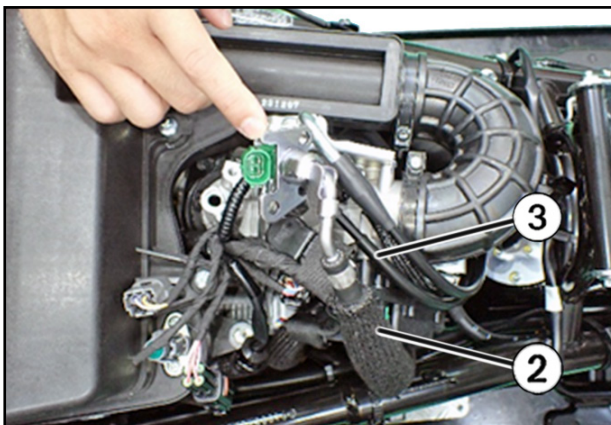
 CAUTION

If the fuel feed hose ② is positioned to straddle the throttle body, or the fuel feed hose is pulled and routed as shown in the **NOT GOOD** example image, there is a risk of fuel leakage due to deformation of the fuel feed hose elbow **A**.

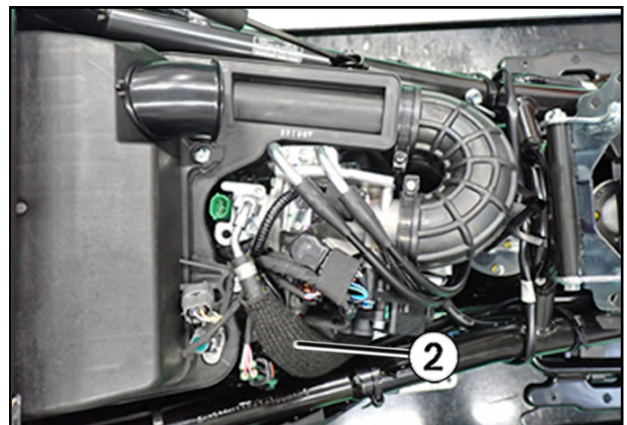
Damage can also occur from interference between the fuel feed hose ② and purge hose No. 2 ③.



Install the fuel feed hose as shown in the **OK GOOD** example image so it does not straddle the throttle body.

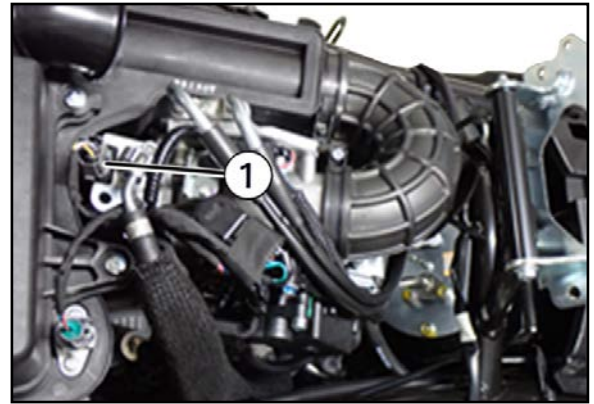


NOT GOOD example



OK GOOD example

16. Install the fuel injection electrical coupler ①.



17. Connect the battery (-) lead wire ②.

18. Tighten the battery lead wire mounting bolt to the specified torque [a].



Tightening torque:

Battery lead wire mounting bolt [a]:

1.85 lb.-ft (2.5 N.m, 0.25 kgf-m)



19. Start the engine.

20. Check that fuel does not leak from the fuel pump side and the injector side of the fuel feed hose.

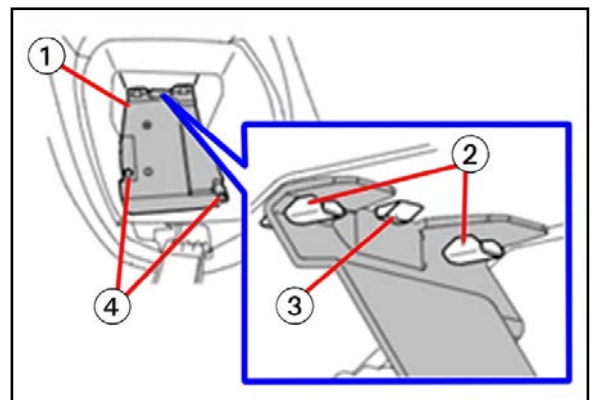
21. Stop the engine.

22. If fuel is leaking (from step 19), reinstall the fuel feed hose according to the procedure that begins on page 19, step 15.

23. If fuel is not leaking and hose routing is proper, proceed to step 24.

24. Install the battery cover ① in the following order:

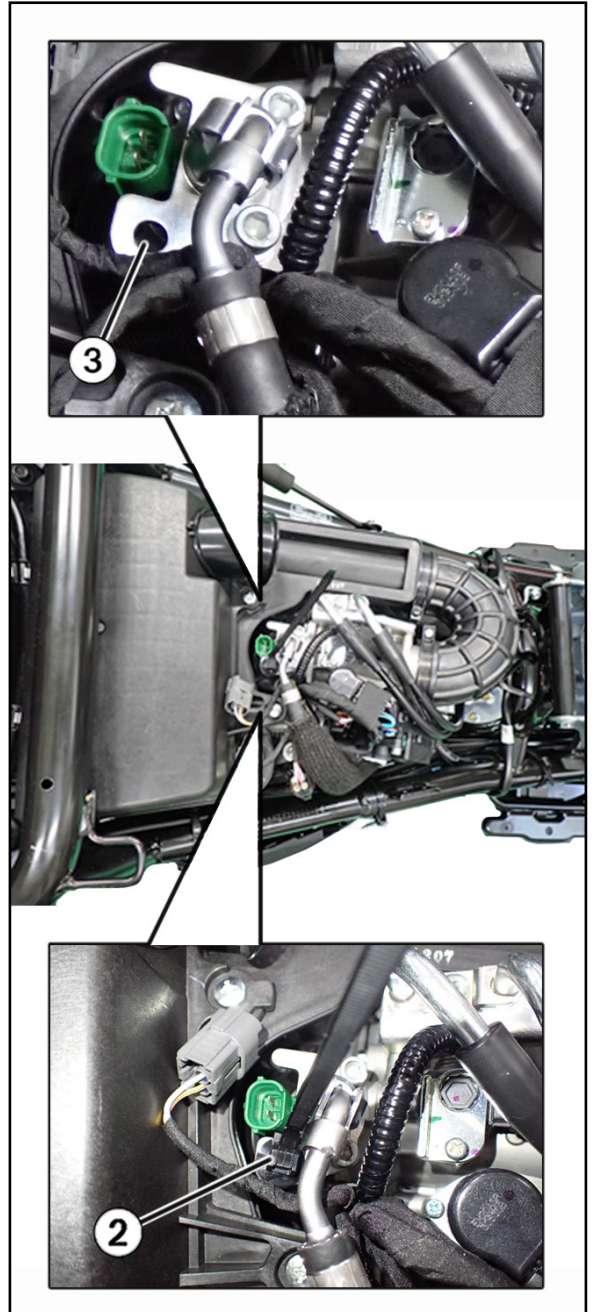
- a) Place the battery cover onto the battery
- b) Insert the front box side projections ② into the holes in the battery cover and push the battery cover to engage the hook ③.
- c) Tighten the screws ④.



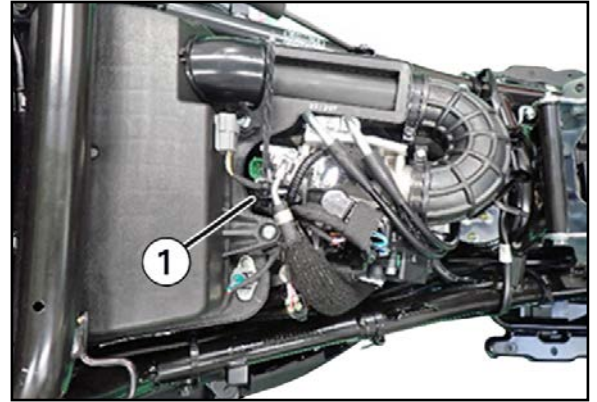
25. Disconnect the fuel injection coupler ①.



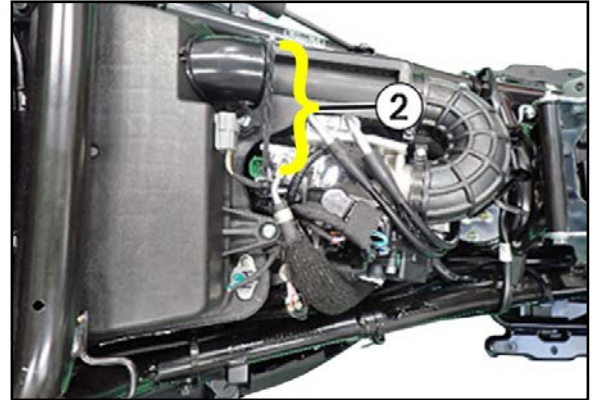
26. Install the new clamp ② through the hole ③ of the fuel feed hose bracket.



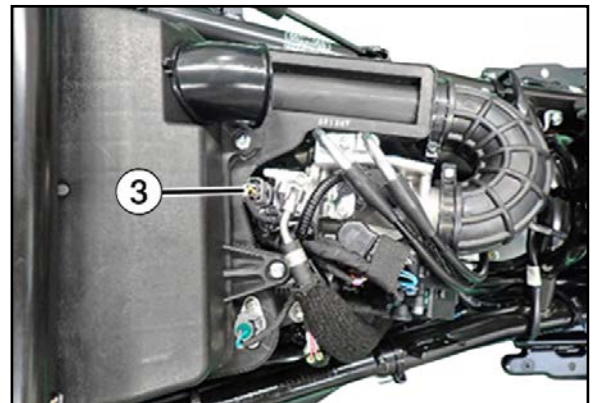
27. Tighten the clamp ① at the position that was specified on page 16, step 3.



28. Cut the unnecessary portion of the clamp ② with the nipper tool (wire cutter).

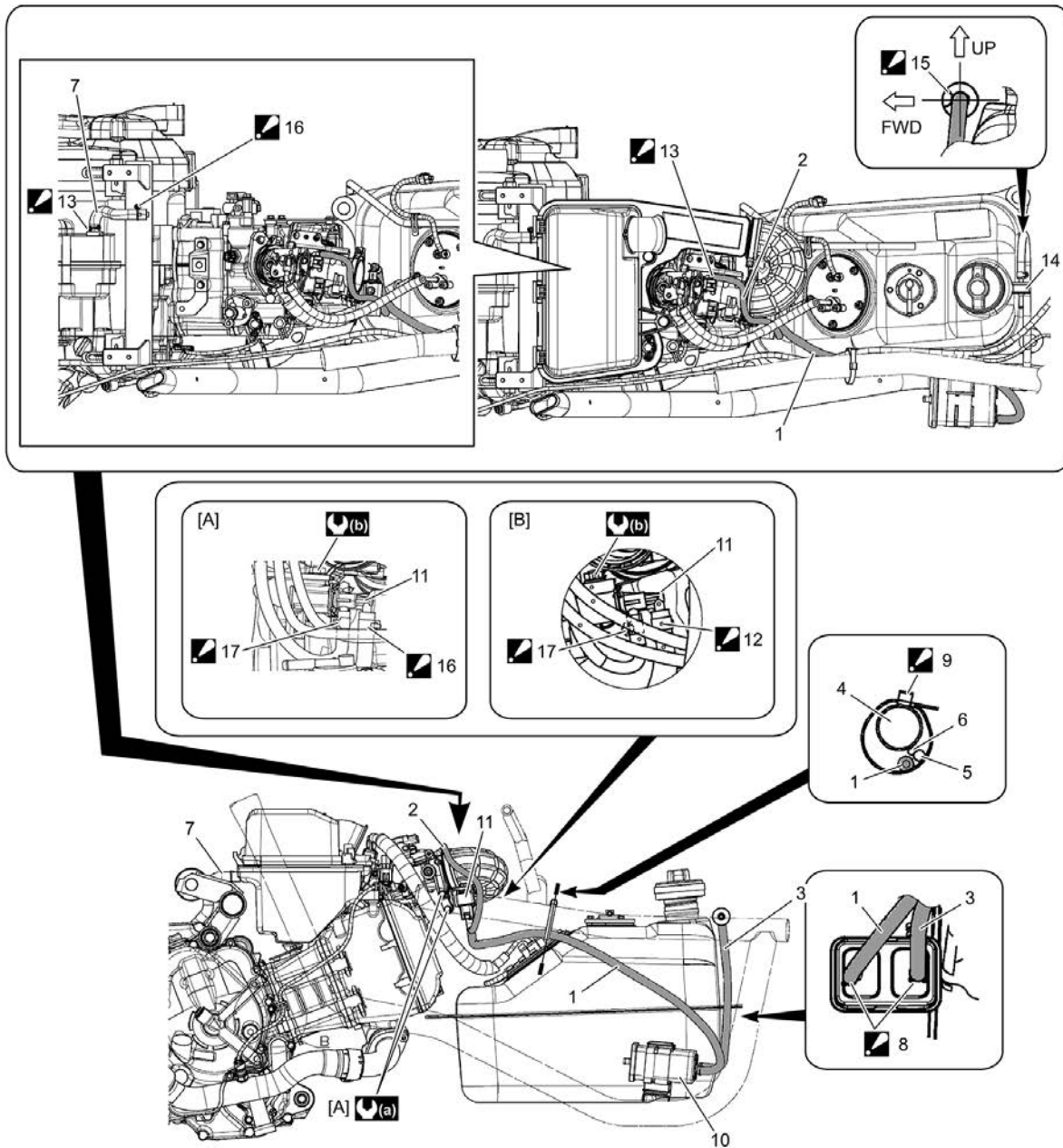


29. Install the fuel injector electrical coupler ③.
30. Replace the belt cooling duct hose and install and tighten the belt cooling duct hose clamp (not shown).



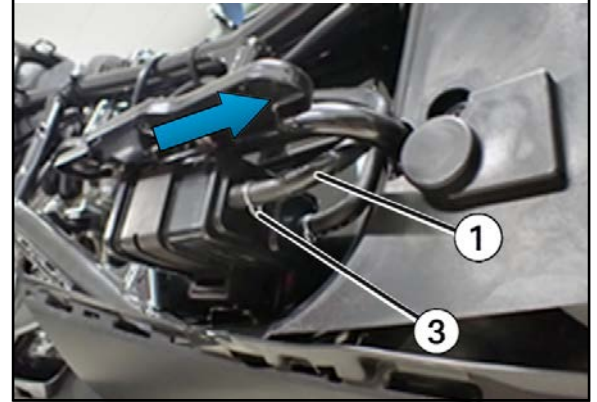
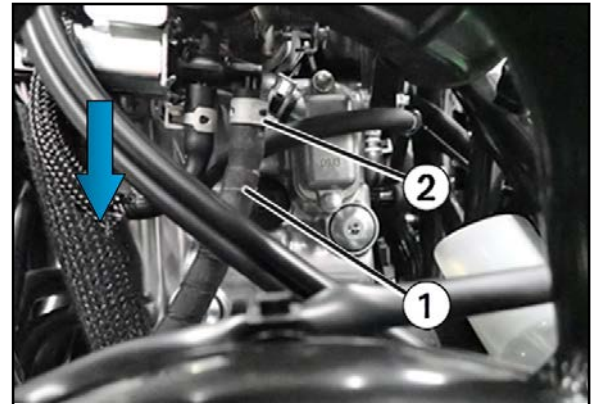
4) EVAP Control System Removal and Installation

EVAP Canister Hose Routing Diagram

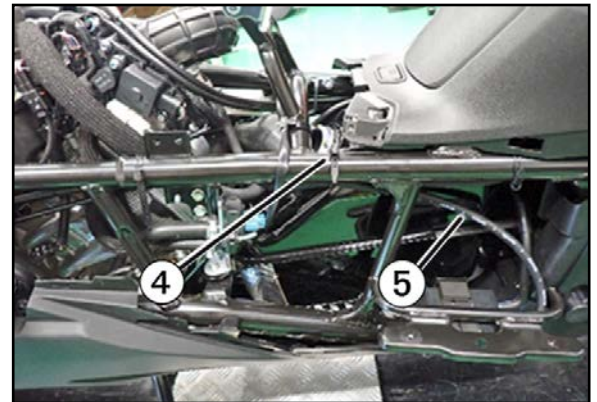


[A]: L8 – M0	10. EVAP canister
[B]: M2 –	11. EVAP system purge control solenoid valve
1. Purge hose No.2	12. Hose clamp : Face the clamp end downward. : Make sure that the clamp and bulge do not overlap and keep clearance.
2. Purge hose No.1	13. Hose clamp : Face the clamp end upward. : Make sure that the clamp and bulge do not overlap and keep clearance.
3. Surge hose	14. FTPC valve
4. Frame	15. Hose clamp : Face the clamp end forward.
5. Brake lock cable	16. Hose clamp : Face the clamp end leftward.
6. Seat lock cable	17. Hose clamp : Face the clamp end rightward. : Make sure that the clamp and bulge do not overlap and keep clearance.
7. PCV hose	18. Hose clamp : Face the clamp end downward. : Make sure that the clamp and bulge do not overlap and keep clearance.
8. Hose clamp : Face the clamp end downward. : Make sure that the clamp and bulge do not overlap and keep clearance.	19. Hose clamp : Face the clamp end downward. : Make sure that the clamp and bulge do not overlap and keep clearance.
9. Clamp : Clamp the purge hose No.2, brake lock cable and seat lock cable. : Face the clamp end leftward and face the lock part upward.	20. Hose clamp : Face the clamp end downward. : Make sure that the clamp and bulge do not overlap and keep clearance.

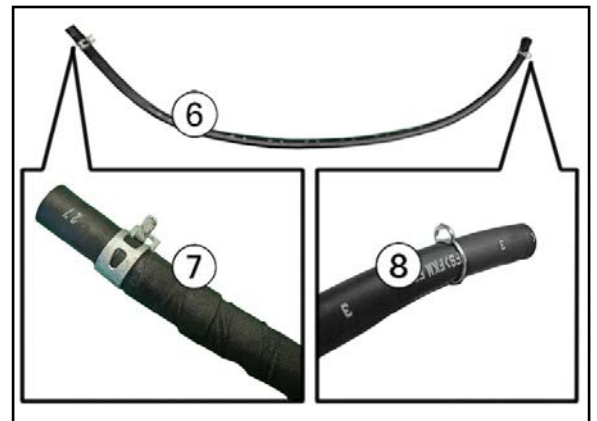
1. Move hose clamps ② and ③ of purge hose No. 2 ① in the direction of the arrow.



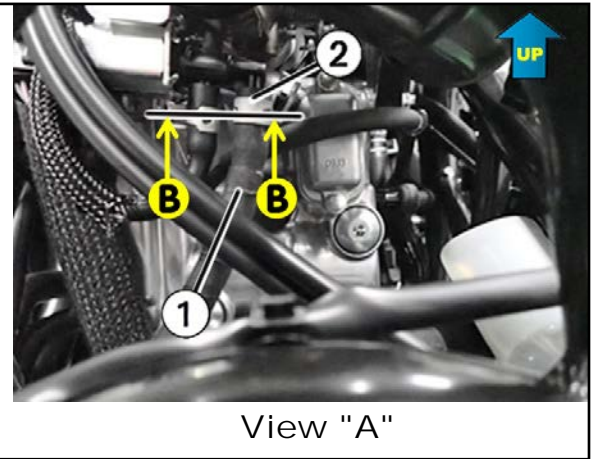
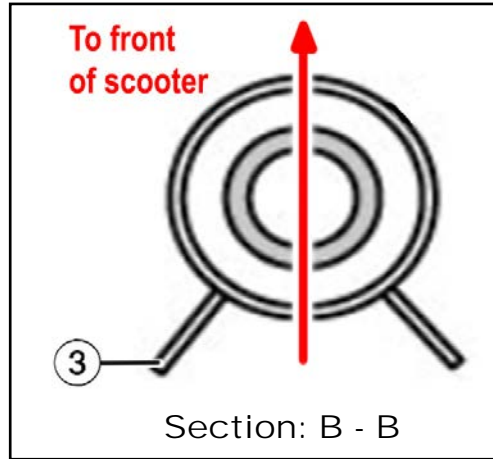
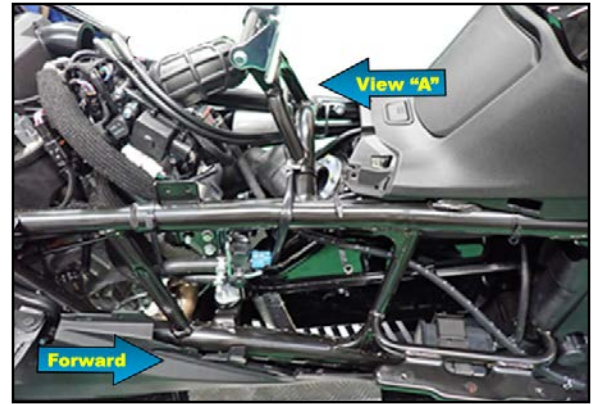
2. Remove the plastic clamp ④.
3. Remove the purge hose No. 2. ⑤.



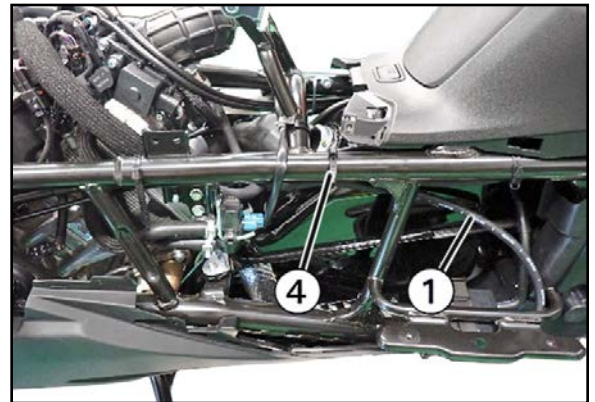
4. Install the hose clamp ⑦ (of the hose removed in step 2) on the side where the tape of the new purge hose No. 2 ⑥ is wound and the spring-style hose clamp ⑧ (of the hose also removed in step 1) on the side where the tape of the purge hose No. 2 is not wound.



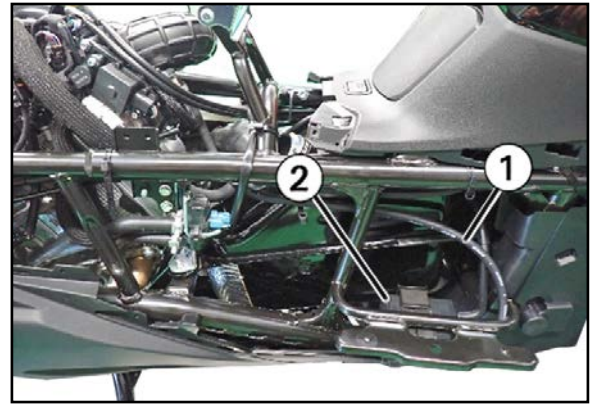
5. Install the new purge hose No. 2 ① to the EVAP system purge control solenoid valve and move the protrusion ③ of the hose clamp ② so it is towards the rear of the scooter.



6. Install the clamp ④ without slack while tensioning the new purge hose No. 2 ① to the front of the scooter.

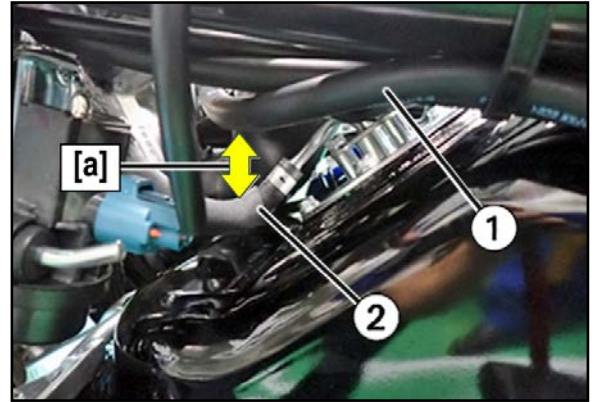


- Connect the new purge hose No. 1 ① to the EVAP canister ②, then position the hose clamp to the proper location (per the Service Manual) and tighten it.



⚠ CAUTION

Check that there is no contact between the purge hose No. 2 ① and the fuel feed hose ② (yellow arrow [a]).




5) Assembly of Exterior Parts (bodywork):

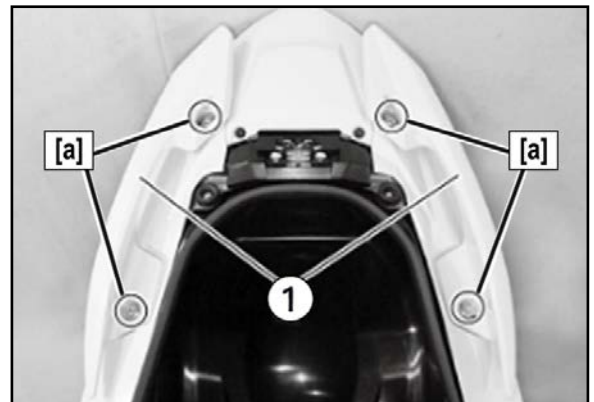
- Install the exterior parts (bodywork) in the reverse order of removal. Pay attention to the following points:
 - Apply thread lock to the pillion rider (passenger) handle ① bolts and tighten them to the specified torque [a].

 **Thread lock cement 99000-32150**
(TREAD LOCK CEMENT 1322D or equivalent)

 **Tightening torque: Pillion rider handle bolt [a]:**
17.0 lb.-ft (23.0 N.m, 2.35 kgf-m)

- Tighten the seat hinge nuts ② to the specified torque [b].

 **Tightening torque: Seat hinge nuts [b]:**
4.05 lb.-ft (5.5 N.m, 0.56 kgf-m)



6) Final check:

1. Check that each part that was serviced is set in its proper place and is securely fastened to the scooter.
 2. Check that there is no fluid or grease residue on any part of the scooter (excluding components where a lubricating grease is specified).
 3. Thoroughly inspect the scooter for any fluid leaks or loose or missing hardware.
 4. Check that the engine starts normally.
 5. Verify that the MIL indicator lamp turns off normally.
 6. Verify that the engine rotates smoothly as you operate the throttle grip.
 7. Reset the time on the clock (see the Owner's Manual).
 8. Check that the rear combination lamp (taillight) operates properly.
 9. Test ride the scooter on a dry, paved road. During the test ride, watch for any abnormal operation and listen for any unusual sounds and resolve them before returning the scooter to the customer.
 10. Clean the scooter with special attention to areas where the recall service was performed. When delivering the scooter to the customer, explain the recall service and thank them for their patience.
-

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

SALES



Motorcycle / ATV

Bulletin No. 24-109

Revised date: December 6, 2024

Original date: December 5, 2024

IMPORTANT SAFETY RECALL 3A05

STOP RETAIL SALES & DELIVERY

Suzuki Motor Corporation has determined that a safety defect exists in certain 2023 – 2025 Burgman 400 (AN400A M3/M4/M5) models:

Model	Spec.	V.I.N. Range
AN400AM3	E33*	JS1DU11J#P7100009 - JS1DU11J#P7100349
AN400AM4	E33*	JS1DU11J#R7100006 - JS1DU11J#R7100239
AN400AM5	E33*	JS1DU11J#S7100001 - JS1DU11J#S7100061

- (*) All U.S. market AN400A models are E33 specification
- (#) This symbol indicates a check digit of 0 to 9, plus X
- NOT all vehicles in the V.I.N. range above are affected, please see the unsold, affected [V.I.N. list on page 3 of this bulletin](#)
- Always verify recall status using the Vehicle Master Inquiry feature of Suzuki CONNECT (vehicle recall status will be updated the week of December 9, 2024).

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 the fuel supply hose and related parts. **Do not sell or deliver any new or used affected Burgman 400 scooters until this fuel hose replacement recall service has been completed.**

Service Bulletin & Safety Recall Repair:

Information about performing the fuel hose replacement recall service will be provided in a Service Bulletin that will be posted to Suzuki CONNECT beginning on December 18, 2024.

Parts Availability & Ordering:

Suzuki Motor USA, LLC (SMO) will provide additional information regarding recall service parts availability in the Service Bulletin mentioned above. For new, unsold, and affected Burgman 400 models in dealership inventory SMO will auto ship the recall service parts kit to the dealership. Your dealership will be responsible for ordering recall service parts kits for your customers who own affected Burgman 400 models.

Customer Notification Letters:

SMO expects to notify retail customers of this safety recall beginning on January 9, 2025. A copy of the customer notification letter will be included in the Service Bulletin.

Burgman 400 models that require the Recall Service:

This recall affects certain 2023 (M3) through 2025 (M5) Burgman 400 (AN400AM3/M4/M5) models.

Continued on the following page >>

Motorcycle / ATV

Bulletin No. 24-109

Revised date: December 6, 2024

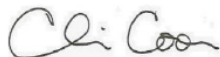
Consequences of Non-Compliance:

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.

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.

If you need any additional information, please contact the Suzuki TECH-LINE (at 714-996-7480) or your Technical Service & Parts Manager. 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

Continued on the following page >>

SALES BULLETIN 24-109, STOP SALES BURGMAN 400 (page 3 of 3)

Motorcycle / ATV

Bulletin No. 24-109

Revised date: December 6, 2024

The tables on this page list the new, unsold, Burgman 400 (AN400A) models that are affected by the 3A05 Stop Sales and Recall Campaign. **The models listed cannot be sold until the 3A05 recall service is completed.**

<i>Unsold, affected 2023 models</i>	
<i>Model</i>	<i>V.I.N.</i>
AN400AM3	JS1DU11J6P7100036
AN400AM3	JS1DU11J0P7100047
AN400AM3	JS1DU11J5P7100061
AN400AM3	JS1DU11J2P7100082
AN400AM3	JS1DU11J6P7100134
AN400AM3	JS1DU11J5P7100142
AN400AM3	JS1DU11J6P7100165
AN400AM3	JS1DU11JXP7100301
AN400AM3	JS1DU11J8P7100331
AN400AM3	JS1DU11J4P7100343

<i>Unsold, affected 2024 models</i>	
<i>Model</i>	<i>V.I.N.</i>
AN400AM4	JS1DU11J0R7100035
AN400AM4	JS1DU11J4R7100037
AN400AM4	JS1DU11J8R7100039
AN400AM4	JS1DU11J1R7100044
AN400AM4	JS1DU11J7R7100047
AN400AM4	JS1DU11J4R7100054
AN400AM4	JS1DU11J2R7100067
AN400AM4	JS1DU11J4R7100068
AN400AM4	JS1DU11J1R7100075
AN400AM4	JS1DU11J9R7100079
AN400AM4	JS1DU11J2R7100084
AN400AM4	JS1DU11J7R7100095
AN400AM4	JS1DU11J0R7100097
AN400AM4	JS1DU11J9R7100101
AN400AM4	JS1DU11J3R7100112
AN400AM4	JS1DU11J7R7100114
AN400AM4	JS1DU11J1R7100125
AN400AM4	JS1DU11J7R7100128
AN400AM4	JS1DU11J5R7100130
AN400AM4	JS1DU11J9R7100132
AN400AM4	JS1DU11J6R7100136
AN400AM4	JS1DU11JXR7100138
AN400AM4	JS1DU11J1R7100139
AN400AM4	JS1DU11JXR7100141
AN400AM4	JS1DU11J4R7100149
AN400AM4	JS1DU11J4R7100152
AN400AM4	JS1DU11J8R7100154
AN400AM4	JS1DU11J5R7100158
AN400AM4	JS1DU11J5R7100161
AN400AM4	JS1DU11J9R7100163
AN400AM4	JS1DU11J4R7100166
AN400AM4	JS1DU11JXR7100172
AN400AM4	JS1DU11J0R7100178
AN400AM4	JS1DU11J0R7100181
AN400AM4	JS1DU11J6R7100184
AN400AM4	JS1DU11J4R7100197
AN400AM4	JS1DU11J8R7100199
AN400AM4	JS1DU11J0R7100200
AN400AM4	JS1DU11J2R7100232
AN400AM4	JS1DU11JXR7100236

<i>Unsold, affected 2025 models</i>	
<i>Model</i>	<i>V.I.N.</i>
AN400AM5	JS1DU11J9S7100007
AN400AM5	JS1DU11J0S7100008
AN400AM5	JS1DU11J5S7100022
AN400AM5	JS1DU11J4S7100013
AN400AM5	JS1DU11J4S7100027
AN400AM5	JS1DU11J8S7100015
AN400AM5	JS1DU11J6S7100028
AN400AM5	JS1DU11J4S7100030
AN400AM5	JS1DU11J7S7100006
AN400AM5	JS1DU11JXS7100050
AN400AM5	JS1DU11J2S7100043
AN400AM5	JS1DU11J0S7100042
AN400AM5	JS1DU11J8S7100046
AN400AM5	JS1DU11J6S7100045
AN400AM5	JS1DU11J7S7100037
AN400AM5	JS1DU11J6S7100059
AN400AM5	JS1DU11J8S7100001
AN400AM5	JS1DU11J1S7100003
AN400AM5	JS1DU11J5S7100036
AN400AM5	JS1DU11J1S7100051
AN400AM5	JS1DU11J1S7100048
AN400AM5	JS1DU11J7S7100054
AN400AM5	JS1DU11J3S7100049
AN400AM5	JS1DU11JXS7100047
AN400AM5	JS1DU11J9S7100038
AN400AM5	JS1DU11J7S7100040

REMINDER: When recall service parts become available, the SMO Parts Department will automatically ship recall service parts kits to your dealership for each new, unsold, and affected Burgman 400 scooter in your inventory. The affected models' V.I.N. will be listed on the parts' invoice so you can route the proper parts kit to a particular scooter.



Suzuki Recall #3A05
NHTSA Recall #24V-769

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Burgman 400 Scooter

January 10, 2025

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 to 2025 Burgman 400 (AN400AM3~M5) scooters. According to our records, you own one of the scooters affected by this recall.

What is the problem?

Improper installation of the fuel pump 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. This can increase the risk of a fire.

What is Suzuki doing to solve the problem?

Under recall campaign 3A05, your Suzuki dealer will replace fuel pump hoses and related parts with new parts. The new parts include an updated fuel pump feed hose that will help eliminate the possibility of hose contact with other components. The repair will take approximately 90-minutes to perform, and there will be no charge to you for any recall-related parts or labor.

⚠ WARNING

Operating your Burgman 400 scooter without having the recall service performed increases the risk of a fire.

To minimize the risk of a fire:

- **Please do not ride nor allow anyone else to ride your scooter until this recall service has been completed.**
- **If you must ride your scooter before this safety recall service has been completed, check for fuel leakage and other items for proper operation as outlined in the "INSPECTION BEFORE RIDING" checklist in section 4 of your owner's manual before each ride.**

What you should do:

To expedite the recall repair, set an appointment with your authorized Suzuki dealer who will then order the necessary parts, so they are at the dealership when you bring your scooter in for the repair. If you need assistance getting your scooter to the dealership for repairs, speak to your Suzuki dealer to discuss transportation options. Please take this notice to your dealer to help them process your claim. While the actual repair takes about 90-minutes to perform, please allow for additional time processing paperwork with the dealer when you drop off and then pick up your scooter following the repair.

CUSTOMER NOTIFICATION LETTER (page 2 of 2)

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 Burgman 400 scooter 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 scooter 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 towing, 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. Please have your vehicle identification number (VIN) ready when calling.

If you need to locate your nearest Suzuki dealer, please visit www.suzukicycles.com, click on OWNERS, scroll to the bottom of the page to the RESOURCES list and select [Find a Dealer](#). On the Find a Dealer page enter your zip code and select Submit.

If you believe that Suzuki has failed to provide the safety recall campaign service without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington D.C., 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-424-9153) or go to www.nhtsa.gov.

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety and satisfaction are important priorities for us.

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 Burgman 400 scooter.

Sincerely,

Suzuki Motor USA, LLC.