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Date	Nov. 26, 2025
Our ref.	KA-251126A-R1

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

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

SUBJECT: DR-Z400S/SM Rear Brake Reservoir Cap Screw Retightening in Distributor Warehouse

Dear Sirs and Madams,

This letter is to inform you of Rear Brake Reservoir Cap Screw Retightening for the DR-Z400S/SM of the stock units in distributor warehouse.

Revised

We were informed from field that the screws on the Rear Reservoir Cap were loose. As a result of investigation, the tightening torque of the rear brake reservoir tank cap screw may have been insufficient during the assembly process.

Therefore, Suzuki Motor Corporation (SMC) requests you to retighten the reservoir tank cap screws of DR-Z400S/SM stock units.

If any affected vehicle is delivered without repair done by any chance, it must NOT be dealt with in this repair work. In that case, please let us know immediately along with VIN already delivered.

Revised

We apologize for any inconvenience this may cause to you. Your kind understanding and cooperation will be highly appreciated.

Very truly yours,

Yasuhiro Kawai
 Division Manager
 Overseas Service Division
 Suzuki Motor Corporation

Proposed schedule

We would like to request you of the repair schedule as follows.

- (1) Check stock status at your warehouse
- (2) Stop delivery to dealers
- (3) Confirm repair work procedure
- (4) Decide repair work date
- (5) Perform a repair work
- (6) Report completion to SMC


1. Affected Model

Model: DR-Z400S/SM M5, M6

Affected VINs and quantity: Please refer to the VIN list (ANNEX1).

Please fill "Completion date" in ANNEX1, and send it back to us after you complete the work.

2. Warranty Reimbursement Information

All cost including the labor cost and any other costs (ex. space fee, labor cost for forklift, temporary workers, etc.) will be reimbursed upon your statement. Please submit actual cost to SMC.

The following information is a reference to Labor hours for repair work.

Claim category	2 (Campaign)			
Trouble Code	97-KA			
Basic Code	ME9999			
Model	Causal Part Name	Causal Part No.	Q'ty	Flat Rate (Hr)*
DR-Z400S/SM	CYLINDER ASSY, REAR MASTER	69600-37K00	0	0.4

* Flat Rate hours include unpacking and repacking of the crates

3. Replacement parts

No replacement parts for this repair work.

4. Repair Instruction

The repair instruction of ANNEX2 is available on SCAN FD.

Please download the files from below.

SCAN-FD – Download – Service – Document Files for Motorcycle

ANNEX2_DR-Z400_Repair_Instruction_of_Rear_Brake_Reservoir_Cap_Screw_Retightening

5. Attachment

ANNEX1: (Country)_VIN_List

ANNEX2: DR-Z400_Repair_Instruction_of_Rear_Brake_Reservoir_Cap_Screw_
Retightening

END