



SUZUKI MOTOR CORPORATION

Motorcycle Service Group
Overseas Service Department
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Date	Aug. 9, 2018
Our ref.	EC-180809

TO : Selected Motorcycle Distributors
ATTN. : Managing Director
Service Director or Manager
CC : Spare Parts Manager

SUBJECT: GSX250RL8, DL250/AL8 ECM Replacement Service Campaign

Dear Sirs and Madams,

This letter is to inform you of the "ECM Replacement Service Campaign" for GSX250RL8 and DL250/AL8.

Due to an inappropriate programming of On-Board Diagnostic (OBD) system in Engine Control Module (ECM), OBD system may misjudge while riding that the oxygen sensor has broken down even if it is functioning normally, and the malfunction indicator light might come on.

In view of the nature of this problem, Suzuki Motor Corporation (SMC) has decided to carry out the Service Campaign in your market. The details are explained in the following pages.

You are kindly requested to organize the Service Campaign for the affected units in your market. If you are required to report to your authority, please contact them according to your law.

If you have affected units in your warehouse, you are required to remedy them before releasing to your dealers. You are also immediately required to instruct your dealers to remedy the affected unit in stock if any, before delivering them to the customers. Please make sure that no customers will receive the affected units without appropriate Service Campaign remedy.

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

If you have any question, please don't hesitate to contact us anytime.

Very truly yours,

Shinji Ishikawa
Department General Manager
Overseas Service Department

Action

- 1) For the affected units before retail sales, you are requested to remedy them before delivering them to the customers.
- 2) For the affected units after retail sales, contact the customers of the units to let them bring their vehicles to your authorized dealers.
- 3) Order the necessary quantity of parts to SMC Global Spare Parts & Accessories Dept. by e-mail using the attached Parts Order form of ANNEX4.
- 4) Report to the authority according to your law.
- 5) Issue service bulletin to dealers and customer letter to owners.
- 6) Perform a corrective work following the repair instruction of ANNEX3.
- 7) Once the corrective work is done, destroy replaced parts at your responsibility to prevent reuse of the potentially failed parts.

Affected Models

Model / Production Period:

- 1) GSX250RL8, GSX250RAL8, GSX250RZL8 and GSX250RZAL8 produced from September 19, 2016 (SOP) to November 7, 2017.
- 2) DL250L8 and DL250AL8 produced from April 10, 2017 (SOP) to November 10, 2017.

Affected VIN range and units quantity in your market: Please refer to attached VIN list of ANNEX2.

Replacement Parts

Please order the necessary quantity of parts from SMC Global Spare Parts & Accessories Dept. by E-mail using the attached Parts Order form of ANNEX4.

- 1) GSX250R

Model (Spec.)	Part name	Part number	Q'ty	Contents
GSX250R (P21,P24)	CONTROL UNIT,FI	32920-20K21-RX0	1	(32920-20K21) x1
GSX250R (P28,P33,P71)	CONTROL UNIT,FI	32920-20K31-RX0	1	(32920-20K31) x1

- 2) DL250/A

Model (Spec.)	Part name	Part number	Q'ty	Contents
DL250A (P21)	CONTROL UNIT,FI	32920-21K21-RX0	1	(32920-21K21) x1
DL250 (P71)	CONTROL UNIT,FI	32920-21K41-RX0	1	(32920-21K41) x1

SMC prepares approximately 80% of replacement parts against affected units at the end of August, 2018. The parts shipment is scheduled after August 21.

Warranty Reimbursement Information

This is a Service Campaign that is acceptable only one time for one unit.
Submit the warranty claim applications to SMC under the following terms.

1) GSX250R

Claim category		2 (Campaign)		
Trouble Code		97 - EC		
Basic code		FB9999		
Model	Causal Part name	Causal Part No.	Q'ty	Flat Rate(Hr)
GSX250R (P21,P24)	CONTROL UNIT,FI	32920-20K21-RX0	1	0.6
GSX250R (P28,P33,P71)	CONTROL UNIT,FI	32920-20K31-RX0		

2) DL250/A

Claim category		2 (Campaign)		
Trouble Code		97 - EC		
Basic code		FB9999		
Model	Causal Part name	Causal Part No.	Q'ty	Flat Rate(Hr)
DL250A (P21)	CONTROL UNIT,FI	32920-21K21-RX0	1	0.3
DL250 (P71)	CONTROL UNIT,FI	32920-21K41-RX0		

Repair Instruction

The repair instruction of ANNEX3 is available on SCAN FD.

Please download the files from below.

SCAN FD - Download - Service - Document Files for Motorcycle

ANNEX3: "GSX250R_Repair_Instruction_of_ECM_Replacement.doc"

"DL250_Repair_Instruction_of_ECM_Replacement.doc"

Implementation Date and Progress On Your Country

1) Implementation Date:

<PLAN>

Please fill following planning schedule in the ANNEX1 and email to us August 20, 2018.

- (1) Service Campaign notification date to your authority, if required.
- (2) Service Campaign notification date to your dealers.
- (3) Start date of Service Campaign notification letter mailing to customers.
- (4) Date of ordering parts for initial necessary quantity.
- (5) Quantity of parts ordered for initial portion.

<ACTUAL STATUS>

Please fill following latest information in the ANNEX1 and email to us once a week until all the cells are completely filled out.

- (1) Service Campaign notification date to your authority, if required.
- (2) Service Campaign notification date to your dealers.
- (3) Start date of Service Campaign notification letter mailing to customers.
- (4) Date of ordering parts for initial necessary quantity.
- (5) Quantity of parts ordered for initial portion.

We would like to ask you to provide the implementation date above to window person of SMC Motorcycle Service Group.

2) Implementation Progress:

Please email the following information with your company name to your window person.

You are requested to email daily until Campaign execution rate reaches 80%.

- (1) Latest accumulated number of units completed.
- (2) Original number of affected unit.
- (3) Updated number of affected units, if adjusted.

Attachment:

ANNEX 1: Service_campaign_notification_plan_form.xlsx

ANNEX 2: Country_name_VIN_List.xlsx

ANNEX 3: Please download from SCAN:

“GSX250R_Repair_Instruction_of_ECM_Replacement.doc”

“DL250_Repair_Instruction_of_ECM_Replacement.doc”

ANNEX 4: Service_Campaign_Parts_Special_Order_Form.xlsx

END