



SUZUKI MOTOR CORPORATION

Motorcycle Service Group
Motorcycle Operations
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Date	Oct. 2, 2017
Our ref.	AU-1710021

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

SUBJECT: DL1000AL4,L5 ECM Program Service Campaign

Dear Sirs and Madams,

This letter is to inform you of the "ECM Program Service Campaign" for DL1000AL4,L5.

Due to an inappropriate engine control programming in Engine Control Module (ECM), just before vehicle stopping after the deceleration, it may lead engine stall, when throttle grip is quickly operated in the condition of clutch disengaging.

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,

for Yamamoto

Yasuhiro Kawai
Group Manager
Motorcycle Service Group
Motorcycle Operations
SUZUKI MOTOR CORPORATION

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.
(Note: If spare parts are purchased from SDE, please order to SDE.)
- 4) Report to the authority according to your law.
- 5) Issue service bulletin to dealers and customer letter to owners.
(Note: It is necessary for the immobilizer equipped motorcycle (Spec. E21, E24 and E43) to re-register at least two keys after ECM replacement. Please ask the customers to bring all keys they have.)
- 6) Perform a corrective work following the repair instruction of ANNEX3.

Affected Models

Model / Production Period: DL1000AL4,L5 produced from November 1, 2013 to March 31, 2015.
Affected VIN range and units quantity in your market: Please refer to attached VIN list of ANNEX2.

Replacement Parts

ECM spare parts had been changed to the countermeasure ECM in April 2015.
If countermeasure ECM is already attached on the affected units, ECM replacement is not necessary. For the details, please refer to the repair instruction.

Initial Parts Order (By October 31, 2017):

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.**

(Note: If spare parts are purchased from SDE, please order to SDE.)

As of Oct. 2, 2017, SMC prepares approximately 40% of replacement parts against affected units.

Additional Parts Order (After November 1, 2017):

Please order the necessary quantity of parts **through SCAN system.**

Spec.	Part name	Part number	Q'ty	Contents
E21, E24, E43	CONTROL UNIT,FI	32920-31J02-RX0	1	32920-31J02 x1
E03, E28	CONTROL UNIT,FI	32920-31J12-RX0	1	32920-31J12 x1
E33	CONTROL UNIT,FI	32920-31J22-RX0	1	32920-31J22 x1
E99	CONTROL UNIT,FI	32920-31J42-RX0	1	32920-31J42 x1
E14	CONTROL UNIT,FI	32920-31J72-RX0	1	32920-31J72 x1

Note: Please order the necessary quantity of parts in multiples of 16 as much as possible, because 16 pieces are packed in one box.

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.

Claim category		2 (Campaign)			
Trouble Code		99 - AU			
Basic code		FB9999			
Spec.	Causal Part Name	Causal Part No.	Current ECM is replaced by countermeasure ECM	Q'ty	Flat Rate (Hr)
E21, E24, E43	CONTROL UNIT,FI	32920-31J02-RX0	YES	1	0.3
			NO NEED	0	
E03, E28	CONTROL UNIT,FI	32920-31J12-RX0	YES	1	0.3
			NO NEED	0	
E33	CONTROL UNIT,FI	32920-31J22-RX0	YES	1	0.3
			NO NEED	0	
E99	CONTROL UNIT,FI	32920-31J42-RX0	YES	1	0.3
			NO NEED	0	
E14	CONTROL UNIT,FI	32920-31J72-RX0	YES	1	0.3
			NO NEED	0	

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: "DL1000AL4-L5_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 by Oct. 6, 2017.

- (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.

“DL1000AL4-L5_Repair_Instruction_of_ECM_Replacement.doc”

ANNEX 4: Service_Campaign_Parts_Special_Order_Form.xlsx

END