



**SUZUKI MOTOR CORPORATION**

Motorcycle Service Group  
Motorcycle Operations  
Motorcycle Technical Center, Suzuki Motor Corporation  
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Date	March. 8, 2018
Our ref.	E6-1803082

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

**SUBJECT: GSX250RL8 Starter Switch Service Campaign**

Dear Sirs and Madams,

This letter is to inform you of the "Starter Switch Service Campaign" for GSX250RL8.

Due to an inappropriate structure of starter switch in right handle switch, water infiltrate into the switch caused short-circuit. Infiltrated water is remaining on the electrical contact parts in the starter switch when turning the ignition key to the "ON" position, the engine may be started. If continue to drive with starter switch short-circuit condition, malfunction indicator light may 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,

for 横山晋吾

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.
- 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.

**Affected Models**

Model / Production Period:

GSX250RL8 produced from December 27, 2016 (SOP) to September 23, 2017

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

**Replacement Parts**

Initial Parts Order:

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.**

Additional Parts Order:

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

Model	Part name	Part number	Q'ty	Contents
GSX250R	SWITCH SET, HANDLE	37200-20810-RX0	1	SWITCH ASSY,HANDLE,R(37200-20K00) x1 CLAMP (09407-14407) x1 CLAMP (09407-17403) x1 CLAMP (36990-20K00) x1

As of March 8, 2018, SMC prepares approximately 70% of replacement parts against affected units.

**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		97 - E6		
Basic code		SF9999		
Model	Causal Part name	Causal Part No.	Q'ty	Flat Rate(Hr)
GSX250R	SWITCH SET, HANDLE	37200-20810-RX0	1	1.0

**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: "GSX250R\_DL250\_Repair\_Instruction\_for\_Starter\_Switch.doc"

## Implementation Date and Progress On Your Country

### 1) Implementation Date:

<PLAN>

Please fill following planning schedule in the ANNEX1 and email to us March 16, 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\_DL250\_Repair\_Instruction\_for\_Starter\_Switch.doc”

ANNEX 4: Service\_Campaign\_Parts\_Special\_Order\_Form.xlsx

END