

EMISSIONS RECALL CAMPAIGN 2A85 2018 GSX250R ECM Replacement

Affected Models: Certain 2018 GSX250R Models

Affected Departments: Management, Service, Warranty, Parts, Sales

Suzuki is conducting an Emissions Recall Campaign involving certain 2018 GSX250R motorcycles.

STOP DELIVERY OF AFFECTED MOTORCYCLES 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.

Selling a non-repaired unit is a direct violation of your Suzuki dealer agreement and may lead to additional sanctions.

What is the problem?

In certain 2018 GSX250R models, the onboard diagnostic programming (OBD) in the engine control module (ECM) may incorrectly detect a malfunction of the oxygen sensor, even though the sensor is working correctly, causing the malfunction indicator lamp (MIL) to turn on.

To correct this, Suzuki Motor of America, Inc. (Suzuki) is conducting an emissions recall campaign to replace the ECM on affected motorcycles.

<u>Affected Model</u>	<u>Model Year</u>	<u>VIN Range</u>
GSX250RL8	2018	See the directions below for checking the repair status.

Verify the motorcycle requires the repair:

Before performing the service campaign repair on a motorcycle, first verify the repair is needed. Check the motorcycle's repair status by accessing the Vehicle Master Inquiry on the Suzuki Connect Service Menu. If the repair needs to be performed, you will see the message, "CAMPAIGN NOT YET PERFORMED."

If you sold an affected motorcycle to a customer prior to receiving this bulletin, please contact the customer immediately to arrange for the motorcycle to be returned to your dealership for this emissions campaign repair.

If you have a question regarding motorcycle eligibility, contact your Suzuki Technical Service Manager (TSM) or call Tech-Line at (714) 996-7480.

What your dealership will do:

- 1) Install the new ECM on affected motorcycles at no cost to the customer for parts and labor.
- 2) Apply a repair completion sticker to the motorcycle.
- 3) California dealers only: Complete a Vehicle Emission Recall - Proof of Correction card, and give it to the customer at the time of delivery or repair.
- 4) Submit a warranty claim.

IMPORTANT NOTICE FOR CALIFORNIA DEALERS

The California Air Resources Board requires that all applicable emission recall campaigns be completed prior to California registration renewal. If the owner does not have this recall performed, they will not be able to renew their California vehicle registration.

After completing the recall service, your Service Department must give each owner a "Proof of Correction" certificate. If required, the owner must present this certificate to the Department of Motor Vehicles when renewing their California registration.

What Suzuki Motor of America, Inc. (Suzuki) will do:

During the week of October 22, 2018, Suzuki will mail notifications to owners of affected motorcycles for whom we have information. The notice instructs the customer to contact a Suzuki dealer to schedule an appointment for the emissions recall repair.

If you have sold an affected motorcycle to a customer prior to receiving this bulletin and have not made the repair, please contact the customer immediately to arrange for the motorcycle to be returned to your dealership for this emissions recall campaign.

With each ECM you order for the repair, you will also receive 1 repair completion sticker and 1 Vehicle Emission Recall - Proof of Correction certificate. This will include a letter explaining what to do with these items.

Ordering parts:

- You will be responsible for ordering the ECM for this emissions recall campaign. You must order an ECM using the normal parts ordering procedure for each motorcycle.
- If you have questions regarding your parts order, please contact National Parts Coordination at (714) 854-2165.

PARTS ORDERING INFORMATION

Model	Part Description	Part Number	Quantity Required	Campaign Number
GSX250RL8	Control Unit, FI	32920-20K31-RX0	1	2A85

Warranty reimbursement and claim information:

Submit a warranty claim for each emissions 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 ECM and 0.6 hour labor.

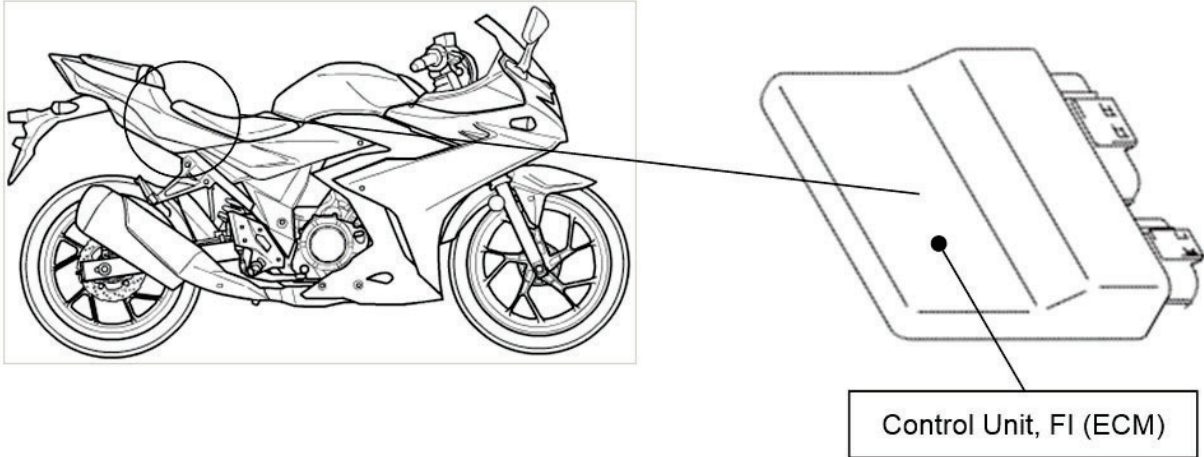
CAMPAIGN 2A85 ECM REPLACEMENT SUZUKI CONNECT SHORT FORM INSTRUCTIONS	
CLAIM INFORMATION:	
CLAIM NUMBER:	XXXXX,X (Dealer enters number)
ENTRY TYPE (Dealer chooses):	VIN, Model/Frame or Control/Sequence #
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER	2A85

Suzuki Connect Long Campaign Claim: The Long Campaign Claim will reimburse you for the replacement ECM, and additional parts and labor as authorized by your TSM.

CAMPAIGN 2A85 ECM 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	2A85
LABOR TIME	As authorized by your TSM
PARTS INFORMATION:	
ADDITIONAL PARTS:	Additional parts as authorized by your TSM
AUTHORIZATION:	Only needed if additional parts or labor claimed
FAILURE DESCRIPTION:	
DESCRIPTION OF DEFECT:	ECM Replacement
DESCRIPTION OF REPAIR	Performed service campaign repair per Service Bulletin

Repair procedure:

Location of ECM



NOTICE

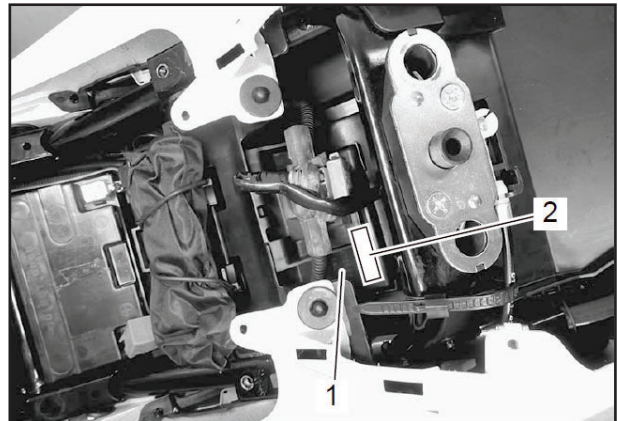
If the battery cables, ECM couplers or ISC valve coupler are disconnected within 5 seconds after the ignition switch is turned OFF, an irregular value may be registered on the ECM, causing an error in the ISC valve operation.

Do NOT disconnect the battery cables, ECM couplers or ISC valve coupler for at least 5 seconds after the ignition switch is turned OFF.

- 1) Remove the front and rear seats (Service Manual Section 9D Seat Removal and Installation).
- 2) Remove the frame center front cover (Section 9D Frame Center Front Cover / Frame Center Cover Removal and Installation).
- 3) Check the ECM (1) part number (2). If the current part number is **32920-20K31-RX0**, the repair does not need to be made. Reinstall the frame center front cover and the seats.

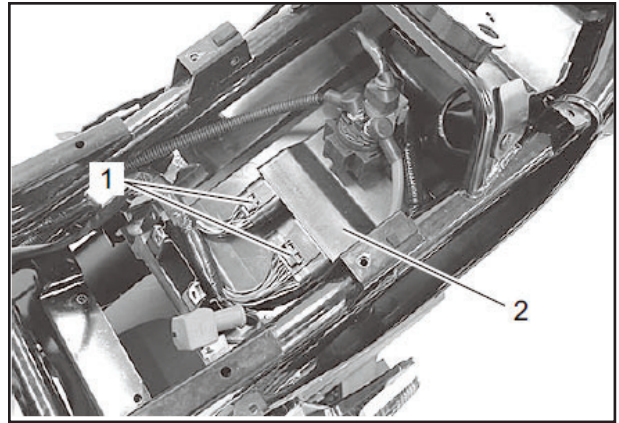
If the ECM part number is **32920-20K30**, proceed to the next step.

- 4) Remove the battery (Section 1J Battery Removal and Installation).
- 5) Remove the frame center cover (Section 9D Frame Center Front Cover / Frame Center Cover Removal and Installation).
- 6) Remove the right and left side frame covers (Section 9D Frame Center Front Cover / Frame Center Cover Removal and Installation).
- 7) Remove the electric parts holder assembly (Section 9D Electric Parts Holder / Electric Parts Holder Mudguard Removal and Installation).

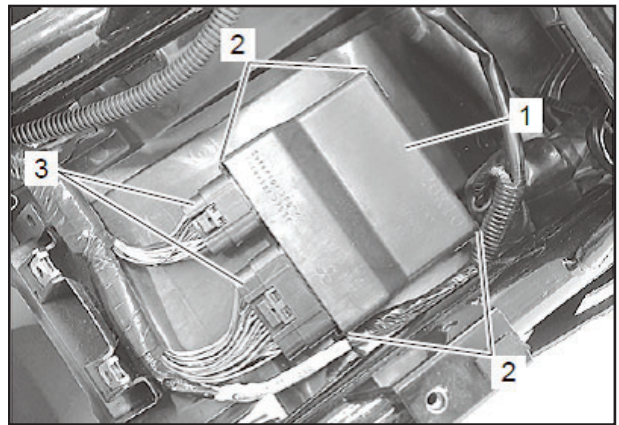


(1) ECM

- 8) Disconnect the ECM couplers (1) and remove the ECM (2).



- 9) Install the replacement ECM (1) in the ribs (2) of the rear fender and connect the couplers (3).

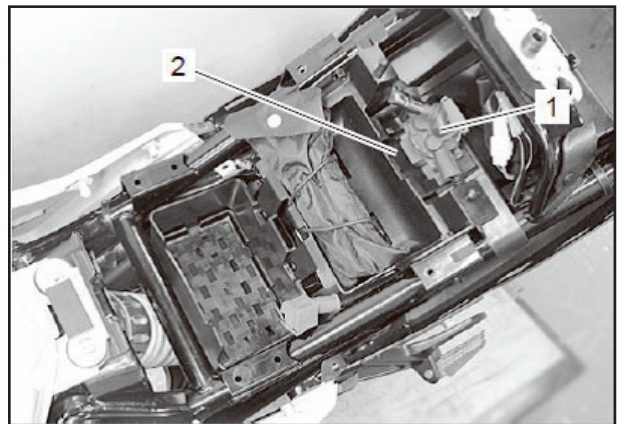


- 10) Install the electric parts holder assembly (Section 9D Electrical Parts Holder / Electric Parts Holder Mudguard Removal and Installation).

NOTE:

Insert the starter relay (1) so that it comes into complete contact with the electric parts holder.

- 11) Install the right and left side frame covers (Section 9D Frame Center Front Cover / Frame Center Cover Removal and Installation).
- 12) Install the frame center cover (Section 9D Frame Center Front Cover / Frame Center Cover Removal and Installation).
- 13) Install the battery and battery cables (Section 1J Battery Removal and Installation).
- 14) Install the frame center front cover (Section 9D Frame Center Front Cover / Frame Center Cover Removal and Installation).
- 15) Install the front and rear seats (Section 9D Seat Removal and Installation).



16) Make a final check:

- a) Confirm each part is properly installed and secured.
- b) Turn the ignition switch ON – if the MIL turns off after 3 seconds, the repair is complete.
- c) Adjust the time on the clock (refer to page 3-9 of the Owner's Manual).

Repair Completion Sticker:

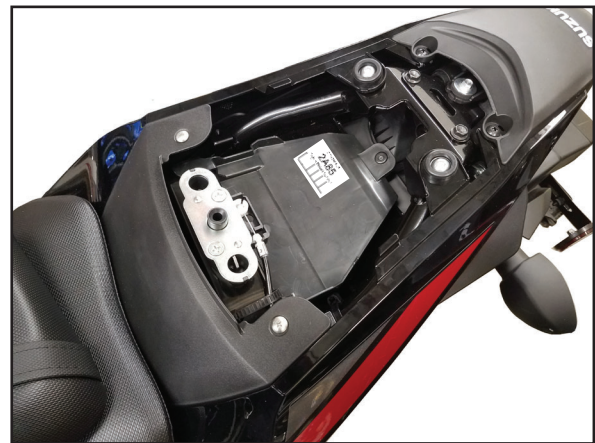
All Dealers:

Write your six-digit Suzuki Dealer Number on the bottom half of a repair completion sticker using a permanent marker or pen with black ink. (For example, a Sharpie® brand with a fine point). Then attach the sticker to the motorcycle as shown below.

GSX250RL8					
2A85					
Suzuki Dealer Number:					



Attach the repair completion sticker to the base of the owner's manual storage area as shown.



For California Dealers:

In addition to attaching a repair completion sticker:

- 1) Complete a Vehicle Emission Recall - Proof of Correction certificate and give it to your customer at the time of delivery.
- 2) Explain to your customer that it is important for them to save this certificate as they may need to provide it to the California Department of Motor Vehicles when renewing their vehicle registration.

If your dealership needs more repair completion stickers and/or Proof of Correction certificates, contact your Technical Service Manager or Tech-Line at (714) 996-7480, Option 4.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Model Year	Body Type	Vehicle Identification Number
Manufacturer _____		Recall Number _____		
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer Name _____		Address, City, State and ZIP _____		
Date _____		Dealership's Authorized Signature _____		
Return this certificate to DMV ONLY when required. Otherwise, retain for your records.				



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT EMISSIONS RECALL

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)
XXXXXXXXXXXXXXXXXXXX

October 22, 2018

Dear Suzuki Owner:

Suzuki is conducting an Emissions Recall Campaign involving certain 2018 GSX250R motorcycles, and is sending you this notice in accordance with Environmental Protection Agency (EPA) and/or California Air Resources Board (CARB) regulations.

What is the problem?

In certain 2018 GSX250R models, the onboard diagnostic programming (OBD) in the engine control module (ECM) may incorrectly detect a malfunction of the oxygen sensor, even though the sensor is working correctly, causing the malfunction indicator lamp (MIL) to turn on. To correct this, Suzuki Motor of America, Inc. (Suzuki) is conducting an emissions recall campaign to replace the ECM on affected motorcycles.

IMPORTANT NOTICE FOR CALIFORNIA RESIDENTS

The California Air Resources Board requires that all applicable emission recall campaigns be completed prior to California registration renewal. If you do not have this recall campaign performed, you will not be able to renew your California vehicle registration.

After completing the recall service, your California Suzuki dealer will give you a "Proof of Correction" certificate. If required, present this certificate to the Department of Motor Vehicles when renewing your California registration.

What is Suzuki doing to correct the problem?

Your Suzuki dealer will replace the ECM with a new one. This procedure will take approximately 1 hour or less to complete. Parts are available now, and there will be no charge to you for any recall service-related parts or labor.

What you should do:

Make sure you are prepared for the recall service by taking the following steps:

- Before taking your motorcycle to your dealer, contact them as soon as possible to make an appointment for the recall service. Be prepared to provide them with the VIN of your motorcycle (provided at the top of this notice).
- Please take this notice to your dealer to help your dealer process your claim.

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 Suzuki motorcycle described in this notice, please complete and return the attached Change of Address /Ownership card to Suzuki Motor of America, Inc., and forward this recall information to the current owner (if known).

Federal regulations require that any motorcycle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Customer reimbursement for prior repairs related to this emissions recall campaign:

If your motorcycle is included in this recall campaign and you have paid for a replacement ECM, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

- Only repairs made to address the symptom that led to this service campaign 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.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of this notice.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

To apply for reimbursement, contact Suzuki Motor of America's Customer Service Department at (714) 572-1490.

Emission Warranty Provision:

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your motorcycle serviced as soon as possible. Failure to do so could be determined to be a lack of proper maintenance of your motorcycle. Eligibility for the recall service will not be denied solely because you installed non-Suzuki parts or had repairs performed by someone other than an authorized Suzuki dealer.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this Emissions Recall Campaign. If you have any difficulty with this recall campaign, you may contact the Suzuki Motor of America, Inc., Customer Service Department for assistance at (714) 572-1490 during the hours of 7:00 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 Motorcycle Dealer, please visit www.suzukicycles.com and click on the "FIND A DEALER" tab, which is located in the upper right corner of our website.

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your satisfaction is an important priority for us.

Sincerely,

Suzuki Motor of America, Inc.