

Suzuki Service Insider Powersports Edition



Way of Life!

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SUZUKI MOTOR OF AMERICA, INC.
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Emissions Recall 2A85: GSX250RL8 ECM Replacement

If you haven't already reviewed the contents of [GS/GSX/GSX-R No. 249](#), Suzuki is recalling a limited number of GSX250R models to replace the engine control module (ECM).

As we outline in the bulletin, the ECM's onboard diagnostic programming (OBD) may incorrectly detect an oxygen sensor (O²) malfunction, even though the sensor is working correctly. That, in turn, can cause the multifunction indicator lamp (MIL) to come on.

In a nutshell, there's nothing wrong with the O² sensor, but the ECM needs to be replaced.

Here are two quick reminders:

#1 — Some units have already been repaired at the warehouse, so check the unit's repair status in the Suzuki Connect Vehicle Master Inquiry before doing any work.

#2 — After completing the repair, mark the repair completion sticker with your dealer number, and apply it to the bike as shown on page 6 of the bulletin. If the bike is registered in California, fill in the Proof of Correction card and give it to your customer at the time of delivery.

GSX250RL8	
2A85	
Suzuki Dealer Number:	
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Both the completion repair sticker and the proof of correction card are included in the ECM parts kit.

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

Customer Incentive Ends 11/30/18 for Safety Recall 2A31 - 2A36

If you have customers riding affected GSX-R motorcycles that have not been repaired under the Front Brake Master Cylinder Safety Recall, let them know the window to apply for the \$100 repair completion incentive ends November 30.



As we explained in [Service News No. 259](#), qualifying customers will receive a \$100 prepaid Visa card, but please remember the following:

1. Customers must bring their affected motorcycle to an authorized Suzuki Dealer for the repair, and the repair must be completed by an authorized Suzuki Dealer.
2. To reserve their qualification for the incentive, customers must register the recall repair at <https://suzukicare.com/incentive>, which will be verified against the warranty claim submitted by the Suzuki Dealer.
3. This incentive is limited to retail customers, aftermarket dealerships, and repair centers that may own affected motorcycles.

2019 V-Strom XT Models: Side Cases Shipped Separately

As recently announced by our Sales Division, Suzuki has reintroduced the V-Strom 650XT Touring and V-Strom 1000XT Adventure for the 2019 model year.

As these bikes begin arriving at your dealership, please note that the side cases are being shipped separately, so these items might arrive before or after the crated unit is delivered to your shop.

The Adventure accessories come with installation instructions in the boxes, so be careful not to discard these. If you do misplace them, you can download the PDF instructions from Suzuki Connect under **Parts > Publications > Accessories Bulletins and Installation Instructions**.

In the meantime, here's a quick list of the Adventure accessories and their part numbers:

V-Strom 650XT Touring	
Part Name	Part Number
VSTROM SIDE CS SET	93100-31820
DL650 ACC BAR BLK	990D0-28K00-030
SIDECASE BRACKET SET	93700-31820
DL650 CTR STAND	42100-06870

V-Strom 1000XT Adventure	
Part Name	Part Number
ALUM SIDE BOX SET	990D0-ALSC5-037
DL1000 ACCY BAR	990D0-31J00-030
ALUMBOX SIDECASE SET	990D0-31J01-065
ALMBOX LOCK SET 4PC	990D0-ALLOK-0B4
DL1000 CTR STAND	42100-31820
DL1000 HTD GRIP	57100-28860

Safety Recall 2A86 - 2A88: Fuel Pump O-Ring Replacement

On certain 2017 - 2018 DL650A/XA, 2018 GSX-S750/ZA, and 2017 - 2018 GSX-R1000/A/R/Z motorcycles, the fuel pump O-ring may have been twisted during the fuel pump installation process. A twisted fuel pump O-ring can have reduced sealing performance, which can cause a fuel leak. In the presence of an ignition source, leaked fuel can cause a fire.

To correct this, Suzuki is conducting a safety recall campaign to replace the fuel pump O-ring set on affected motorcycles.

As always, check the repair status of the unit before you begin any work on a bike.

Also, the different repair procedures for the DL, GSX and GSX-R models are hyperlinked in the main bulletin ([General No. 133](#)), so if you don't have a laptop in your work bay, print these out and take them with you into the shop.

Winterizing Customer Units

Many of you have already been winterizing units for several weeks now, but if you're just getting started, here are some preparation reminders:

For motorcycles and scooters:

- Fill the fuel tank with the right mixture of gasoline and stabilizer, then run the engine so the stabilized fuel fills the delivery system.
- On carbureted units, run stabilized fuel through the system, then drain the carburetor.
- Remove the battery from the unit, clean it and store it in a safe location away from freezing temperatures. Also be sure to connect it to a battery charger.

ECSTAR Fuel Conditioner & Water Remover

You can use the normal parts ordering system in Suzuki Connect to order ECSTAR Fuel Conditioner & Water Remover.

P/N 990A0-02E30-12Z

Sold as a case of 12 bottles

Dealer cost: \$3.50 per bottle

Retail cost: \$5.95 per bottle



For ATVs:

- Drain the fuel tank.
- Remove the battery from the unit, clean it, put it into storage and connect it to the battery charger.

If your customers prefer to do their own winterizing, direct them to **Section 9** of their **Owner's Manuals** for complete instructions.

New E-Learning Module: Advanced Service Manager 2

If you're in a service management or service administrative position at your dealership, we have a new ServicePRO e-module for you:

Advanced Service Manager 2



In the preceding module, we covered the basics of responding to your customers' needs, managing your team of service writers, managing the workload of your service technicians, and building positive working relationships with other departments (especially with Sales staff).

In Advanced Service Manager 2, we go deeper to help you think about your role as a leader. The topics we cover include:

- Your working relationship with Suzuki (the "OEM")
- Training your staff
- Your personal development as a Service Manager
- How to use failure as a positive learning opportunity
- Creating a vision for your service department, and how to lead your service team as opposed to simply giving directives

This module is approximately 45 minutes in length, and it includes optional interactive knowledge checks.

When you've finished every section of the module, you can take a quiz at the end for completion credit, and print your own completion certificate.

NOTE:

ServicePRO e-modules function best in Internet Explorer.

Suzuki is currently working on a solution to make our e-modules viewable in Mozilla Firefox and Google Chrome.

To View Advanced Service Manager 2:

1. Log into [Suzuki ServicePRO](#).
2. Select the red **Training** button at the top of the web page, followed by **Service Administration**.
3. When the web page refreshes, select **Advanced Service Manager Module 2 E-Learning**.

Recently spied at Suzuki's Corporate Office in Brea, CA...



The 2018 Suzuki GSX-RR MotoGP bike ridden by Spanish road racer Alex Rins is currently on display on the office floor of Suzuki Motor of America, Inc.

Suzuki Motor Corporation is putting the GSX-RR on winter tour in the U.S. Its first stop was the AIMExpo in Las Vegas, NV, and it will make an appearance at each venue of the [International Motorcycle Show](#), which runs from November 2018 to February 2019.