



SUZUKI MOTOR CORPORATION

Motorcycle Service Group

Overseas Service Department

4935, Komaba, Iwata-city, Shizuoka, Japan Zip 438-0233

Tel: 81-538-66-0681, Fax: 81-538-66-8940

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Date Aug, 19 2019
Our ref. EZ-190819

To : Selected Motorcycle Distributors
Attn. : Managing Director
Service Director or Manager
CC : Spare Parts Manager

SUBJECT: GSX-R1000R /RZ Inertial Sensor Replacement Service Campaign

Dear Sirs and Madams,

This letter is to inform you of the "Inertial Sensor Replacement Service Campaign" for GSX-R1000R/RZ produced from March 10, 2017 to January 7, 2019.

Due to improper communication control program, unnecessary error signals transfer between inertial sensor and ABS unit under low battery voltage condition. If ABS unit receive an error signal from inertial sensor, ABS unit lights on the ABS indicator and ABS function does not work.

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 units 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,

A handwritten signature in black ink, appearing to read 'S. Ishikawa', written in a cursive style.

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 replacement parts to SMC Spare Parts & Accessories Administration Dept. Global Sales Group. Refer following "Replacement Parts" section.
- 4) Report to the authority according to your law.
- 5) Issue a service bulletin to dealers and customer letter to owners.
- 6) Perform a corrective work following the repair instruction of ANNEX 3.
- 7) Once the corrective work is done, destroy replaced parts at your responsibility to prevent reuse of the potentially failed parts.

Affected Models

Model: GSX-R1000R/RZ

Production Period: From March 10, 2017 to January 7, 2019.

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

Replacement Parts

Replacement parts have already been prepared approximately 50% for affected units.

- Make an initial order using ANNEX 4 and submitting it to SMC Spare Parts & Accessories Administration Dept. Global Sales Group via E-mail until September 9th. We have already filled our recommended quantity for initial order in ANNEX 4.
- After September 10th, make the second order to SMC in the same way as regular order.

Part name	Part number	Q'ty	Contents
SENSOR COMP, INERTIAL	55750-17K20-RX0	1	<ul style="list-style-type: none"> • SENSOR COMP, INERTIAL • SEAL (COLOR: BLUE)*

*SEAL (COLOR: BLUE) is used for Japan domestic only.

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-EZ		
Basic code	MD9999		
Causal Part Name	Causal Part No.	Q'ty	Flat Rate(Hr)
SENSOR COMP,INERTIAL	55750-17K20-RX0	1	0.6

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: "GSX-R1000_Repair_Instruction_of_IMU_Replacement.docx"

Implementation Date and Progress

1) Implementation Date:

<PLAN>

Please fill following planning schedule in the ANNEX1 and email to us by Aug. 26, 2019.

- (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) Service Campaign notification date to distributor if you have resold affected unit to other distributor.
- (5) Date of ordering parts for initial necessary quantity.
- (6) 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) Service Campaign notification date to distributor if you have resold affected unit to other distributor.
- (5) Date of ordering parts for initial necessary quantity.
- (6) 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.

"GSX-R1000_Repair_Instruction_of_IMU_Replacement.docx"

ANNEX 4: Country_name_Service_Campaign_Parts_Special_Order_Form.xlsx

END