

CUSTOMER SATISFACTION CAMPAIGN 2A91 GSX-R1000RA/RZAL7-L8 Inertial Sensor Replacement

Affected Models: 2017 - 2018 GSX-R1000R/RZ

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

Suzuki Motor of America, Inc. (Suzuki) is initiating a customer satisfaction campaign to replace the inertial sensor on certain 2017 - 2018 GSX-R1000R/RZ motorcycles.

It has been determined that when low battery voltage is present in the motorcycle (due to long term storage, normal depletion, etc.), a communication error between the anti-lock brake system (ABS) and inertial sensor (also known as an inertial measurement unit) will cause the ABS warning lamp to illuminate while disabling the ABS.

Affected Models	Model Year	FED or CA	VIN Range
GSX-R1000RAL7	2017	E03	JS1DM11H_H2100003 ~ JS1DM11H_H2100743
GSX-R1000RAL7	2017	E33	JS1DM11M_H2100003 ~ JS1DM11M_H2100128
GSX-R1000RZAL7	2017	E03	JS1DM11H_H2100009 ~ JS1DM11H_H2100748
GSX-R1000RZAL7	2017	E33	JS1DM11M_H2100007 ~ JS1DM11M_H2100126
GSX-R1000RAL8	2018	E03	JS1DM11H_J2100351 ~ JS1DM11H_J2100854
GSX-R1000RAL8	2018	E33	JS1DM11M_J2100200 ~ JS1DM11M_J2100237
GSX-R1000RZAL8	2018	E03	JS1DM11H_J2100001 ~ JS1DM11H_J2100856
GSX-R1000RZAL8	2018	E33	JS1DM11M_J2100001 ~ JS1DM11M_J2100199

Verify if the inertial sensor needs to be replaced:

Before performing the campaign repair on a motorcycle, first verify that the repair needs to be performed by accessing the Vehicle Master Inquiry on Suzuki Connect and checking the repair status. If the repair needs to be performed, you will see the message "CAMPAIGN NOT YET PERFORMED." 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) Verify the motorcycle is affected as instructed above.
- 2) Use the Suzuki Diagnostic System II (SDS-II) tool to inspect the motorcycle for diagnostic trouble codes (DTCs) as instructed in the repair procedure of this Technical Service Bulletin, and replace the inertial sensor with the countermeasure part.
- 3) Submit a warranty claim.

What Suzuki will do:

During the week of September 9, 2019, Suzuki will mail notification letters to owners of affected motorcycles for whom we have information. The letter instructs the customer to contact a Suzuki dealer to schedule an appointment for the 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 repair.

Ordering parts for the campaign repair:

- Parts are available now.
- Use the normal parts ordering procedure to order the parts kit(s) needed for units in your inventory or for customer units in your shop for service.
- If you have any questions about your parts order for this campaign, contact National Parts Coordination at (714) 854-2165.

Part Name	Part Number	Qty
Sensor Comp, Inertial	55750-17K20-RX0	1

Old Part



The old part is marked with the **Greater Than** symbol...

Countermeasure Part



The countermeasure part is marked with the **Number** or **Pound** symbol.

Warranty claim processing:

Submit a warranty claim for each campaign 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 replacement of the inertial sensor and **0.6** hour labor.

CAMPAIGN 2A91 INERTIAL SENSOR REPLACEMENT SUZUKI CONNECT SHORT 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:	2A91
LABOR OPERATION:	MD9999

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

CAMPAIGN 2A91 INERTIAL SENSOR 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:	2A91
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:	Inertial Sensor Replacement
DESCRIPTION OF REPAIR:	Performed service campaign repair per service bulletin

Repair procedure:

Precautions

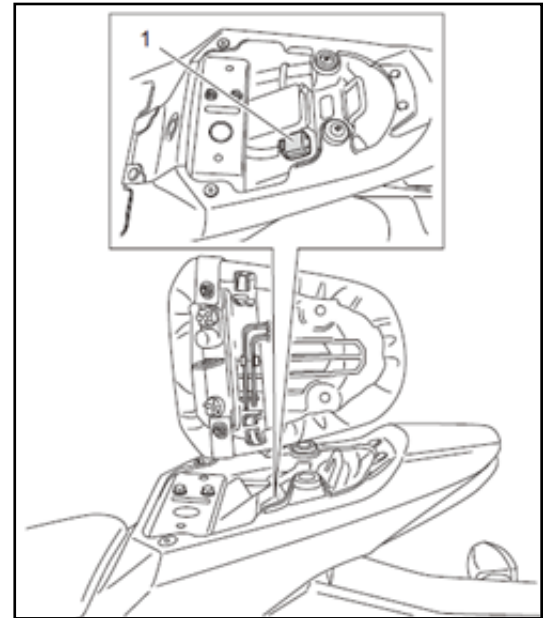
- To avoid getting burned, do not touch the engine and exhaust system until they have cooled.
- Before the repair work, wash dirt from the vehicle to prevent contamination.
- When removing parts to be reused, arrange them in an orderly manner so they can be reinstalled in the proper order and orientation.
- Refer to the Service Manual for any details or procedures not mentioned in these instructions.

USE SDS-II TO CHECK THE MOTORCYCLE FOR DTCs

- 1) Remove the rear seat and connect the SDS-II to the mode select coupler (1) (6P) at the wiring harness.
- 2) Turn the ignition switch **ON**.
- 3) Turn SDS-II **ON** and start the engine.
- 4) Check for DTCs.

If C1671 (inertial sensor malfunction) is shown, clear the DTC. If the C1671 is shown as a "current" failure, turn the ignition **OFF**, then turn it **ON** again. Then move the DTC from the "past" failure in SDS-II, and clear the DTC without starting the engine.

If a DTC other than C1671 is shown: Refer to the Service Manual to repair the cause of the DTC, then clear the DTC using SDS-II.



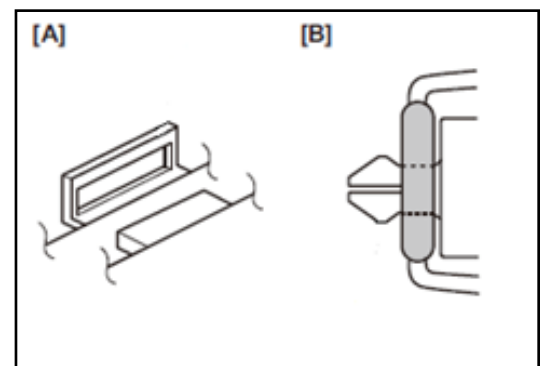
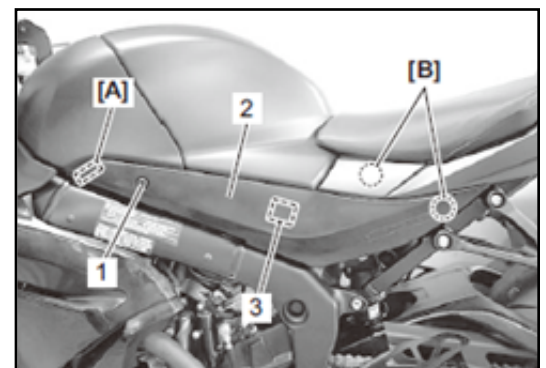
NOTE:

Repairs for DTCs unrelated to this specific campaign are only covered within the boundary of the original vehicle warranty. If the original warranty is expired, you must obtain prior customer authorization before repairing the cause for any DTC other than C1671.

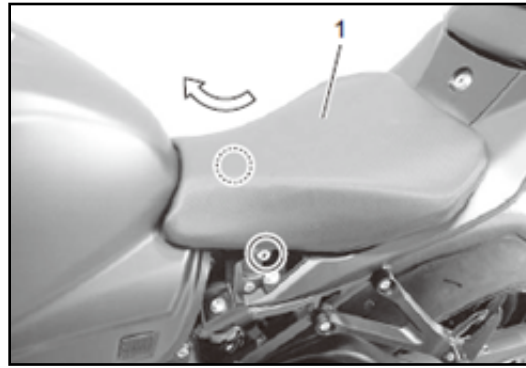
REPLACE THE INERTIAL MEASUREMENT UNIT (IMU)

- 1) Turn the ignition switch **OFF** and disconnect SDS-II from the mode select coupler.
- 2) Remove the screw (1).
- 3) Remove the frame front cover assembly (2).

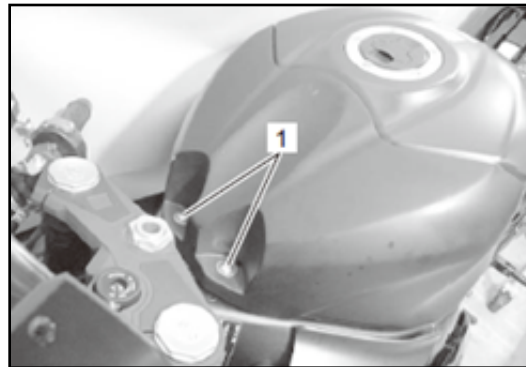
- A** Insert tab
- B** Bushing
- 3** Hook and loop fastening position



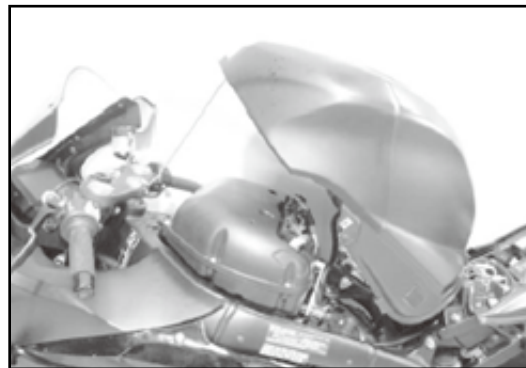
- 4) Remove the front seat (1).
- 5) Disconnect the negative (-) battery lead wire.



- 6) Remove the fuel tank front screws (1).

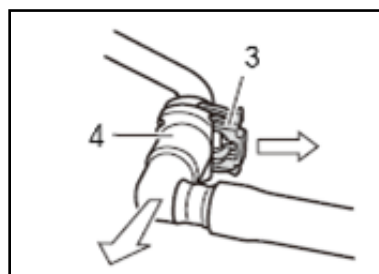
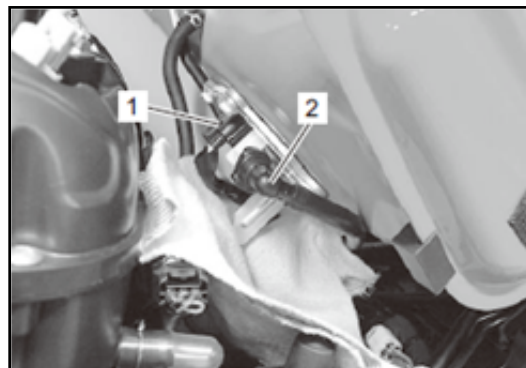


- 7) Lift up and support the fuel tank with a prop stay (P/N 44574-17K00).

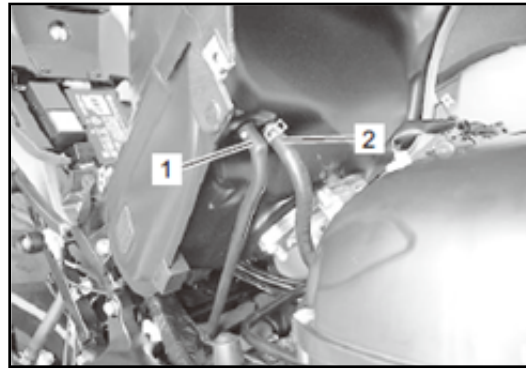


- 8) Disconnect the fuel pump lead wire coupler (1).
- 9) Place a clean shop towel under the fuel feed hose (2) and disconnect the fuel feed hose.

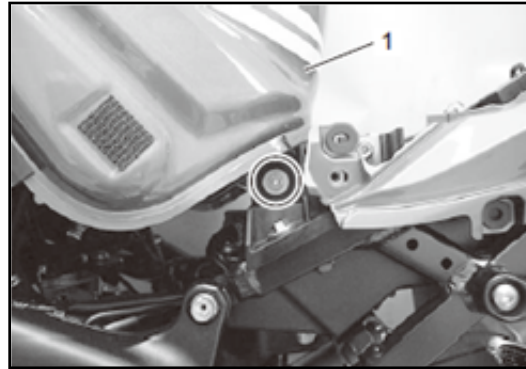
When disconnecting the fuel feed hose, release the retainer (3) in the direction of the right arrow, and pull the hose (4) away from the fuel tank outlet.



- 10) Disconnect the fuel tank breather hose (1) and fuel tank water drain hose (2).



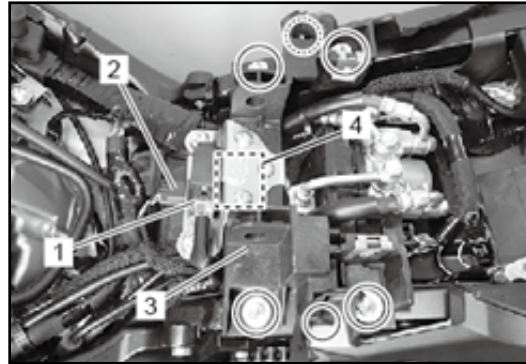
- 11) Remove the fuel tank (1).



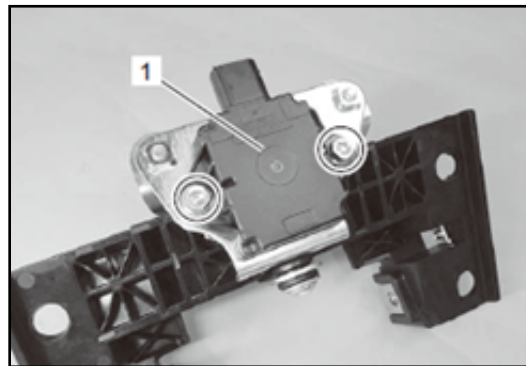
- 12) Disconnect the tip-over sensor coupler (1).

- 13) Disconnect the IMU coupler (2).

- 14) Remove the fuel tank rear bracket (3) and IMU sensor (4).



- 15) Remove the IMU (1) from the fuel tank rear bracket.



NOTICE

Excessive vibration can damage the IMU.

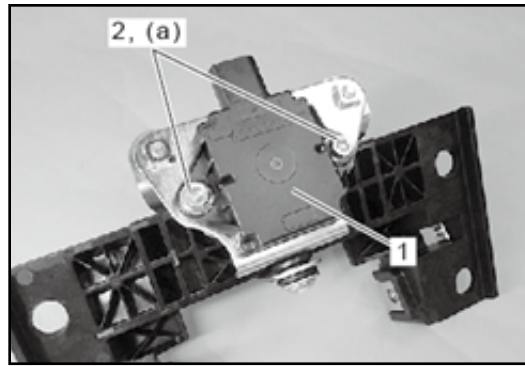
Be careful not to use excessive vibration when removing the IMU and do not use an impact wrench to remove the IMU.

- 16) Install the countermeasure IMU (1) and tighten the IMU bolts to the specified torque.

Tightening torque

IMU bolt (a):

8 N·m (0.8 kgf-m, 5.9 lbf-ft)



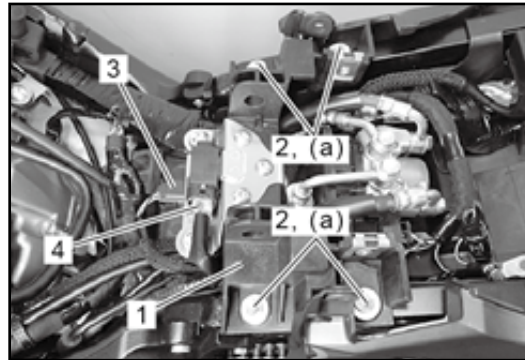
- 17) Install the fuel tank rear bracket (1), and tighten the bolts (2) to the specified torque.

Tightening torque

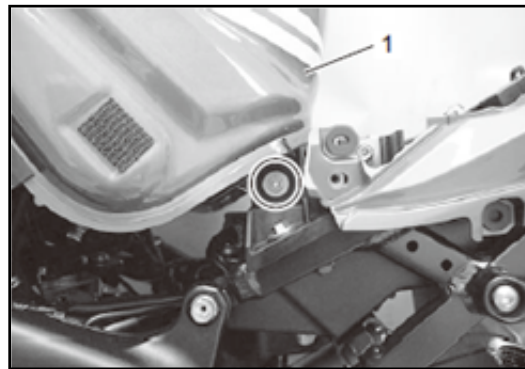
Fuel tank rear bracket bolt (a):

10 N·m (1.0 kgf-m, 7.3 lbf-ft)

- 18) Connect the IMU coupler (3) and TO sensor coupler (4).

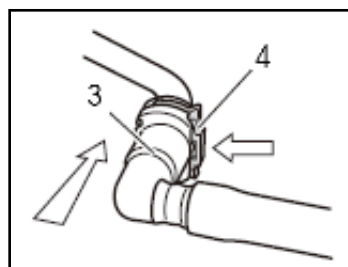
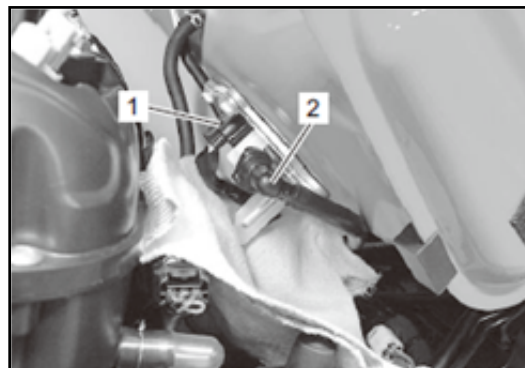


- 19) Install the fuel tank (1) and support the tank with the prop stay.

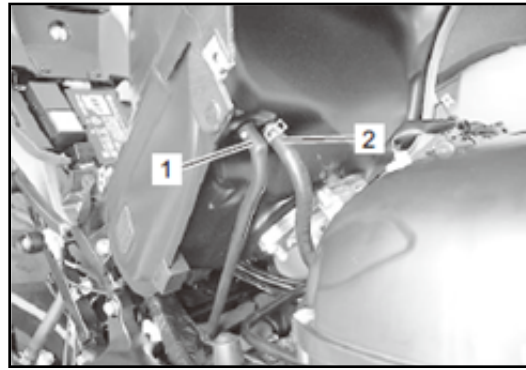


- 20) Connect the fuel feed hose (2) and fuel pump lead wire coupler (1).

When connecting the fuel feed hose, firmly insert the hose joint (3), push in the retainer (4) in the direction of the left arrow, and lock it.



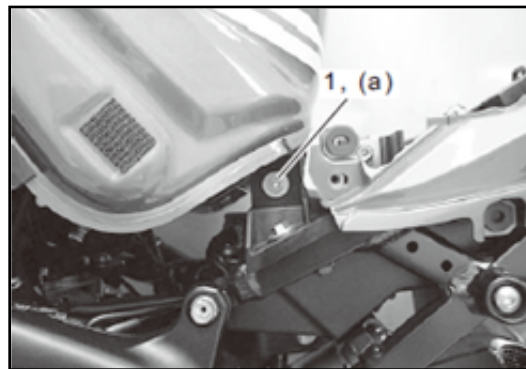
- 21) Connect the fuel tank breather hose (1) and fuel tank water drain hose (2).



- 22) Tighten the fuel tank rear nut (1) to the specified torque.

Tightening torque

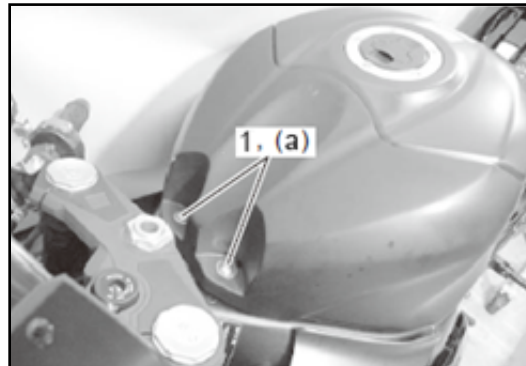
**Fuel tank rear bracket bolt (a):
10 N·m (1.0 kgf-m, 7.3 lbf-ft)**



- 23) Tighten the fuel tank front screw (1) to the specified torque.

Tightening torque

**Fuel tank rear bracket bolt (a):
5.5 N·m (0.5 kgf-m, 4.0 lbf-ft)**



- 24) Connect the negative (-) battery lead wire.

USE SDS-II TO RECHECK THE MOTORCYCLE FOR DTCs

- 1) Connect SDS-II to the mode select coupler (6P) at the wiring harness.
- 2) Turn the ignition switch **ON**.
- 3) Turn SDS-II **ON** and start the engine.

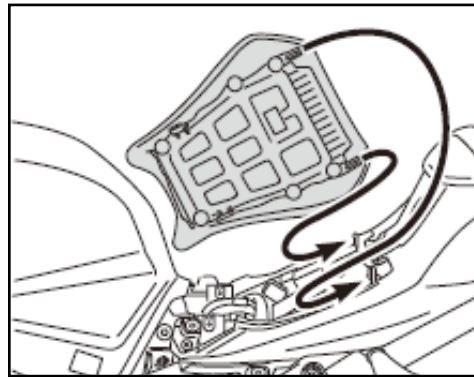
4) Check for DTCs.

If no DTCs are detected	C1671 detected again	DTC other than C1671 is detected again (see Note below)
<p>a) Exit SDS-II and stop the engine.</p> <p>b) Proceed to Step 5 below.</p>	<p>a) Check the installation of the countermeasure IMU coupler.</p> <p>b) Clear the DTC.</p> <p>c) Recheck the motorcycle DTCs.</p>	<p>a) Repair the cause of the DTC.</p> <p>b) Clear the DTCs.</p> <p>c) Recheck the motorcycle for DTCs.</p>

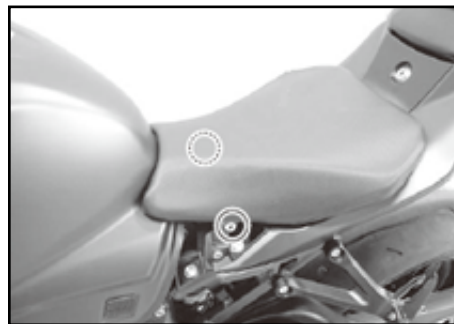
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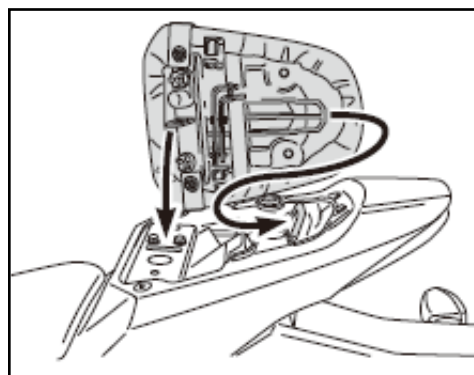
5) Install the front seat.



6) Tighten the two seat bolts.

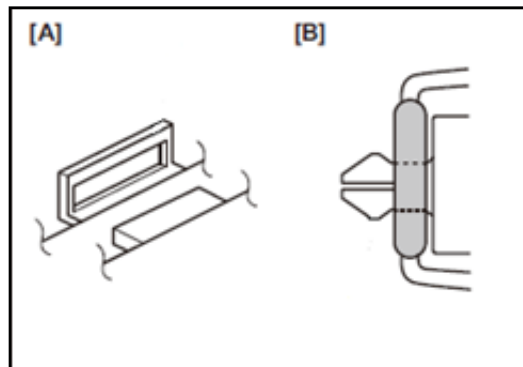
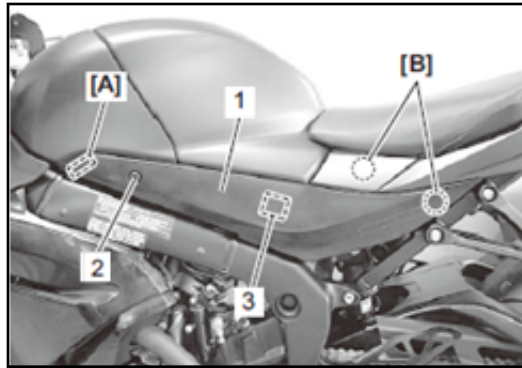


7) Install the rear seat.



8) Install the frame cover front assembly (1).

- 2 Screw
- 3 Hook and loop fastening position
- A Inserted tab
- B Push pin



9) Make a final check.

- a) Check that each part is tightened securely.
- b) Confirm the ABS indicator turns **OFF** when the motorcycle is ridden at more than 6 mph.
- c) Set the time on the clock.

Refer to page **3-51** in the Owner's Manual.

10) Retain the replaced parts for TSM inspection.



SUZUKI MOTOR OF AMERICA, INC.

CUSTOMER SATISFACTION CAMPAIGN

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

September 9, 2019

Dear Suzuki Owner:

Suzuki Motor of America, Inc. (Suzuki) has decided to implement a customer satisfaction campaign for certain 2017 - 2018 GSX-R1000RA/RZA motorcycles. According to our records, you own one of the motorcycles affected by this customer satisfaction campaign.

What is the problem?

It has been determined that when low battery voltage is present in the motorcycle (due to long term storage, normal depletion, etc.), a communication error between the anti-lock brake system (ABS) and inertial sensor (also known as an inertial measurement unit) will cause the ABS warning lamp to illuminate while disabling the ABS.

What is Suzuki doing to solve the problem?

Your dealer will replace the inertial sensor on your motorcycle. This procedure will take approximately one hour to complete. Parts are available now, and there will be no charge to you for this repair, parts and labor.

What you should do:

- Before taking your motorcycle to your dealer, contact them to set up an appointment for the repair.
- We suggest bringing this letter.

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 forward this information to the current owner (if known).

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this customer satisfaction campaign. If you have any difficulty with this service campaign repair, 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 customer satisfaction campaign causes you. We hope you understand that your satisfaction is an important priority for us.

Sincerely,

Suzuki Motor of America, Inc.