

Fuel Pump Warranty Extension for 2014 - 2022 Burgman 200/200 ABS Scooters

| | |
|------------------------------|--|
| Affected Models: | 2014 - 2022 UH200/A (Burgman 200/200 ABS) |
| Affected Departments: | Management, Service, Sales, Warranty, Parts, Accessories |
| Attachment: | Customer Letter (warranty extension announcement) |
| Reference: | Burgman 200/200 ABS Service Manual (99500-31523-03E) |

Suzuki Motor Corporation (SMC) is announcing a ten-year warranty repair coverage on the fuel pumps of 2014 – 2022 Burgman 200/200 ABS scooters. Normally, the warranty repair coverage period for the Burgman 200/200 ABS scooter is one-year.

What is the problem?

It has been determined that operating or storing a Burgman 200/200 ABS scooter in an area where salt water from certain atmospheric phenomena may accumulate onto the fuel pump, the fuel pump discharge port resin material may deteriorate from extended contact with compounds present in the salt water. This deterioration, combined with bending stress from the fuel pump outlet hose, can cause micro-cracks to form in the discharge port resin material. In the worst case over time, the micro-cracks may enlarge into a larger crack that passes completely through the fuel pump discharge port structure. In this case, fuel leakage can occur from the crack.

What is Suzuki doing to solve the problem:

To ensure customer satisfaction, SMC has decided to extend the warranty period for the fuel pump on the 2014 – 2022 Burgman 200/200 ABS (UH200/A L4 - M2). **The extension will provide warranty coverage for a pump-related leak for ten years (unlimited mileage), starting on the original date of purchase.** A new rubber protective cover has been developed, that combined with a new fuel pump assembly, a new fuel hose, and other related parts, will help resolve the salt water-related fuel leak.

What Suzuki Motor USA, LLC (Suzuki) will do:

Beginning the week of February 10, 2025, Suzuki will mail notification letters to owners of potentially affected scooters for whom we have information (see [pages 7 and 8](#) of this bulletin). This letter informs customers of the fuel pump warranty extension and instructs them to contact a Suzuki dealer if a fuel leak occurs to schedule an appointment to diagnose and repair the fuel leak.

What your Suzuki dealership will do:

- 1) Before you begin any repair procedure, contact Tech-Line at (714) 996-7040 for review. Authorization and instructions will be provided to you during this call.**
- 2) Verify the repair needs to be performed by diagnosing the cause of the fuel leak. Use the Vehicle Master Inquiry function on Suzuki CONNECT to determine the original date of sale to verify warranty coverage for the repair. Then order the required parts as listed [on page 2](#) of this bulletin and perform the repair as recommended [on pages 4 - 6](#). After repair completion, return the scooter to the customer and submit a warranty claim as listed [on page 3](#).
- 3) If you have any additional questions, contact Tech-Line or your Suzuki Technical Service & Parts Manager (TSPM).

Ordering parts for the fuel pump repair:

You must review the potential repair with Tech-Line before you can order parts.

Parts can be ordered via Suzuki CONNECT. You will select the shipping terms. Please note that there are two parts lists, depending upon the model year of the Burgman 200/200 ABS scooter (the model/year unique parts are in the red-shaded cells).

| Model / Year | Part name | Part number | Quantity |
|---|----------------------------------|--------------------|----------|
| UH200/A, L4 - L6 (Burgman 200/200 ABS, 2014 - 2016) | Pump Assy, Fuel | 15100-03H21 | 1 |
| | Packing, Fuel Pump | 44596-03H00 | 1 |
| | Cover, Fuel Pump | 15211-29K00 | 1 |
| | Hose Comp, Fuel | 15810-12J30 | 1 |
| | O-ring, Injector | 15717-03H00 | 1 |
| | O-ring | 15716-03H00 | 1 |
| | Gasket, Exhaust | 14181-46E10 | 1 |
| | O-ring (OD: 2.4 mm, ID: 33.7 mm) | 09280-34004 | 2 |
| | Clamp | 09407-14407 | 1 |
| | Clamp | 09407-17403 | 1 |
| | Nut, Crankcase Bracket | 08319-3112A | 1 |

| | | | |
|---|----------------------------------|--------------------|---|
| UH200/A, L7 - M2 (Burgman 200/200 ABS, 2017 - 2022) | Pump Assy, Fuel | 15100-03H21 | 1 |
| | Packing, Fuel Pump | 44596-03H00 | 1 |
| | Cover, Fuel Pump | 15211-29K00 | 1 |
| | Hose Comp, Fuel | 15810-29K20 | 1 |
| | O-ring, Injector | 15721-26J00 | 1 |
| | O-ring | 15722-21H00 | 1 |
| | Gasket, Exhaust | 14181-46E10 | 1 |
| | O-ring (OD: 2.4 mm, ID: 33.7 mm) | 09280-34004 | 2 |
| | Clamp | 09407-14407 | 1 |
| | Clamp | 09407-17403 | 1 |
| | Nut, Crankcase Bracket | 08319-3112A | 1 |

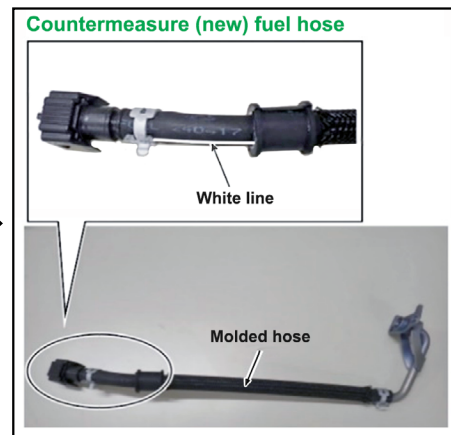
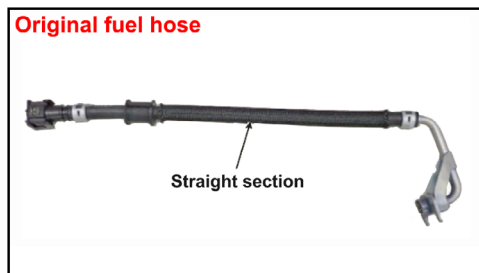
NOTE:

Replacement of the fuel pump requires replacement of the engine coolant. The engine coolant capacity (excluding the reservoir) is 1.4 US qt. (1350 ml) for the 2014 - 2022 Burgman 200/200 ABS models. Be sure to have the necessary coolant available before you begin the repair.

Suzuki ECSTAR Long Life Coolant (1.0 US qt.) 990A0-02E00-01Q (Case of 12)

Parts identification:

Refer to these images to distinguish between the original and counter-measure fuel hoses.



New Counter Measure Part
PN 15810-12J30 or PN 15810-29K20

NOTE:

If the scooter is still within the original, one-year warranty period, please submit as a regular warranty claim using the correct Defect Code.

If you encounter an unusual situation related to the Burgman 200/200 ABS fuel pump warranty extension, please contact Tech-Line at (714) 996-7480 or call your TSPM.

Warranty claim processing:

Submit a warranty claim for each Customer Warranty Extension repair immediately upon completion. This warranty extension requires you to file a warranty claim using the Long Campaign form as shown below.

Suzuki CONNECT Long Campaign Claim: A Long Campaign Claim form will reimburse you for replacement of the fuel pump plus the additional parts (as listed by model/year on page 2), two quarts of Suzuki ECSTAR Long Life Engine Coolant (990A0-02E00-01Q) and 3.9 hours of labor.

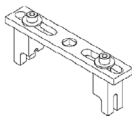

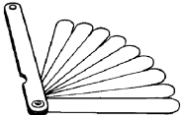

| WARRANTY EXTENSION CAMPAIGN 2M99, UH200/200A FUEL PUMP REPLACEMENT SUZUKI CONNECT LONG WARRANTY CLAIM FORM INSTRUCTIONS | |
|--|--|
| CLAIM INFORMATION | |
| CLAIM NUMBER: | XXXXX,X (Dealer enters number) |
| ENTRY TYPE: | VIN, Model/Frame or Control/Sequence # (Dealer chooses) |
| REPAIR DATE: | Enter date of repair |
| MILEAGE/HOURS: | Enter mileage or hours at repair date |
| CAMPAIGN NUMBER: | 2M99 |
| LABOR TIME: | 3.9 hours |
| PARTS INFORMATION | |
| REPLACEMENT PART 1: | 15100-03H21 (Qty 1) |
| ADDITIONAL PARTS: | Additional parts as listed on the model/year parts list |
| AUTHORIZATION: | Prior authorization via Tech-Line is required before you begin any repairs. |
| FAILURE DESCRIPTION | |
| DESCRIPTION OF DEFECT: | Fuel Pump Replacement |
| DESCRIPTION OF REPAIR | Performed warranty extension repair as required per Service Bulletin |

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Fuel pump repair - required tools:

The general tools and special tools listed below are required to replace the original fuel pump with a new fuel pump, a new fuel pump protective cover, a new fuel pump hose, and other related parts.

| Tool or item | Size or capability |
|-----------------------------|--|
| Ratchet handle | (Typically 3/8-inch drive) |
| Extension bar(s) | (Typically 3/8-inch drive) |
| T-handle | (Typically 3/8-inch drive) |
| Ratchet sockets | 8 mm, 10 mm, 12 mm, 14 mm, & 17 mm |
| Deep ratchet sockets | 10 mm & 12 mm |
| Hexagon socket (Allen-type) | 4 mm, 5 mm, & 6 mm |
| Combination wrench | 10 mm, 12 mm, 14 mm, & 17 mm |
| Phillips screwdriver | #2 (mid-size bit) |
| Flat blade screwdriver | #1 (small blade) & #2 (mid-size blade) |
| Plastic hammer | (Typical tool) |
| Needle-nose pliers | (Typical tool) |
| Snub-nose pliers | (Typical tool) |
| Wire cutter | (Typical tool) |
| Torque wrench | Torque range: 0.73 ~ 73.7 lbf-ft (1.0 ~ 100.0 N.m) |
| Jack | (Typical shop equipment) |
| Shop towels | (Typical shop supplies) |

| Special tools | | | |
|---|------------------------------------|---|---------------------------------------|
|  | Ring locknut wrench 09941-51013 |  | SDS-II Diagnostic tool 09904-41030 |
|  | Thickness gauge 09900-20803 |  | Thickness gauge 09900-20806 |

Precautions for working on the fuel system:

WARNING

- Keep away from fire or spark.
- During disassembly, use care to minimize the spilling of gasoline.
- Spilled gasoline should be cleaned up immediately.
- Work in a well ventilated area.

CAUTION

- To protect the fuel system (fuel tank, fuel hose, etc.) from foreign particle contamination, seal all openings.
- After removing the throttle body, tape the cylinder head intake to prevent foreign particle from entering.
- Adhere to the safety recommendations in the Service Manual.

Fuel Pump repair procedure:

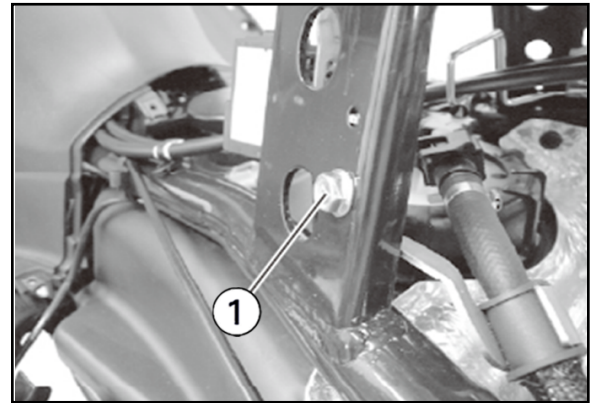
Refer to the Burgman 200/200 ABS Service Manual ([99500-31523-03E](#)) and the additional procedures listed in the bulletin to replace the original fuel pump with a new fuel pump, a new fuel pump protective cover, a new fuel pump hose, and other related parts.

To provide adequate access to replace the fuel pump and associated parts, the fuel tank must be removed from the chassis. Use these steps from the Burgman 200/200A Service Manual:

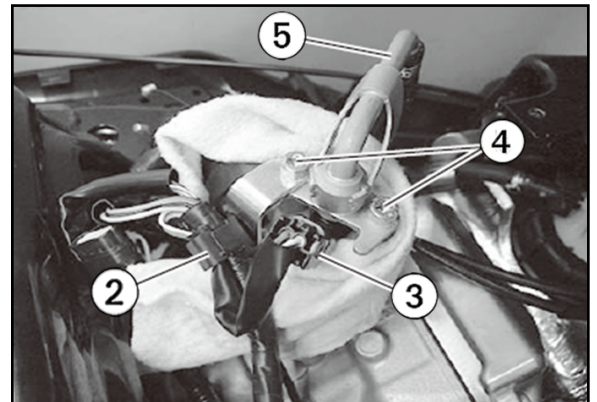
- A. Remove the engine assembly (see page 1D-28 in the Service Manual)
- B. Remove the footboard (see page 9D-23)
- C. Remove the lower leg shield (page 9D-17)
- D. Remove the fuel tank assembly (page 1G-8)
 - Add additional removal steps as listed below.
 - Add additional installation steps as shown on page 6 of this bulletin.

D) Additional removal steps to the fuel tank removal procedure. Remove the original fuel hose (page 1G-9):

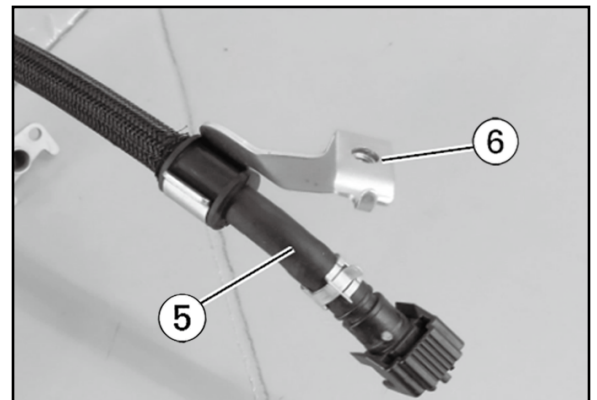
1. Remove the fuel hose clamp bolt ①.



2. Remove the wire clamp ② and disconnect the fuel injector electrical coupler ③.
3. Place an absorbent cloth or similar item near the end of the fuel hose and around the fuel pump.
4. Remove the fuel hose mounting bolts ④ and then remove the fuel hose ⑤ from the fuel pump.



5. Remove the fuel hose clamp ⑥ from the disconnected fuel hose ⑤.

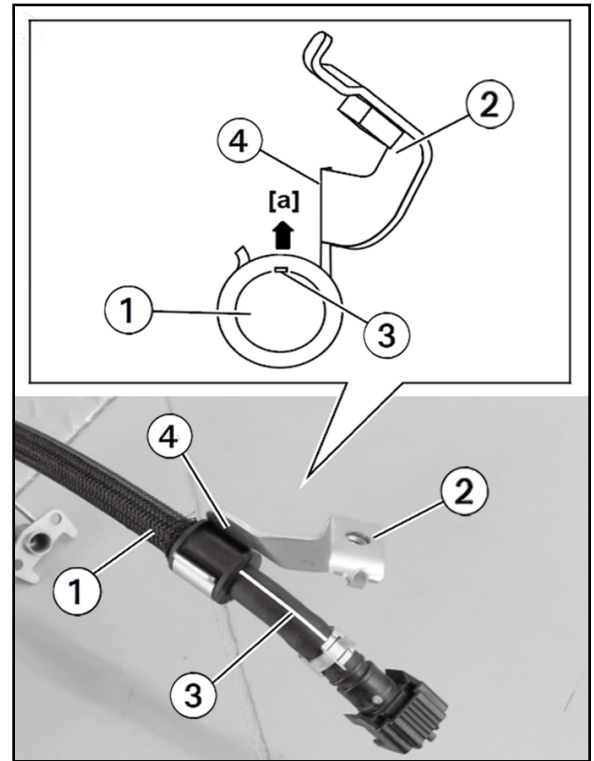


D) Additional installation steps to the fuel tank installation procedure. How to install the fuel hose clamp to the new fuel hose and how to install the new protective cover to the fuel pump (pages 1G-11 to 1G-15):

1. Orient the new fuel hose ① so the white line ③ is facing directly upwards [a].
2. Attach the fuel hose clamp ② to the fuel hose ① so the surface of the hose clamp ④ is vertical.

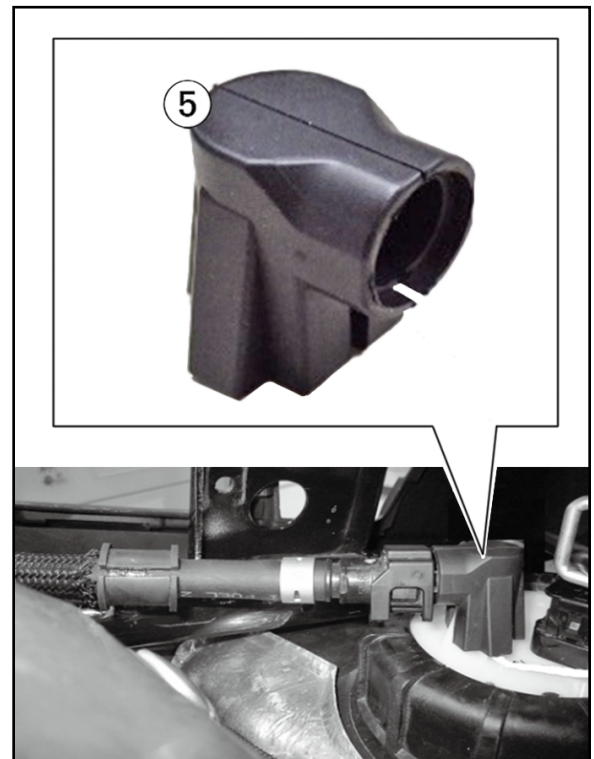
NOTE:

Do not install the fuel hose to the fuel pump until you install the new protective cover (step 3 below).



3. Install the fuel pump outlet protective cover ⑤ on the fuel pump outlet as shown. Install the fuel hose onto the fuel pump and complete the reinstallation of the fuel tank onto the scooter.

If you have a question about this warranty extension or a technical concern related to the fuel pump repair, please contact TECH-LINE at (714) 996-7480 or call your Suzuki TSPM.





Fuel Pump Warranty Extension

Ten-year Warranty Coverage on 2014 - 2022 Burgman 200/200 ABS Fuel Pumps

February 10, 2025

Dear Burgman Owner:

Suzuki Motor Corporation (SMC) is announcing a 10-year (from the original date of purchase) warranty repair coverage on the fuel pumps of 2014 – 2022 Burgman 200/200 ABS scooters. According to our records, you own one of the scooters affected by this Fuel Pump Warranty Extension.

What is the problem?

It has been determined that operating or storing a Burgman 200/200 ABS scooter in an area where salt water from severe atmospheric phenomena may accumulate onto the fuel pump, the fuel pump discharge port resin material may deteriorate from extended contact with compounds present in the salt water. This deterioration, combined with bending stress from the fuel pump outlet hose, can cause micro cracks to form in the discharge port resin material. In the worst case over time, the micro cracks may enlarge into a larger crack that passes completely through the fuel pump discharge port structure. In this case, fuel leakage can occur from the crack.

What is Suzuki doing to solve the problem?

To ensure customer satisfaction, SMC has decided to extend the warranty period for the fuel pump on the 2014 – 2022 Burgman 200/200 ABS (UH200/A L4-M2). The extension will provide warranty coverage for ten years (unlimited mileage), starting on the original date of purchase.

What you should do:

If you encounter an operational or leakage issue with the fuel pump, bring your scooter to an authorized Suzuki dealer. Your dealer can then diagnosis the issue to see if the Fuel Pump Warranty Extension will cover the required repairs. If the repair will be covered, the dealer will then replace the fuel pump and related parts, plus install a new, rubber protective cover that will help shield the pump from future salt water-related deterioration.

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 scooter described in this notice, please complete, and return the attached Change of Address/Ownership card to Suzuki Motor USA, LLC and forward this warranty extension information to the current owner (if known).

Customer reimbursement for repairs before the Fuel Pump Warranty Extension:

If your scooter is included in this Fuel Pump Warranty Extension and you have paid for repairs to address an issue that would have been covered by the extension, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

Only repairs made to address the fuel pump issue discussed in the letter 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.

Reimbursement claims may also be excluded when the claimant does not submit adequate documentation. This includes a proof of ownership, a repair order, and proof of payment for the repair.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this Fuel Pump Warranty Extension. If you have any difficulty related to the fuel pump or this extension, you may contact Suzuki's U.S. Customer Service Department for assistance at (714) 572-1490 during the hours of 7:30 AM to 4:30 PM Pacific Time. Please have your scooter's identification number (VIN) ready when calling.

If you need to locate your nearest Suzuki dealer, please visit www.suzukicycles.com, click on OWNERS, scroll to the bottom of the page to the RESOURCES list and select [Find a Dealer](#). On the Find a Dealer page enter your zip code and select Submit.

We sincerely regret any inconvenience this situation may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki Burgman 200/200 ABS scooter.

Sincerely,

Suzuki Motor USA, LLC.