

Motorcycle/ATV Division

General No. 133

October 24, 2018

## **SAFETY RECALL CAMPAIGNS 2A86, 2A87, 2A88**

### **DL650A/XAL7-L8, GSX-S750/ZAL8, GSX-R1000/A/R/ZL7-L8**

**Affected Models:** Certain DL650A/XAL7-L8, GSX-S750/ZAL8 and GSX-R1000/A/R/ZL7-L8 Models

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

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect relating to motor vehicle safety exists in certain 2017 - 2018 DL650A/XA, 2018 GSX-S750/ZA, and 2017 - 2018 GSX-R1000/A/R/Z motorcycles.

#### **STOP DELIVERY OF AFFECTED MOTORCYCLES IMMEDIATELY**

**DO NOT SELL OR DELIVER** an affected motorcycle to a customer until you have completed or verified completion of the repair procedures outlined in this bulletin.

**It is a violation of Federal law to sell or deliver any new motorcycle or item of motor vehicle equipment subject to a safety recall campaign under a sale or lease until the defect or non-compliance has been corrected.**

**In addition, selling an unrepaired affected motorcycle is a direct violation of your Suzuki dealer agreement and may lead to additional sanctions.**

#### **What is the defect?**

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 Motor of America, Inc. (Suzuki) is conducting a safety recall campaign to replace the fuel pump O-ring set on affected motorcycles.

Affected Models	Model Years	VIN Range
DL650A/XAL7-L8	2017 - 2018	See the directions below for checking the repair status
GSX-S750/ZAL8	2018	
GSX-R1000/A/R/ZL7-L8	2017 - 2018	

**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 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 fuel pump O-ring set on affected motorcycles at no cost to the customer for parts and labor.
- 2) Submit a warranty claim.

**What 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 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 recall campaign.

**Ordering parts:**

- You will be responsible for ordering parts for this recall campaign 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	Qty Required	Campaign Number
DL650A/XAL7-L8	Fuel Pump O-Ring Set	15200-07810-RX0	1	2A86
GSX-S750/ZAL8	Fuel Pump O-Ring Set	15200-07820-RX0	1	2A87
GSX-R1000/A/R/ZL7-L8	Fuel Pump O-Ring Set	15200-07830-RX0	1	2A88

**Warranty reimbursement and claim information:**

Submit a warranty claim for each recall repair immediately upon completion. This campaign requires you to file a warranty claim using ONE of the methods described on the following page.

**Suzuki Connect Short Campaign Claim:** The Short Campaign Claim will reimburse you for the fuel pump O-ring set and the applicable labor.

CAMPAIGN FUEL PUMP O-RING SUZUKI CONNECT SHORT FORM INSTRUCTIONS	
<b>CLAIM INFORMATION:</b>	
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 (Choose one):	SEE WARRANTY INFORMATION BELOW

**Suzuki Connect Long Campaign Claim:** The Long Campaign Claim will reimburse you for the replacement fuel pump O-ring set, and additional parts and labor as authorized by your TSM.

CAMPAIGN FUEL PUMP O-RING SUZUKI CONNECT LONG FORM INSTRUCTIONS	
<b>CLAIM INFORMATION:</b>	
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	SEE WARRANTY INFORMATION BELOW
<b>LABOR TIME</b>	As authorized by your TSM
<b>PARTS INFORMATION:</b>	
ADDITIONAL PARTS:	Additional parts as authorized by your TSM
<b>AUTHORIZATION:</b>	Only needed if additional parts or labor claimed
<b>FAILURE DESCRIPTION:</b>	
DESCRIPTION OF DEFECT:	Fuel Pump O-Ring Set
DESCRIPTION OF REPAIR	Performed service campaign repair per Service Bulletin

WARRANTY INFORMATION				
Model	Model Year	Part Number	Flat Rate (hr)	Campaign Number
DL650A/XAL7-L8	2017 - 2018	15200-07810-RX0	1.2 HR	2A86
GSX-S750/ZAL8	2018	15200-07820-RX0	0.7 HR	2A87
GSX-R1000/A/R/ZL7-L8	2017 - 2018	15200-07830-RX0	0.4 HR	2A88

### **Repair Procedure:**

Based on the model you are working on, click on the appropriate linked below to open the required repair procedure.

### **NOTE:**

***You must be logged into Suzuki Connect to open the repair procedures linked below. Be sure to use the same web browser you use for viewing Suzuki Connect.***

[\*\*DL650A/XAL7-L8 FUEL PUMP O-RING REPAIR PROCEDURE\*\*](#)

[\*\*GSX-S750/ZAL8 FUEL PUMP O-RING REPAIR PROCEDURE\*\*](#)

[\*\*GSX-R1000/A/R/ZL7-L8 FUEL PUMP O-RING REPAIR PROCEDURE\*\*](#)

## IMPORTANT SAFETY RECALL

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

October 26, 2018

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect relating to motor vehicle safety exists in certain 2017 - 2018 DL650A/XA, 2018 GSX-S750/ZA, and 2017 - 2018 GSX-R1000/A/R/Z motorcycles.

### **What is the defect?**

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 Motor of America, Inc. (Suzuki) is conducting a safety recall campaign to replace the fuel pump O-ring set on affected motorcycles.

### **What is Suzuki doing to correct the defect?**

Your Suzuki dealer will replace the fuel pump O-ring set. Depending on which model you own, this procedure will take approximately 30 to 90 minutes 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 recall campaign:**

If your motorcycle is included in this recall campaign and you have paid for a replacement fuel pump O-ring set, 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.

**Who to contact if you experience problems:**

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this safety 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](http://www.suzukicycles.com) and click on the "FIND A DEALER" tab, which is located in the upper right corner of our website.

If you believe that Suzuki Motor of America, Inc., has failed to provide the safety recall campaign service without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington D.C., 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-424-9153) or go to [www.safercar.gov](http://www.safercar.gov).

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety and satisfaction are important priorities for us.

Sincerely,

Suzuki Motor of America, Inc.