

Service Bulletin



Way of Life!

AMERICAN SUZUKI MOTOR CORPORATION
3251 E. Imperial Hwy, Brea CA 92821 USA

MOTORCYCLE DIVISION
GS/GSX/GSXR NO. 224
DATE: 05/23/2012

SAFETY RECALL CAMPAIGN

GSX-R1000K9-L1

**Sidestand Switch Bolt
Replacement Campaign: 2A29**

SUBJECT: GSX-R1000K9-L1 Recall Campaign – Sidestand Switch Bolt Replacement

REFERENCE: *GSX-R1000K9-L1 Service Manual (P/N 99500-39380-03E)*

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 which relates to motor vehicle safety exists in 2009 through 2011 Suzuki GSX-R1000 motorcycles.

STOP DELIVERY OF AFFECTED MOTORCYCLES IMMEDIATELY

DO NOT 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 deliver any new vehicle subject to a safety recall campaign under a sale or lease until the defect or noncompliance has been corrected. You must verify this on the Suzuki "Certificate of Vehicle Pre-Delivery" form, which is to be completed for all new and used vehicle sales.

What is the problem?

Under certain conditions, the bolts securing the sidestand switch may loosen and come out. If this happens, the switch may become misaligned with the sidestand and may not detect that the sidestand is retracted. Should this occur, the sidestand interlock system will cause the engine to stop running, increasing the risk of a crash. For the rider's safety and customer satisfaction, Suzuki is initiating a safety recall campaign to replace the affected bolts and add washers to the mounting points for the sidestand bracket and sidestand switch.

Affected Unit VIN Ranges:

<u>Model</u>	<u>VIN Range</u>
GSX-R1000K9	JS1GT78A*92100028 ~ JS1GT78A*92103021
GSX-R1000L1	JS1GT78A*B2100002 ~ JS1GT78A*B2102477

Verify the Unit Requires Modification:

Before performing the recall repair to a unit, first verify that the repair needs to be performed. Check the repair status by accessing the Vehicle Master Inquiry from the Suzuki Connect Service Menu. If the repair needs to be performed, you will see the message "CAMPAIGN NOT YET PERFORMED" displayed. Also, look for a punch mark on the frame immediately after the VIN as indication of the procedure being done and for washers added to both the sidestand bracket bolts and sidestand switch bolts.

What Your Dealership Will Do:

Install the replacement sidestand switch bolts and washers as outlined in this bulletin. Submit a Warranty Claim for reimbursement.

What Suzuki Will Do:

During the week of May 28, 2012, 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.

Ordering Parts for the Recall Campaign:

Parts for the Recall Campaign will NOT be auto-shipped. Using normal parts ordering methods, refer to the part number below to order parts for an affected unit. Parts will be available beginning the week of May 21, 2012. Order parts only on an as-needed basis. If you require additional sidestand switch bolt sets, please contact National Parts Coordination at (714) 854-2165.

<u>Model</u>	<u>Part Number</u>	<u>Dealer Cost</u>
GSX-R1000K9-L1	37800-47811-RX0	\$3.71

Customer Reimbursement for Prior Sidestand Part Replacements:

If a customer's motorcycle is included in this safety recall and they have paid for the prior replacement of related sidestand parts, they may be eligible for reimbursement. Suzuki's reimbursement plan covers the cost of the associated parts, labor and in some circumstances, miscellaneous charges.

All requests for reimbursement of a previous repair require TSM or Tech-Line authorization. Call (714) 996-7480 for assistance.

Please note the following:

- Reimbursement is limited to Suzuki's MSRP for parts and the published flat rate time for labor.
- To be eligible for reimbursement, the customer must supply documentation which contains the cost of parts and labor for the previous repair.
- Repairs made more than 10 days after the date of the customer letter will not be eligible for reimbursement.

Warranty Claim Processing:

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

Suzuki Connect Short Campaign Claim

A Short Campaign Claim will reimburse you for replacement of the sidestand switch bolts and new washers and 0.3 hours labor only.

RECALL CAMPAIGN – SIDESTAND SWITCH BOLT SET REPLACEMENT SUZUKI CONNECT SHORT FORM INSTRUCTIONS

GENERAL

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:	2A29

Suzuki Connect Long Campaign Claim

The Long Campaign Claim entry should be used when additional parts or labor are required to complete the Recall Campaign service. **A Long Form Claim will require TSM authorization.**

RECALL CAMPAIGN – SIDESTAND SWITCH BOLT SET REPLACEMENT SUZUKI CONNECT LONG FORM INSTRUCTIONS

GENERAL

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 time of repair
CAMPAIGN NUMBER:	2A29
LABOR HOURS:	AS REQUIRED
AUTHORIZATION NUMBER:	ASSIGNED BY TSM

PARTS

REPLACEMENT PARTS:	AS REQUIRED
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SUBLET

SUBLET AMOUNT:	AS REQUIRED
SUBLET REFERENCE NUMBER:	N/A
SUBLET REPAIR DESCRIPTION:	AS REQUIRED

FAILURE DESCRIPTION

RECALL 2A29

DESCRIPTION OF FAILURE

Performed recall repair per Service Bulletin

Procedure:

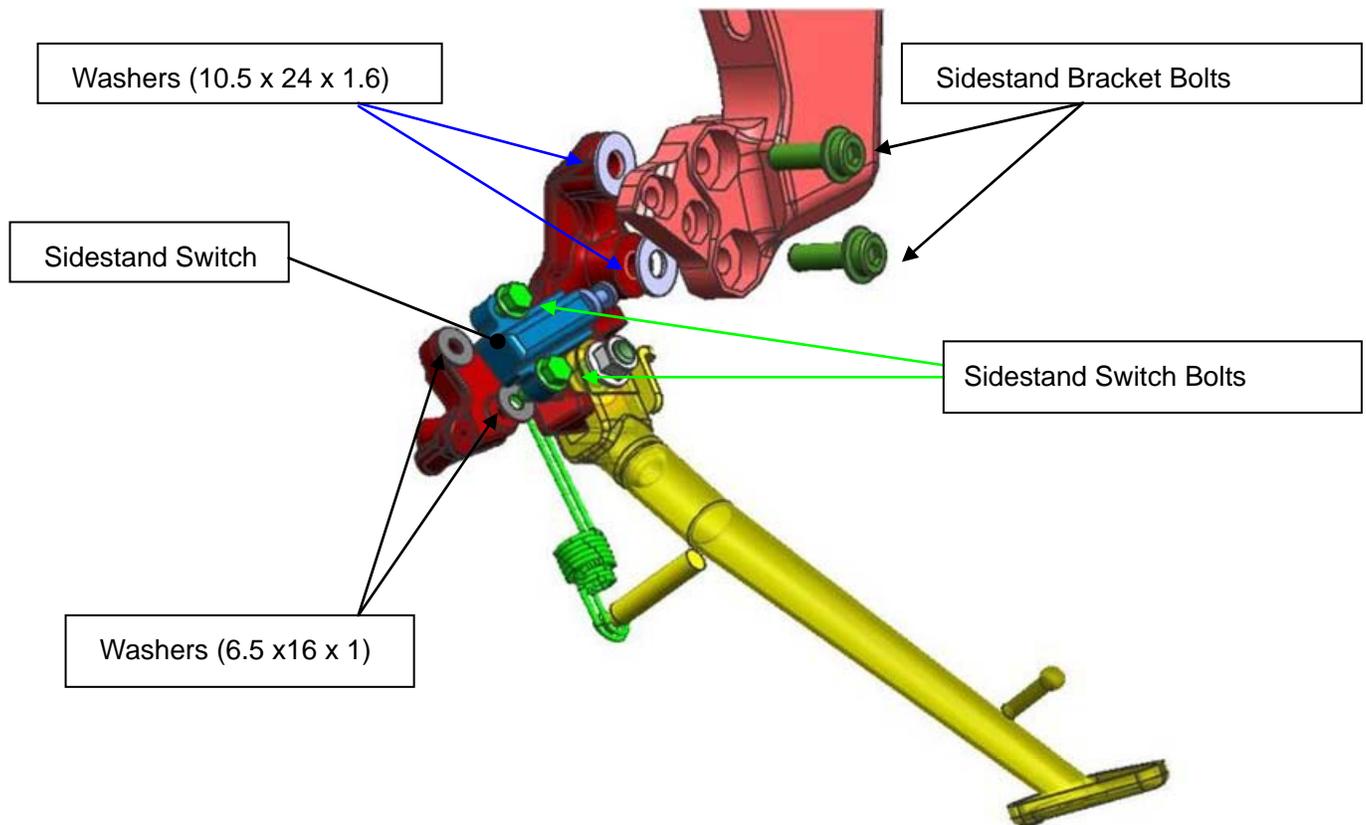
GSX-R1000K9-L1

Replacement of Sidestand Switch Bolts

Necessary Replacement Parts

37800-47811-RX0 Sidestand Switch Bolt Set

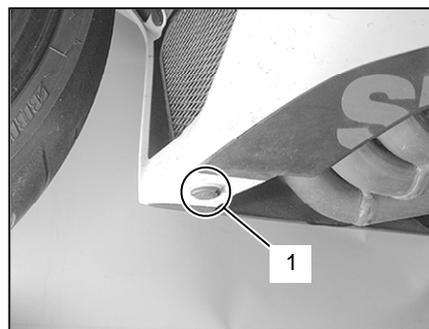
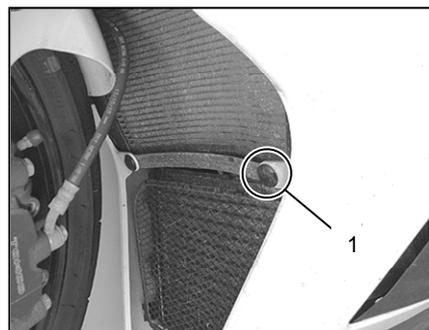
- Sidestand Switch Bolt x 2 pcs
- Sidestand Bracket Bolt x 2 pcs
- Washer (10.5 x 24 x 1.6) x 2 pcs
- Washer (6.5 x 16 x 1) x 2 pcs



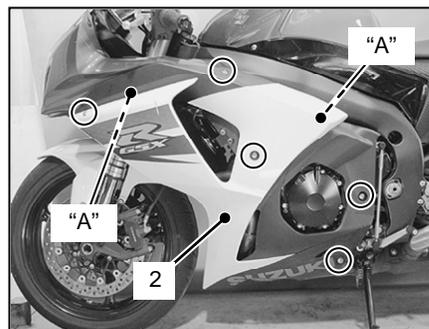
Replacement Procedure

Removal

- Support the motorcycle with a rear stand.
- Remove the left side cowling clips (1).



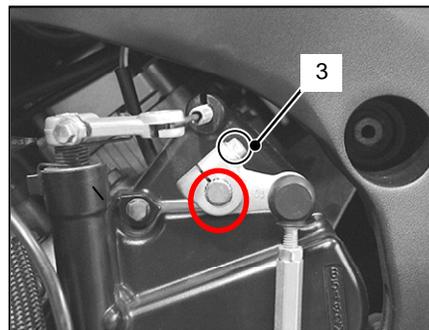
- Remove the left side cowling screws.
- Remove left side cowling assembly (2).



“A”: Hooked point

- Remove gearshift link arm (3) from gearshift shaft.

NOTE: Mark the position of the gearshift link arm on the gearshift shaft head with a marker for correct reinstallation.

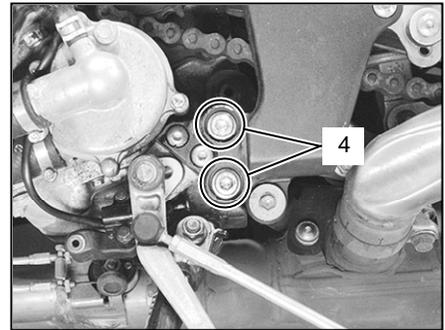


- Remove sidestand bracket bolts (4).

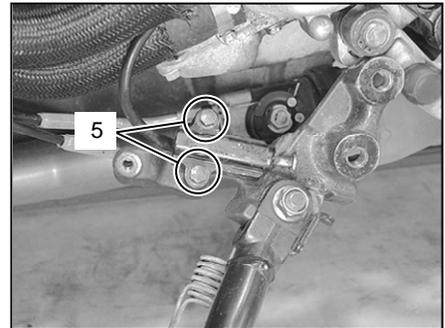
NOTICE

Pulling the sidestand switch lead wire can damage the lead wire.

Be careful not to forcibly pull the sidestand switch lead wire.



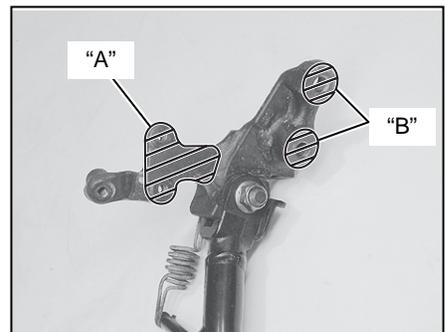
- Remove sidestand switch bolts (5) with the sidestand in the lowered position.



Installation

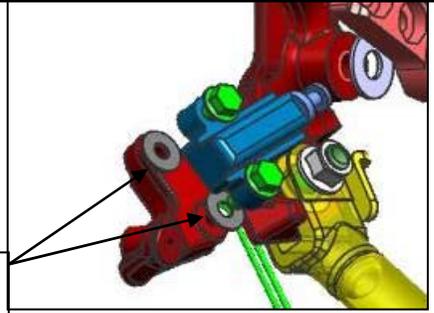
Install the sidestand switch in reverse order of removal. Pay attention to the following points:

- Clean the sidestand switch fitting surface "A" and sidestand bracket fitting surface "B".



- Set the sidestand to the lowered position.
- Install the sidestand switch to the sidestand bracket with new bolts and washers. Washers should be installed between the switch and bracket as shown.
- Tighten sidestand switch bolts to the specified torque.

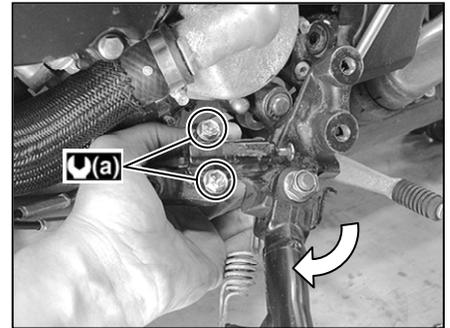
WASHERS (6.5 x 16 x 1)



NOTICE

Pulling the sidestand switch lead wire can damage the lead wire.

Be careful not to forcibly pull the sidestand switch lead wire.

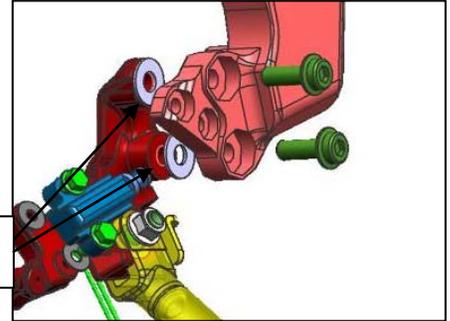


Tightening Torque

Sidestand switch bolt (a): 10 N·m (1.0 kgf-m, 7.0 lbf-ft)

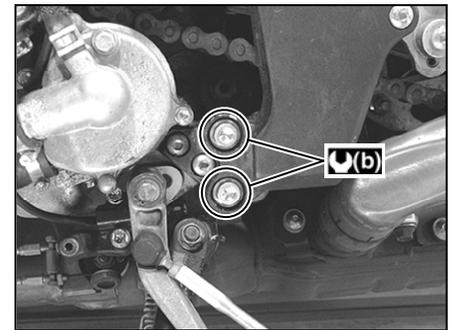
- Install the sidestand bracket with new bolts and washers. Washers should be installed between the frame and bracket as shown.
- Tighten sidestand bracket bolts to the specified torque.

WASHERS (10.5 x 24 x 1.6)



Tightening Torque

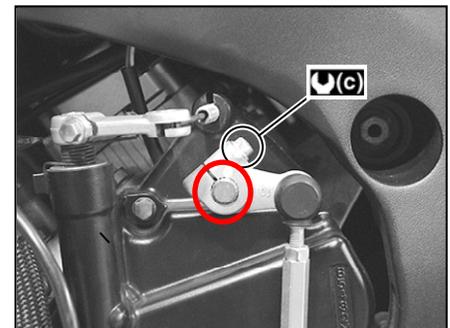
Sidestand bracket bolt (b): 50 N·m (5.0 kgf-m, 36.0 lbf-ft)



- Install gearshift link arm to the correct position using the mark on the gearshift shaft head made during removal.
- Tighten gearshift link arm bolt to the specified torque.

Tightening Torque

Gearshift link arm bolt (c): 10 N·m (1.0 kgf-m, 7.0 lbf-ft)



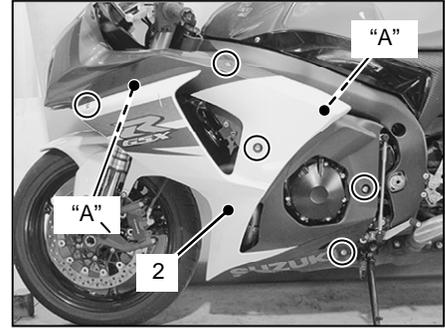
- Install left side cowling assembly (2).
- Tighten side cowling screws to the specified torque.

Tightening Torque

Screw (M6): 10 N-m (1.0 kgf-m, 7.0 lbf-ft)

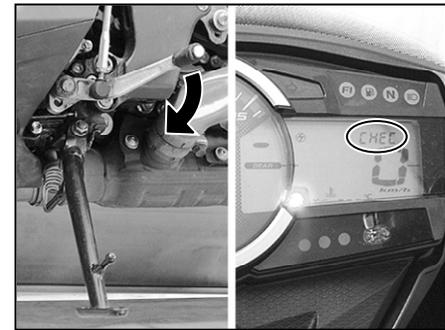
Screw (M5): 4.5 N-m (0.45 kgf-m, 3.0 lbf-ft)

“A”: Hooked point



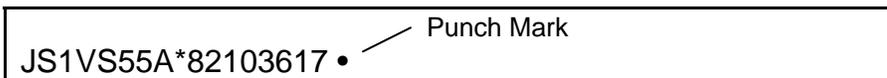
Inspection after Reinstallation

- Check sidestand switch function.
 - Shift out of neutral position with the sidestand down, then turn the ignition switch ON.
 - “CHEC” should display on the combination meter.
- Ensure the displayed “CHCK” disappears on the combination meter when the sidestand is retracted.
- After all procedures are completed, ensure all parts are securely set and tightened to the proper torque.
- Check that the gearshift lever operates smoothly.



Unit Identification:

Place a punch mark on the frame at the **end** of the VIN to verify the repair has been done.



Important:

Successful completion of this safety recall campaign depends on your efforts. It is your responsibility to repair any affected unit within the affected VIN range at no cost to the customer for recall service parts and labor. Incidental costs your customers may incur are not normally covered. However, if you have a customer with special needs, contact your District Technical Service Manager (714) 996-7480 to discuss possible solutions.

Customer Satisfaction:

We apologize for any inconvenience this recall campaign may cause you or your customers.

Thank you for your cooperation in conducting this very important campaign for your customers' safety and satisfaction.

Affected Departments:

The following departments in your dealership should be notified of this information:

Management Service Warranty Sales Parts Accessories

American Suzuki Motor Corporation
Technical Service Department
Motorcycle Division



AMERICAN SUZUKI MOTOR CORPORATION

SAFETY RECALL CAMPAIGN
GSX-R1000K9-L1

May 31, 2012

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 which relates to motor vehicle safety exists in 2009-2011 model year Suzuki GSX-R1000 motorcycles. According to our records, you are the owner of one of these motorcycles.

What is the problem?

Under certain conditions, the bolts securing the sidestand switch may loosen and come out. If this happens, the switch may become misaligned with the sidestand and may not detect that the sidestand is retracted. Should this occur, the sidestand interlock system will cause the engine to stop running, increasing the risk of a crash. For your safety and customer satisfaction, Suzuki is initiating a safety recall campaign to replace the affected bolts and add washers to the mounting points for the sidestand bracket and sidestand switch.

⚠ WARNING

Operating your motorcycle without having the recall service performed may increase the risk of a crash.

DO NOT OPERATE YOUR AFFECTED MOTORCYCLE

To minimize the risk of a crash, do not ride or allow anyone else to ride your motorcycle until this recall service has been completed.

What is Suzuki doing to solve the problem?

Your dealer will replace the sidestand switch bolts and add the washers to your motorcycle. This procedure is very simple and takes less than one hour to complete. Your dealer is prepared to perform the recall service and parts are available now. There will be no charge to you related to parts or labor for any recall service.

What should you do?

Bring your motorcycle to your dealer. To aid your dealer and Suzuki, make sure you are prepared for the recall service by taking the following steps:

- Contact your Suzuki dealer as soon as possible to set up an appointment for the recall service. Do this *before* you bring your motorcycle in for the repair.
- Bring this letter and the enclosed card with you to help your dealer process the claim.

Reimbursement for Prior Sidestand Part Replacement:

If your motorcycle is included in this safety recall and you have paid for the prior replacement of related sidestand parts, you may be eligible for reimbursement. Suzuki's reimbursement plan covers the cost of the associated parts, labor and in some circumstances, miscellaneous charges. Your Suzuki dealer can assist you in determining if you are eligible for reimbursement.

Please note the following:

- Reimbursement is limited to Suzuki's MSRP for parts and the published flat rate time for labor.
- To be eligible for reimbursement, you must supply documentation which contains the cost of parts and labor for the previous repair.
- Repairs made more than 10 days after the date of this customer letter will not be eligible for reimbursement.

What to do if you receive this letter in error?

This notice was mailed to you according to the most current information we have available. If you no longer own the Suzuki motorcycle described on page one of this letter, please complete and return the enclosed postage paid reply card to American Suzuki Motor Corporation and forward this recall information to the current owner (if known).

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Who to contact if you experience problems?

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the sidestand switch bolt replacement campaign. If you have any difficulty with this recall campaign you may contact the American Suzuki Motor Corporation Customer Service Department for assistance using the direct Customer Service telephone line at (714) 572-1490 during the hours of 8:30 am to 4:45 pm Pacific Time. Please have your Vehicle Identification Number (VIN) ready when calling. You may also leave a brief message at (800) 444-5077 and a representative from the American Suzuki Motor Corporation Customer Service Department will contact you.

If you believe that American Suzuki has failed to provide the Recall 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, DC, 20590 or call the toll-free Vehicle Safety Hotline at (888) 327-4236, TTY: (888) 424-9153, or go to www.safercar.gov.

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

Sincerely,

American Suzuki Motor Corporation