

SUZUKI MOTOR CORPORATION

Motorcycle Service Group
Overseas Service Department
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Date June 17, 2015
Our ref. QD-ALL-1506171

TO : Selected Motorcycle Distributors
ATTN : Managing Director, Service Director / Manager

RE : VZR1800 Rear Backrest Mounting Bolt Safety Recall Campaign on Accessories Parts

This letter is to inform you of the "Rear Backrest Mounting Bolt Safety Recall Campaign" for VZR1800 K6 to L5.

Mounting hardware kits may have included four 110 mm bolts instead of two 75 mm and two 95 mm bolts. Under certain loading/usage conditions it may be possible for the mounting bolts to contact the rear tire causing loss of control.

In view of the nature of this problem, we have decided to carry out the recall campaign in your market. Details of this campaign are explained in below.

You are kindly requested to organize the Recall 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 parts inventory in your spare parts warehouse, you are required to exchange the bolts and "installation instruction sheet" to the correct one before deliver to your dealers. You are also immediately required to instruct your dealers before deliver them to the customers:

- 1) To remedy the affected units in stock if this mounting has been attached
- 2) To exchange the bolts and "installation instruction sheet" to the correct one for dealers' Spare Parts inventory

We apologize for any inconvenience this may cause to you and we appreciate your kind support for this recall campaign. If you have any question, please don't hesitate to contact us anytime.

Best regards,

A handwritten signature in black ink, appearing to read 'Yasunari Suzuki', is written over a stylized graphic of a pen or pencil.

Yasunari Suzuki
Department General Manager
Overseas Service Department
SUZUKI MOTOR CORPORATION

Proposed schedule

We would like to request you the recall launching schedule as below.

- Parts shipment SMAI send the necessary number of bolts set by free.
Note:
SMAI will send you the data of "installation instruction sheet".
Please translate it to your local language if necessary and print it out.
- Report to the authority Prepare necessary documents by regulated schedule according to your law if necessary.
- Issue service bulletin to dealers As soon as you prepare the bulletin.
- Issue owner letters As soon as you prepare the letter.
- Check stock status Check affected parts at your warehouse as soon as possible.

Affected accessory parts number

SMAI have already sold 519 sets in the market, delivered from March 1st, 2012 to April 21st, 2015.

990A0-75148

990A0-75148-BLK

Campaign parts and Warranty Reimbursement Information

This is a recall campaign that is acceptable only one time for one unit.

Submit the warranty claim applications to SMC under the following terms.

(1) In case of no damage on tire and wheel

Claim category	2 (Campaign)			
Trouble Code	99- QD			
Basic code	RC9999			
Model name	Part No.	Part Name	Qty	Flat Rate(hr)
VZR1800	990A0-75048-002(or -003)	Bolt replacement kit	0	TBD

Note: part kit -002 silver, -003 black

Note: We will inform the Flat Rate until July 18.

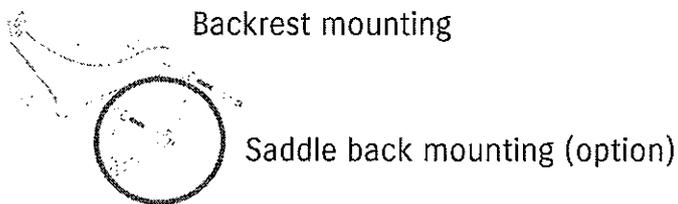
(2) In case of tire and/or wheel damaged

Claim category	2 (Campaign)			
Trouble Code	99- QD			
Basic code	HP9999			
Model name	Part No.	Part Name	Qty	Flat Rate(hr)
VZR1800	990A0-75048-002(or -003)	Bolt replacement kit	0	1.6

Note: when tire and/or wheel are damaged caused by this failure, please claim the parts cost using sublet.

Procedure

- (1) Inspect the damage on rear tire and wheel
- (2) If there is no damage on tire and wheel, confirm whether "saddle back mounting" is attached or not.
 - a) No: replace the bolts. Refer to the installation instruction sheet.
 - b) YES:
 - [1] Give the bolt set with installation Instruction sheet to the owners.
 - [2] Explain the contents of instruction to the owners.



- (3) If tire and/or wheel were damaged by the bolts, replace the bolts at first.
And tire and/or wheel may be replaced with warranty as well.

Implementation date in your country

We would like to ask you to provide the following information to your window person of overseas motorcycle service group by June 24, 2015.

Please fill in attached Recall campaign notification plan form ANNEX1 and e-mail to us.

- 1) Recall campaign notification date to AUTHORITY in your country if required
- 2) Recall campaign notification date to your DEALERS
- 3) Recall campaign notification date to CUSTOMERS

Attachment

ANNEX1: Recall_campaign_notification_plan_form.xls

END