



AMERICAN SUZUKI MOTOR CORPORATION

May 20, 1999

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OFFICE  
DEFECTS INVESTIGATION

Mr. Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 7th Street, S.W.  
Washington, D.C. 20590

99K-132 (01)

Dear Mr. Weinstein:

The following information is submitted in accordance with the defect reporting regulations in Title 49 of the Code of Federal Regulations, Part 573.

1. Name of Manufacturer and Importer

Manufacturer: Suzuki Motor Corporation

Importers: American Suzuki Motor Corporation (Mainland US)  
Montgomery Motors, Ltd. (Hawaii)  
Panorama Motors, Inc. (Puerto Rico)

2. Identification of Motor Vehicles Potentially Involved

All 1999 model year Suzuki GSX-R750 and GSX-R600 motorcycles. Refer to the attached table for details.

3. Total Number of Motor Vehicles Involved

Refer to the attached table.

4. Percentage of Motor Vehicles Estimated to Contain the Defect

100%

5. Description of Defect

The cam chain tension adjuster may not provide consistent tension to the cam chain in the engine. This could cause abnormal engine sounds, and could lead to cam chain breakage or other severe engine damage. This may cause sudden engine failure. Sudden engine failure while riding could cause rear wheel lockup, disturbing the rider's ability to control the motorcycle, and could cause a crash without prior warning.

6. Chronology of Principal Events

April 1999 - Suzuki Motor Corporation received information from American Suzuki about broken cam chains and initiated an investigation.

7. Description of Corrective Action

Suzuki will conduct a safety-related recall campaign to install a redesigned cam chain tension adjuster and cam chain guide on all affected motorcycles. American Suzuki currently anticipates that it will notify owners in the mainland U.S. during the week of May 24, 1999.

8. Copy of Notices

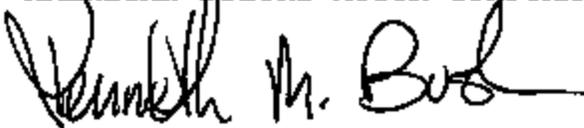
Enclosed are: a copy of the initial notification letter that Suzuki Motor Corporation sent to American Suzuki; a copy of the draft owner notification letter for this campaign; and a copy of the notification letter to be sent to Suzuki motorcycle dealers in the mainland U.S.

9. Suzuki Campaign Number

2037 - GSX-R600  
2038 - GSX-R750

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION



Kenneth M. Bush  
Regulations Manager  
Government Relations Department

Attachment  
Suzuki Part 573 Report  
May 20, 1999

99V-132 (03)

Identification of Affected Motorcycles  
By Make, Model, Model Year, and Inclusive Dates of Manufacture

MAKE & MODEL	MODEL YEAR	INCLUSIVE DATES OF MANUFACTURE	TOTAL NO. OF UNITS
SUZUKI GSX-R750	1999	7/98 - 4/99	4,187
SUZUKI GSX-R600	1999	9/98 - 4/99	3,641
		TOTAL	7,828

# DRAFT

May 25, 1998

**SAFETY RECALL NOTICE  
GSX-R600X CAM CHAIN  
TENSION ADJUSTER**

99V-132 (14)

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 all 1999 GSX-R600X model motorcycles. Suzuki Motor Corporation is conducting a recall campaign for these motorcycles. According to our records, you are the owner of one of these motorcycles.

Suzuki Motor Corporation has determined that the cam chain tension adjuster may not provide consistent tension to the cam chain in the engine. This could cause abnormal engine sounds, and could lead to cam chain breakage or other severe engine damage. This may cause sudden engine failure. Sudden engine failure while riding could cause rear wheel lockup, disturbing the rider's ability to control the motorcycle, and could cause a crash without prior warning.

**▲ WARNING**

**DO NOT RIDE YOUR GSX-R600X UNTIL THE CAM CHAIN TENSION ADJUSTER RECALL SERVICE IS COMPLETED**

Suzuki strongly suggests you do not ride your GSX-R600X until the cam chain tensioner recall service is completed. If you elect to ride your motorcycle to the dealership, operate the engine in a gentle, low RPM manner. Avoid sudden acceleration or deceleration. Be prepared to pull in the clutch lever in case of engine failure or rear wheel lock up. If you are concerned about your safety or the safety of your vehicle, trailer or truck your motorcycle to your dealer for your scheduled recall service. Contact the service manager or the owner of your Suzuki dealer if you require assistance in transporting your motorcycle to the dealership for the recall service.

**WHAT WILL BE REPAIRED ON YOUR MOTORCYCLE:**

Your authorized Suzuki motorcycle dealer will replace the original cam chain tension adjuster and upper cam chain guide No. 2 with a revised cam chain tension adjuster and upper cam chain guide No. 2. Your dealer will inspect and may replace other engine components which may have been damaged because of cam chain tension adjuster failure. This recall service will be done at no cost to you for parts and labor.

**WHAT YOU NEED TO DO:**

Suzuki understands that your riding time is precious. Our suggestion is to work closely with your authorized Suzuki dealer to get your motorcycle's recall service scheduled and performed as quickly as possible.

***1. Contact your Suzuki dealer***

Your dealer can then place the order for your recall service parts. The earliest date parts can be at your dealer is May 28, 1999. If you cannot contact the Suzuki dealer who sold you your GSX-R motorcycle, call toll free 1-800-255-2550 for your nearest Suzuki dealer.

**Continued** →

# DRAFT

## **WHAT YOU NEED TO DO, continued:**

### ***2. Schedule an appointment for the recall service to be performed***

By scheduling a precise time that you can visit the dealership, your dealer will be prepared to perform the recall service once your motorcycle is in the service department. While the actual recall service takes approximately two hours, it is likely you will need to leave your motorcycle overnight to have the recall service completed. If additional repairs or parts are required, your dealer will advise you on how much longer your motorcycle will be in for repair. When you pick up your repaired motorcycle, please allow a few additional minutes for your dealer to prepare and complete the necessary warranty claim paperwork with you.

99V-132 (05)

### ***3. Bring your motorcycle to your Suzuki dealer***

If you decide to transport your motorcycle, rather than ride it, take care securing and protecting your motorcycle for transportation.

### ***4. If you have special circumstances, discuss them with your Suzuki dealer***

Suzuki understands that some customers may have unique or very difficult circumstances to overcome in bringing their motorcycle to the dealership for repair.

We have asked your Suzuki dealer to work closely and flexibly with you to arrange alternative, but reasonable solutions for your special requests. However, please remember that each dealership has its own limitations in providing special assistance due to staff size, available time and dealership location. Your dealer can also consult with Suzuki on other alternatives.

## **PARTS & ADDITIONAL REPAIR INFORMATION:**

Remember, your Suzuki dealer will need to order recall service parts for your motorcycle. Call your Suzuki dealer to schedule an appointment for the recall service. Your dealer can then place the order for your recall service parts. The earliest date parts can be at your Suzuki dealer is May 28, 1999. Suzuki anticipates all parts can be shipped to dealers by June 30, 1999. If you cannot contact the Suzuki dealer who sold you your motorcycle, call toll free 1-800-255-2550 for your nearest Suzuki motorcycle dealer.

Remember that your Suzuki dealer has specific and complete instructions regarding this recall service. Call your dealer if you have any questions. If you have any difficulty having the recall service performed to your motorcycle you may contact American Suzuki Customer Service Department for assistance at 714-996-7040, ext. 396.

If you believe that (1) Suzuki or your Suzuki dealer has failed to or is unable to perform the recall service without charge, or (2) you believe Suzuki has failed to or is unable to perform the recall service to your vehicle within 60 days after you first brought your vehicle to your Suzuki dealer after May 25, 1999, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at (800) 424-9393 (Washington DC area residents may call 366-0123).

If you no longer own a GSX-R600X or never owned one, please fill out and mail the enclosed postage paid pre-addressed reply card. If you sold your GSX-R600X, please fill in the name and address of the person to whom you sold your motorcycle. This will help us notify the new owner about this recall campaign.

We thank you for your prompt attention to completing this recall service on your Suzuki motorcycle. We apologize for any inconvenience this recall campaign causes you. Please accept our apologies for this inconvenience. Your safety, satisfaction and riding pleasure are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation

# DRAFT

May 25, 1998

## SAFETY RECALL NOTICE GSX-R750X CAM CHAIN TENSION ADJUSTER

98V-132 (06)

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 all 1999 GSX-R750X model motorcycles. Suzuki Motor Corporation is conducting a recall campaign for these motorcycles. According to our records, you are the owner of one of these motorcycles.

Suzuki Motor Corporation has determined that the cam chain tension adjuster may not provide consistent tension to the cam chain in the engine. This could cause abnormal engine sounds, and could lead to cam chain breakage or other severe engine damage. This may cause sudden engine failure. Sudden engine failure while riding could cause rear wheel lockup, disturbing the rider's ability to control the motorcycle, and could cause a crash without prior warning.

### **▲ WARNING**

#### **DO NOT RIDE YOUR GSX-R750X UNTIL THE CAM CHAIN TENSION ADJUSTER RECALL SERVICE IS COMPLETED**

Suzuki strongly suggests you do not ride your GSX-R750X until the cam chain tensioner recall service is completed. If you elect to ride your motorcycle to the dealership, operate the engine in a gentle, low RPM manner. Avoid sudden acceleration or deceleration. Be prepared to pull in the clutch lever in case of engine failure or rear wheel lock up. If you are concerned about your safety or the safety of your vehicle, trailer or truck your motorcycle to your dealer for your scheduled recall service. Contact the service manager or the owner of your Suzuki dealer if you require assistance in transporting your motorcycle to the dealership for the recall service.

#### **WHAT WILL BE REPAIRED ON YOUR MOTORCYCLE:**

Your authorized Suzuki motorcycle dealer will replace the original cam chain tension adjuster and upper cam chain guide No. 2 with a revised cam chain tension adjuster and upper cam chain guide No. 2. Your dealer will inspect and may replace other engine components which may have been damaged because of cam chain tension adjuster failure. This recall service will be done at no cost to you for parts and labor.

#### **WHAT YOU NEED TO DO:**

Suzuki understands that your riding time is precious. Our suggestion is to work closely with your authorized Suzuki dealer to get your motorcycle's recall service scheduled and performed as quickly as possible.

#### ***1. Contact your Suzuki dealer***

Your dealer can then place the order for your recall service parts. The earliest date parts can be at your dealer is May 28, 1999. If you cannot contact the Suzuki dealer who sold you your GSX-R motorcycle, call toll free 1-800-255-2550 for your nearest Suzuki dealer.

*Continued* →

# DRAFT

## **WHAT YOU NEED TO DO, continued:**

### ***2. Schedule an appointment for the recall service to be performed***

By scheduling a precise time that you can visit the dealership, your dealer will be prepared to perform the recall service once your motorcycle is in the service department. While the actual recall service takes approximately two hours, it is likely you will need to leave your motorcycle overnight to have the recall service completed. If additional repairs or parts are required, your dealer will advise you on how much longer your motorcycle will be in for repair. When you pick up your repaired motorcycle, please allow a few additional minutes for your dealer to prepare and complete the necessary warranty claim paperwork with you.

98V-132 (3)

### ***3. Bring your motorcycle to your Suzuki dealer***

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Suzuki understands that some customers may have unique or very difficult circumstances to overcome in bringing their motorcycle to the dealership for repair.

We have asked your Suzuki dealer to work closely and flexibly with you to arrange alternative, but reasonable solutions for your special requests. However, please remember that each dealership has its own limitations in providing special assistance due to staff size, available time and dealership location. Your dealer can also consult with Suzuki on other alternatives.

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If you no longer own a GSX-R750X or never owned one, please fill out and mail the enclosed postage paid pre-addressed reply card. If you sold your GSX-R750X, please fill in the name and address of the person to whom you sold your motorcycle. This will help us notify the new owner about this recall campaign.

We thank you for your prompt attention to completing this recall service on your Suzuki motorcycle. We apologize for any inconvenience this recall campaign causes you. Please accept our apologies for this inconvenience. Your safety, satisfaction and riding pleasure are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation