

Motorcycle/ATV Division

VS/VX/VZ/VL No. 091

June 26, 2015

SAFETY RECALL CAMPAIGN VZR1800 Backrest Mounting Bolts

Affected Models: 2006 - 2015 VZR1800 (Boulevard M109R)

Reference: [Parts & Accessories Bulletin PA15-14](#)

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

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

Suzuki Motor Corporation has determined that a defect which relates to motor vehicle safety exists in certain Suzuki Genuine Accessory backrest mounting hardware kits (Part Number 990A0-75148 or Part Number 990A0-75148-BLK). These mounting hardware kits may have been used to install accessory backrests on 2006 - 2015 VZR1800 (Boulevard M109R) motorcycles.

STOP DELIVERY OF AFFECTED PARTS IMMEDIATELY

DO NOT SELL OR DELIVER affected parts or a vehicle with affected parts 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 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 affected parts or a vehicle with affected parts is a direct violation of your Suzuki dealer agreement and may lead to additional sanctions.

What is the problem?

The mounting hardware for installing the Suzuki Genuine Accessory backrest P/N 990A0-75148 and P/N 990A0-75148-BLK on 2006 - 2015 Suzuki VZR1800 (Boulevard M109R) motorcycles may contain 110mm mounting bolts, which is an incorrect length. Under certain loads and riding conditions, it may be possible for the mounting bolts to contact the rear tire, damaging it and/or causing loss of control.

<u>Affected Models</u>	<u>Model-Year</u>	<u>VIN Range</u>
VZR1800	2006 - 2014	ALL
VZR1800N	2008 - 2009	ALL
VZR1800Z	2007 - 2014	ALL
VZR1800BZ	2014 - 2015	ALL



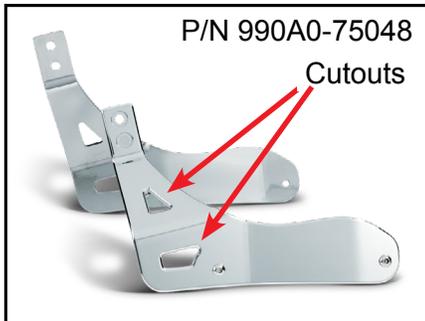
Incorrect mounting bolt

Verify if the affected backrest mounting brackets are installed:

Inspect the motorcycle to verify if the Suzuki Genuine Accessory backrest mounting brackets (P/N 990A0-75148 or P/N 990A0-75148-BLK) with the affected bolts are installed.

IMPORTANT! PLEASE NOTE THE FOLLOWING:

If the motorcycle is equipped with early model backrest mounting brackets with cutouts as shown below, no action is needed.



Early Model Brackets
NO REPAIR NEEDED
Because it is equipped with two 75mm and two 95mm mounting bolts.

If the motorcycle is equipped with late model backrest mounting brackets without cutouts and it does NOT have saddlebag supports, the mounting bolts must be replaced.



Late Model Bracket without saddlebag supports
NEEDS REPAIR
Because it is equipped with incorrect four 110mm mounting bolts — these bolts must be replaced with correct 75mm (two) and 95mm (two) mounting bolts.

If the motorcycle is equipped with late model backrest mounting brackets without cutouts and it is equipped with Suzuki Genuine saddlebag supports (P/N 990A0-75049), no action is needed.



Late Model Bracket with saddlebag supports
NO REPAIR NEEDED
Because it is equipped with longer four 110mm mounting bolts required for the saddlebag supports. Shorter 75mm (two) and 95mm (two) bolts are not required.
SEE WARNING AND NOTE BELOW.

▲ WARNING

If the Suzuki Genuine saddlebag supports (P/N 990A0-75049) are removed and the saddlebag support bolts are used to install only the backrest, these bolts are an incorrect length and may come into contact with the rear tire. This may cause the rider to lose control, increasing the risk of a crash.

If the saddlebag supports are removed, the mounting bolts must be replaced using Suzuki bolt kit P/N 990A0-75048-002 or P/N 990A0-75048-003 (black). After installation of the replacement bolts, check the clearance between the bolts and the rear tire. The bolts must NOT extend so that they can contact the tire during vehicle operation.

NOTE:

If a customer approaches your dealership and informs you they intend to remove the saddlebag support from their motorcycle, please install the replacement bolt kit for them.

What your dealership will do:

- 1) Replace the mounting bolts.
- 2) Submit a warranty claim.
- 3) If you have unsold inventory of affected backrest mounting hardware kits, please see [Parts & Accessories Bulletin PA15-14](#) for instructions for returning those kits to Suzuki Motor of America, Inc.

What Suzuki Motor of America, Inc., will do:

During the week of July 6, 2015, Suzuki Motor of America, Inc., will mail notification letters to owners of potentially affected vehicles for whom we have information. The letter instructs the customer to determine if the recall condition exists on their vehicle and to contact a Suzuki dealer to schedule an appointment if the repair is needed. All VZR1800 backrest kits invoiced to your dealership after June 26, 2015, will have the correct bolts.

If you have sold affected parts to a customer or installed affected parts on a customer vehicle prior to receiving this bulletin and have not made the repair, please contact the customer immediately to arrange for the vehicle to be returned to your dealership for this Safety Recall Campaign.

Ordering parts for the Safety Recall Campaign:

- Parts are available now.
- Use the normal parts ordering procedure to order the parts kit(s) needed for units in your inventory or for customer units in your shop for service.
- A maximum of 2 kits per order will be fulfilled, and additional parts on your order will not be back ordered.
- If you have questions regarding your parts order, please contact National Parts Coordination at (714) 854-2165.

PARTS ORDERING INFORMATION				
Parts Kit Name	Parts Kit Number	Qty. Required	Dealer Net	Retail
Bolt Kit Chrome	990A0-75048-002	1	\$10.00	\$15.00
Bolt Kit Black	990A0-75048-003	1	\$10.00	\$15.00

Warranty Claim Processing:

Submit a warranty claim for each safety recall service immediately upon completion of the repair.

This campaign requires you to file a Long Campaign Claim on Suzuki Connect. TSM authorization is required if parts or labor in excess of the mounting bolt kit replacement are needed.

REPLACEMENT OF MOUNTING BOLTS ONLY SUZUKI CONNECT LONG FORM INSTRUCTIONS	
CLAIM INFORMATION	
CLAIM NUMBER:	XXXXX.X (Dealer enters number)
ENTRY TYPE (Dealer chooses):	VIN, Model/Frame, or Control
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	2A46
LABOR OPERATION:	DA9999
LABOR TIME:	0.2 HR
PARTS INFORMATION	
REPLACEMENT PART:	(1) P/N 990A0-75048-002 (Chrome Kit) or (1) P/N 990A0-75048-003 (Black Kit)
AUTHORIZATION:	NONE REQUIRED
SUBLET:	NONE
FAILURE DESCRIPTION	
DESCRIPTION OF DEFECT:	VZR1800 Backrest Mounting Bolts
DESCRIPTION OF REPAIR:	Performed recall repair as required per Service Bulletin

**REPLACEMENT OF MOUNTING BOLTS AND ADDITIONAL PARTS
SUZUKI CONNECT LONG FORM INSTRUCTIONS**

CLAIM INFORMATION

CLAIM NUMBER: XXXXX.X (Dealer enters number)
ENTRY TYPE (Dealer chooses): VIN, Model/Frame, or Control

REPAIR DATE: Enter date of repair
MILEAGE: Enter mileage at repair date
CAMPAIGN NUMBER: 2A46
LABOR HOURS: AS AUTHORIZED
LABOR OPERATION: DA9999
LABOR TIME: 1.6 HR

PARTS INFORMATION

REPLACEMENT PARTS: (1) P/N 990A0-75048-002 (Chrome Kit)
or
(1) P/N 990A0-75048-003 (Black Kit)
ADDITIONAL PARTS: AS AUTHORIZED

AUTHORIZATION: REQUIRED
SUBLET: NONE

FAILURE DESCRIPTION

DESCRIPTION OF DEFECT: VZR1800 Backrest Mounting Bolts
DESCRIPTION OF REPAIR: Performed recall repair as required per Service Bulletin

VZR1800 backrest mounting bolt replacement procedure:

NOTE:

Before replacing the mounting bolts, inspect the rear tire for possible damage from the 110mm bolts. If the rear tire or other parts are damaged, contact your TSM for prior authorization for tire replacement.

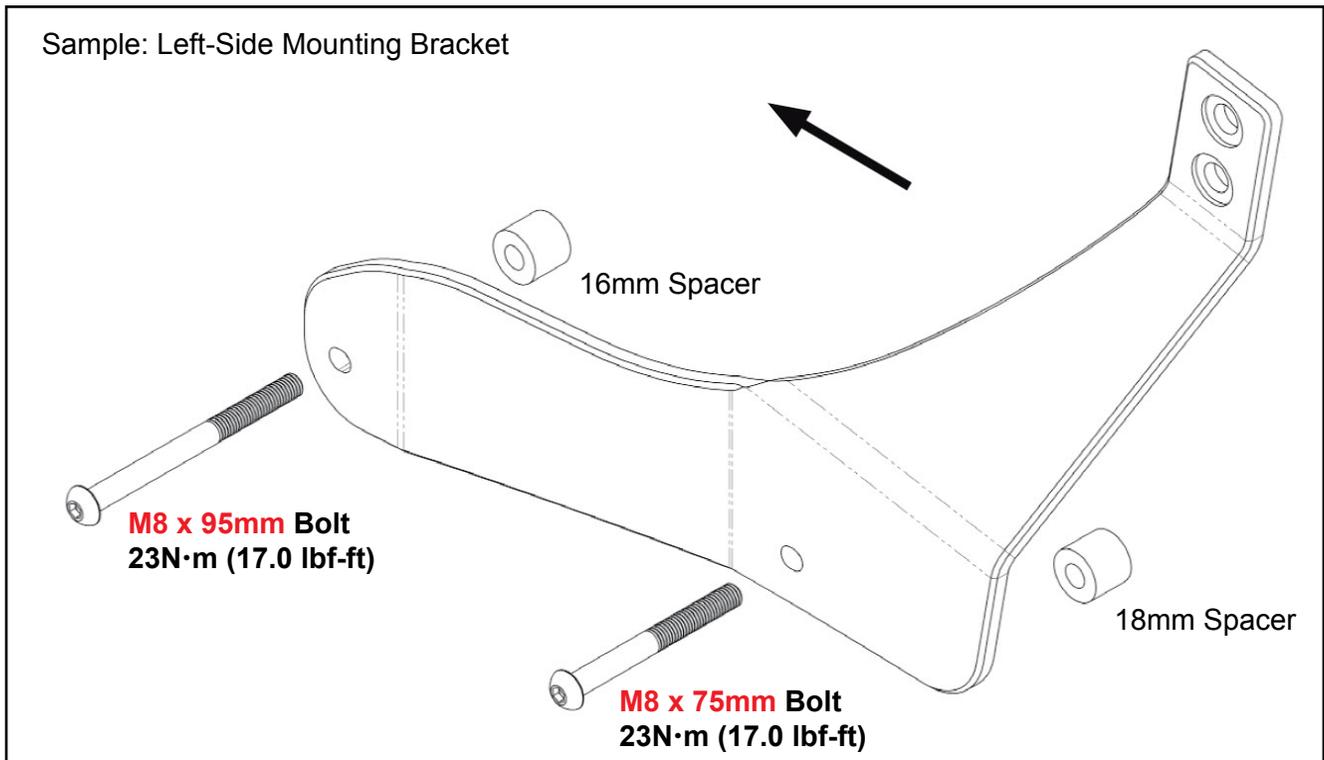
- 1) Use a 5mm hex bit to remove the two left-side rear fender strut mounting bolts. The rear bolt has a separate nut on the inside of the fender — use a 12mm wrench to remove it.
- 2) Verify that the 16mm spacer at the front of the bracket and the 18mm spacer at the back of the bracket are correctly positioned between the bracket and the fender strut mounting holes. **See the illustration below.**
- 3) Insert one front-mount **M8 x 95mm** socket button-head bolt and one rear-mount **M8 x 75mm** socket button-head bolt, then use 5mm hex bit to secure the backrest mounting bracket to the fender strut.

Do NOT fully tighten the button-head bolts at this time.

- 4) Repeat steps 1 - 3 for the right side.
- 5) Torque the left and right backrest bracket mounting bolts.

Backrest Bracket Mounting Bolt Tightening Torque: 23N·m (17.0 lbf-ft)

- 6) Inspect the inner fender clearance between the bolts and the rear tire. The bolts must NOT extend so that they can contact the tire during vehicle operation.





SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

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

July 10, 2015

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 determined that a defect which relates to motor vehicle safety exists in certain Suzuki Genuine Accessory backrest mounting hardware kits (Part Number 990A0-75148 or Part Number 990A0-75148-BLK). These mounting hardware kits may have been used to install accessory backrests on 2006 - 2015 VZR1800 (Boulevard M109R) motorcycles.

What is the problem?

The mounting hardware for installing the Suzuki Genuine Accessory backrest P/N 990A0-75148 and P/N 990A0-75148-BLK on 2006 - 2015 Suzuki VZR1800 (Boulevard M109R) motorcycles may contain 110mm mounting bolts, which is an incorrect length. Under certain loads and riding conditions, it may be possible for the mounting bolts to contact the rear tire, damaging it and/or causing loss of control.

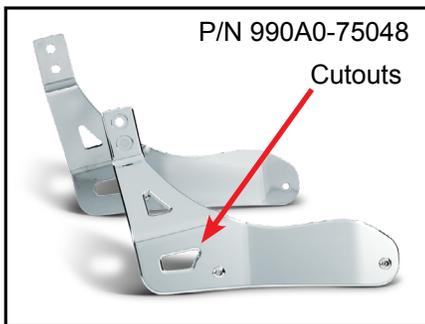
▲ WARNING

If the backrest mounting bolts come into contact with the rear tire, the rider could lose control, increasing the risk of a crash.

If your motorcycle has the affected backrest mounting hardware described below, contact your Suzuki dealer to have the mounting bolts replaced.

How to identify if your motorcycle needs this repair:

If the motorcycle is equipped with early model backrest mounting brackets with cutouts as shown below, no action is needed.



Early Model Brackets
NO REPAIR NEEDED
Because it is equipped with two 75mm and two 95mm mounting bolts.

If the motorcycle is equipped with late model backrest mounting brackets without cutouts and it does NOT have saddlebag supports, the mounting bolts must be replaced.



Late Model Bracket
without saddlebag supports
NEEDS REPAIR
Because it is equipped with incorrect four 110mm mounting bolts — these bolts must be replaced with correct 75mm (two) and 95mm (two) mounting bolts.

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SEE WARNING ON NEXT PAGE.

▲ WARNING

If the Suzuki Genuine saddlebag supports (P/N 990A0-75049) are removed and the saddlebag support bolts are used to install only the backrest, these bolts are an incorrect length and may come into contact with the rear tire. This may cause the rider to lose control, increasing the risk of a crash.

If the saddlebag supports are removed, the mounting bolts must be replaced using Suzuki bolt kit P/N 990A0-75048-002 or P/N 990A0-75048-003 (black). Please contact an authorized Suzuki dealer before removing the saddlebag supports. Your Suzuki dealer will remove the saddlebag supports and replace the mounting bolts.

What is Suzuki Motor of America, Inc., doing to solve the problem?

If your backrest was installed with the incorrect mounting bolts, your Suzuki dealer will replace them with the correct mounting bolts. This procedure will take approximately 10 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 vehicle to your dealer, contact them as soon as possible to set up an appointment for the recall service.
- We suggest that you bring this letter to your dealer to help your dealer process your claim.

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 vehicle described in this letter, please complete and return the attached postage-paid card to Suzuki Motor of America, Inc., 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.

Customer reimbursement for remedies prior to recall notification:

If your motorcycle is included in the recall and you have paid for replacement of the backrest mounting bolts or other repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. **To request reimbursement for a previous repair, contact your Suzuki dealer.**

Please note the following conditions for reimbursement:

- Only repairs made to address the defect that led to this recall 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 the last owner notification letter sent by Suzuki Motor of America, Inc.
- Reimbursement claims may also be excluded when inadequate documentation is not submitted by the claimant. 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 the VZR1800 (Boulevard M109R) Backrest Mounting Bolts Safety Recall. 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. You may also leave a brief message at (800) 444-5077 and a representative from the Suzuki Motor of America, Inc., Customer Service Department will contact you.

If you believe that Suzuki Motor of America, Inc., 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 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

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,

Suzuki Motor of America, Inc.