



# Service Bulletin

MOTORCYCLE/ATV DIVISION

4-STROKE A  
BULLETIN NO. GENERAL 002  
DATE: 02/25/2011

**SAFETY RECALL CAMPAIGN**  
AN400K8/K9, DL1000K8/K9, GSF1250S/SAK8/K9,  
GSX1300BK/BKAK8, GSX1300RK8/K9, GSX650FK8/K9,  
GSX-R600K8/K9, GSX-R750K8/K9, SFV650K9,  
VL800B/T/CK8/K9, VLR1800/TK8/K9, VZ1500K9

**RECTIFIER REPLACEMENT**  
CAMPAIGN NUMBERS: 2A15, 2A16, 2A17,  
2A18, 2A19, 2A20, 2A21, 2A22,  
2A23, 2A24, 2A25

**SUBJECT:** RECALL CAMPAIGN - RECTIFIER REPLACEMENT

**AFFECTED UNITS:** SEE TABLE ON PAGE 2 OF THIS BULLETIN

**REFERENCE:** APPLICABLE SERVICE MANUAL

**ATTACHMENTS:** CUSTOMER LETTER

**NOTICE:** 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 with certain 2008 and 2009 model year Suzuki motorcycles (see Table 1 on page 2/7).

## ***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?**

Some rectifier assemblies installed on the affected models may have a condition which can cause the internal circuit board to fail in service due to excessive heat. Should this occur, insufficient charging current will be available to the battery. If the battery becomes excessively discharged, the engine may not be able to start, or may stall. Engine stalling while riding can increase the risk of a crash. To ensure safety and customer satisfaction we are initiating a safety recall campaign to replace these affected rectifier assemblies.

**AFFECTED UNIT VIN RANGE:**

Model	Year	Campaign #	Flat Rate	VIN Range
AN400	2008	2A15	0.5 HR	ALL
	2009	2A16	0.5 HR	ALL
DL1000	2008	2A17	0.3 HR	JS1VT53A*82100146 ~ JS1VT53A*82101130
	2009			ALL
GSF1250S	2008	2A18	0.2 HR	ALL
GSF1250SA	2008			ALL
GSF1250S/SA	2009			ALL
GSX1300BK	2008	2A19	0.5 HR	ALL
GSX1300BKA	2008			ALL
GSX1300R	2008	2A20	0.5 HR	ALL
	2009			ALL
GSX650F	2008	2A25	0.3 HR	ALL
	2009			ALL
GSX-R600	2008	2A24	0.7 HR	ALL
	2009			ALL
GSX-R750	2008	2A24	0.7 HR	ALL
	2009			ALL
SFV650	2009	2A21	0.3 HR	ALL
VL800B/T/C	2008	2A22	0.2 HR	JS1VS55A*82102932 ~ JS1VS55A*82110053
	2009			ALL
VLR1800/T	2008	2A23	0.4 HR	ALL
	2009			ALL
VZ1500	2009	2A23	0.4 HR	ALL

**Table 1****VERIFY THE UNIT REQUIRES MODIFICATION:**

Before performing the recall repair to a unit, first verify that the repair needs to be performed. Look for a punch mark on the frame immediately **after** the VIN as indication of the procedure being done. Also, 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.

**WHAT YOUR DEALERSHIP WILL DO:**

Install the replacement rectifier assembly as outlined in the applicable service manual. Submit a Warranty Claim for reimbursement.

**WHAT SUZUKI WILL DO:**

Suzuki will provide a replacement rectifier assembly for installation on affected customer units. Suzuki will also provide rectifier assemblies for affected units in dealer inventory. On March 2, 2011, 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 (see attachment).

**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 March 3, 2011. Order parts only on an as-needed basis.

MODEL	PART NUMBER	DEALER COST
GSX-R600/750, GSF1250, GSX650F	*32800-18810-RX0	\$47.34
GSX1300BK	32800-15810-RX0	\$49.44
GSX1300R	32800-15820-RX0	\$46.15
VLR1800/VZ1500	32800-10G10-RX0	\$46.15
VL800	32800-41F11-RX0	\$37.28
SFV650	32800-41G10-RX0	\$35.75
AN400 K8	32800-05H11-RX0	\$40.69
AN400 K9	32800-05H20-RX0	\$44.08
DL1000	32800-06G01-RX0	\$33.89

**Table 2**

\*NOTE: Replacement rectifiers for GSX-R600/750, GSF1250, and GSX650F are supplied by two different vendors. Therefore, the replacement rectifier may not look exactly like the one that was removed. When ordering P/N 32800-18810-RX0, you may receive a rectifier with P/N 32800-47810-RX0. This P/N requires different mounting hardware which is included with the rectifier assembly.

**CUSTOMER REIMBURSEMENT FOR PRIOR RECTIFIER ASSEMBLY REPLACEMENTS:**

If a customer's motorcycle is included in this Safety Recall and they have paid for the prior replacement of a rectifier assembly, they may be eligible for reimbursement. Suzuki's reimbursement plan covers the cost of the rectifier, 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 exclusions;

- 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 rectifier assembly and labor only. Labor time varies depending on model and campaign number (see Table 1 on page 2/7).

**RECALL CAMPAIGN - RECTIFIER ASSEMBLY 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: **2AXX (refer to Table 1 on page 2/7)**

**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 - RECTIFIER ASSEMBLY 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: **2AXX (refer to Table 1 on page 2/7)**  
LABOR HOURS: (enter one only) **AS REQUIRED**  
AUTHORIZATION NUMBER: **ASSIGNED BY TSM**

**PARTS**

REPLACEMENT PARTS: **AS REQUIRED**

**SUBLET**

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

**FAILURE DESCRIPTION**

**RECALL 2AXX (refer to Table 1 on page 2/7)**

**DESCRIPTION OF FAILURE**

**Performed recall repair per service bulletin**

**PROCEDURE:**

Refer to the model's service manual for the rectifier assembly removal and installation procedure, paying attention to the following points:

- Install the rectifier bolts and tighten to the specified torque.
- Make sure that the lead wire is clamped securely (if equipped).
- Make sure that all of the removed parts and hardware are fitted securely after reassembling.
- Verify charging system voltage output at the battery.

**UNIT IDENTIFICATION:**

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



**WARRANTY PARTS RETENTION:**

Tag all replaced rectifier assemblies with a warranty parts tag and hold them for 120 days. If an ASMC representative has not asked your dealership to return the rectifier assemblies within the 120 day period, please render the rectifier assemblies unusable and dispose of them in a suitable manner.

**IMPORTANT:**

Successful completion of this safety recall campaign depends on your efforts. It is your responsibility to repair any affected unit within the 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 understand and 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**

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GSX-R600K8/K9, GSX-R750K8/K9, SFV650K9,  
VL800B/T/CK8/K9, VLR1800/TK8/K9, VZ1500K9**

Dear Suzuki Owner,

March 2, 2011

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 with certain 2008 and 2009 model year Suzuki motorcycles listed above. According to our records, you are the owner of one of these motorcycles.

### **What is the problem?**

Some rectifier assemblies installed on the affected models may have a condition which can cause the internal circuit board to fail in service due to excessive heat. Should this occur, insufficient charging current will be available to the battery. If the battery becomes excessively discharged, the engine may not be able to start, or may stall. Engine stalling while riding can increase the risk of a crash. To ensure safety and customer satisfaction we are initiating a safety recall campaign to replace these affected rectifier assemblies.

### **⚠ WARNING**

Operating your motorcycle without having the recall service performed increases 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 rectifier on your motorcycle. This procedure is very simple and only takes approximately 1 hour to complete. There will be no charge to you for any recall service related parts or labor.

**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 *before* you bring your motorcycle in for the repair.
- Clean your motorcycle thoroughly, so your dealer can perform the recall service quickly and efficiently. This will aid in the repair process.
- Bring this letter and card with you to help your dealer process the claim.

**Customer reimbursement for prior rectifier replacement:**

If you have paid for the prior replacement of a rectifier assembly, you may be eligible for reimbursement. Suzuki's reimbursement plan covers the cost of the rectifier, associated parts, labor and in some circumstances miscellaneous charges.

**Request reimbursement for a previous repair by contacting your Suzuki dealer.**

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, such as copies of repair orders or parts receipts.
- Repairs made more than 10 days after the date of this notification 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 information to the current owner (if known).

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

Your Suzuki dealer can provide you the fastest response to your questions or concerns about the rectifier 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 1-888-327-4236 (TTY: 1-888-424-9153); or go to <http://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