

## SAFETY RECALL CAMPAIGNS 2A76 - 2A81

### ECM Reprogramming for **UNSOLD** Units in Dealer Inventory

### 2017 - 2018 GSX-R1000/A and GSXR1000RA/RZ

**Affected Models:** 2017 - 2018 GSX-R1000/A and GSXR1000RA/RZ

**Reference:** [GS/GSX/GSX-R No. 241 Safety Recall Campaigns 2A76 - 2A81](#)  
(Issued January 22, 2018)

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

This Technical Service Bulletin provides information and instructions for repairing **UNSOLD** 2017 - 2018 GSX-R1000/A and GSXR1000RA/RZ motorcycles that have been inventoried by your dealership.

Suzuki Motor of America, Inc. (Suzuki) will issue an additional bulletin on Suzuki Connect during the week of February 12, 2018, with information and instructions for retailed and demonstrator motorcycles.

#### **STOP DELIVERY OF AFFECTED MOTORCYCLES**

*Issued by Suzuki on January 12, 2018*

**DO NOT SELL OR 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 sell or deliver any new 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 an unrepaired affected motorcycle is a direct violation of your Suzuki dealer agreement and may lead to additional sanctions.

## **WHAT YOUR DEALERSHIP WILL DO:**

To expedite the repair of unsold units currently in your inventory, Suzuki will reprogram the original engine control module (ECM) installed in the motorcycle. To return ECMs to Suzuki for reprogramming, follow these instructions:

1. Remove affected ECMs from the motorcycles.
2. Complete the printable **GSXR ECM Return Form** ([click on this hyperlink to open the form](#)). Include your contact information, and the number of ECMs you are returning to Suzuki for reprogramming.
3. Email the form to [MCWarranty@suz.com](mailto:MCWarranty@suz.com) or fax it to (714) 996-4545.
4. Package the ECMs securely using bubble wrap or a similar packing material to prevent damage during shipping, and place a copy of the GSXR ECM Return Form in the box with the ECMs being sent to Suzuki.
5. When Suzuki receives the completed GSXR ECM Return Form, we will issue a UPS Call Tag to your dealership to have ECMs picked up from your dealership. Packages will be picked up and returned via UPS Second Day Air at Suzuki's expense.

### **NOTE:**

***UPS will make three attempts to pick up the ECMs from your dealership – please have the ECMs packaged correctly as instructed above and ready to ship so you do not miss the UPS pick-up time.***

6. When programming is complete, Suzuki will ship the ECMs back to your dealership.

<b>Affected Models</b>	<b>Model Year</b>	<b>VIN Range</b>
GSX-R1000/A	2017	JS1DM11B8H2100014 ~ JS1DM11B2H2101675
GSX-R1000/A	2017	JS1DM11F9H2100011 ~ JS1DM11F2H2100206
GSXR1000RA/RZ	2017	JS1DM11H8H2100003 ~ JS1DM11H3H2100748
GSXR1000RA/RZ	2017	JS1DM11M1H2100003 ~ JS1DM11MXH2100128
GSX-R1000/A	2018	JS1DM11B2J2100001 ~ JS1DM11B3J2100430
GSX-R1000/A	2018	JS1DM11F9J2100001 ~ JS1DM11F1J2100204
GSXR1000RA/RZ	2018	JS1DM11H7J2100001 ~ JS1DM11H0J2100437
GSXR1000RA/RZ	2018	JS1DM11M0J2100001 ~ JS1DM11MXJ2100202

## **WHAT SUZUKI WILL DO:**

- Suzuki will issue a UPS Call Tag to have ECMs picked up from your dealership and delivered to our Brea, California, location.
- We will reprogram the ECMs and ship them back to your dealership so your service department can install them in the original motorcycles.

### **NOTE:**

***Suzuki will place a label with a new part number on the reprogrammed ECM – be sure to correctly match the new part number to the appropriate model listed on the next page.***

## **PARTS:**

Parts ordering is unnecessary for unsold units in your inventory as Suzuki will modify the original ECMs for the prescribed motorcycles. As noted above, be sure to correctly match the new part number of the reprogrammed ECM to the appropriate model as listed below.

*Suzuki Help Tip: If you want to double-check that you are installing the reprogrammed ECM into the correct motorcycle:*

- 1) *Log into Suzuki Connect.*
- 2) *Select the **Service** tab, and go to **Vehicle Master Inquiry**.*
- 3) *Enter the VIN of the motorcycle – the "Failed Part" will show the new part number of the ECM you need to install in the motorcycle.*

### **E03 (FED) MODELS:**

<b>Model</b>	<b>Note</b>	<b>ECM Box P/N</b>	<b>Actual ECM P/N</b>	<b>VIN Prefix*</b>
GSX-R1000 L7	STD	32920-17K82-RX0	32920-17K82	JS1DM11B*H
GSX-R1000 L8	STD	32920-17K82-RX0	32920-17K82	JS1DM11B*J
GSX-R1000A L7	STD ABS	32920-17K62-RX0	32920-17K62	JS1DM11B*H
GSX-R1000A L8	STD ABS	32920-17K62-RX0	32920-17K62	JS1DM11B*J
GSXR1000RA L7	RR	32920-17KF2-RX0	32920-17KF2	JS1DM11H*H
GSXR1000RA L8	RR	32920-17KF2-RX0	32920-17KF2	JS1DM11H*J
GSXR1000RZ L7	RR Special	32920-17KF2-RX0	32920-17KF2	JS1DM11H*H
GSXR1000RZ L8	RR Special	32920-17KF2-RX0	32920-17KF2	JS1DM11H*J

\* Location of the VIN check digit

### **E33 (CA) MODELS:**

<b>Model</b>	<b>Note</b>	<b>ECM Box P/N</b>	<b>Actual ECM P/N</b>	<b>VIN Prefix*</b>
GSX-R1000 L7	STD	32920-17K72-RX0	32920-17K72	JS1DM11F*H
GSX-R1000 L8	STD	32920-17K72-RX0	32920-17K72	JS1DM11F*J
GSX-R1000A L7	STD ABS	32920-17K42-RX0	32920-17K42	JS1DM11F*H
GSX-R1000A L8	STD ABS	32920-17K42-RX0	32920-17K42	JS1DM11F*J
GSXR1000RA L7	RR	32920-17KD2-RX0	32920-17KD2	JS1DM11M*H
GSXR1000RA L8	RR	32920-17KD2-RX0	32920-17KD2	JS1DM11M*J
GSXR1000RZ L7	RR Special	32920-17KD2-RX0	32920-17KD2	JS1DM11M*H
GSXR1000RZ L8	RR Special	32920-17KD2-RX0	32920-17KD2	JS1DM11M*J

\* Location of the VIN check digit

## WARRANTY CLAIM PROCESSING:

**Reminder: This Technical Service Bulletin applies only to UNSOLD units.**

Submit a Long Campaign Warranty Claim using the instructions below for each safety recall campaign service immediately upon completion. (Short Campaign Warranty Claims will not be accepted.)

**The Long Campaign Claim will reimburse you for 0.5 hours regular labor, plus \$45.00 sublet for packing and additional expenses.**

### **CAMPAIGN 2A76 - 2A81 ECM REPROGRAMMING SUZUKI CONNECT LONG FORM INSTRUCTIONS**

#### **CLAIM INFORMATION**

CLAIM NUMBER: XXXXX,X (Dealer enters number)  
ENTRY TYPE: VIN, Model/Frame or Control/Sequence # (Dealer Chooses)  
REPAIR DATE: Enter date of repair  
MILEAGE: Enter mileage at repair date  
CAMPAIGN NUMBER: See the chart below for the appropriate campaign number  
REGULAR LABOR TIME: 0.5 HR  
AUTHORIZATION: Only needed if additional parts or labor claimed

#### **PARTS INFORMATION**

REPLACEMENT PART QTY: 0

#### **FAILURE DESCRIPTION**

DESCRIPTION OF DEFECT: ECM Reprogramming  
DESCRIPTION OF REPAIR: Performed recall repair as required per Service Bulletin

#### **SUBLET INFORMATION**

AMOUNT: \$45.00 for handling and packaging of replacement components, and storage of disabled motorcycle  
INVOICE #: 2A76 - 2A81  
SUBLET DESCRIPTION: ECM Exchange

### **WARRANTY INFORMATION**

<b>Model</b>	<b>Spec</b>	<b>Part Desc.</b>	<b>ECM Box P/N</b>	<b>Labor HR</b>	<b>Sublet</b>	<b>Campaign Number</b>
GSX-R1000 L7-L8	E03 (FED)	Control Unit, FI	32920-17K82-RX0	0.5	\$45.00	2A79
GSX-R1000 L7-L8	E33 (CA)	Control Unit, FI	32920-17K72-RX0	0.5	\$45.00	2A78
GSX-R1000A L7-L8	E03 (FED)	Control Unit, FI	32920-17K62-RX0	0.5	\$45.00	2A77
GSX-R1000A L7-L8	E33 (CA)	Control Unit, FI	32920-17K42-RX0	0.5	\$45.00	2A76
GSXR1000RA/RZ L7-L8	E03 (FED)	Control Unit, FI	32920-17KF2-RX0	0.5	\$45.00	2A81
GSXR1000RA/RZ L7-L8	E33 (CA)	Control Unit, FI	32920-17KD2-RX0	0.5	\$45.00	2A80

## **REPAIR PROCEDURE:**

**NOTE:**

Refer to the 2017 GSX-R1000 Service Manual for all repair procedures listed below.

- 1) Remove ECM from the motorcycle. Refer to pages 1C-10 and 1C-11 in the Service Manual.
- 2) Complete the printable **GSXR ECM Return Form** ([click on this hyperlink to open the form](#)). Include your contact information, and the number of ECMs you are returning to Suzuki for reprogramming.
- 3) Email the form to [MCWarranty@suz.com](mailto:MCWarranty@suz.com) or fax it to (714) 996-4545.
- 4) Ship the removed ECM to Suzuki using the provided UPS Call Tag.

**NOTE:**

**UPS will make three attempts to pick up the ECMs from your dealership – please have the ECMs packaged correctly as instructed above and ready to ship so you do not miss the UPS pick-up time.**

- 5) Upon receipt of the reprogrammed ECM, install it in the motorcycle from which it was originally removed. Refer to pages 1C-10 and 1C-11 in the Service Manual.

<b>NOTICE</b>
<b>Installing a reprogrammed ECM in any other motorcycle other than the original from which it was taken may trigger diagnostic trouble codes in the multi-functional display.</b>
<b>It is necessary to match the ECM part number to the specific model.</b>

- 6) Submit a warranty claim in Suzuki Connect.