

Motorcycle/ATV Division

GS/GSX/GSX-R No. 244

February 16, 2018

SAFETY RECALL CAMPAIGNS 2A76 - 2A81

ECM Replacement & Drive Chain Inspection for SOLD Units

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 affected 2017 - 2018 GSX-R1000/A and GSXR1000RA/RZ motorcycles that have been SOLD, used as a demonstrator, and/or registered to customers.

For information and instructions for repairing unsold motorcycles, refer to [GS/GSX/GSX-R No. 242](#).

STOP DELIVERY OF AFFECTED MOTORCYCLES

Issued by Suzuki Motor of America, Inc. 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:

Install a replacement engine control module (ECM) and perform the drive chain inspection as outlined in this Technical Service Bulletin. Based on the results of the drive chain inspection, replace the drive chain and sprocket. Then submit a warranty claim for reimbursement.

Affected Models	Model Year	VIN Range
GSX-R1000/A	2017	JS1DM11B8H2100014 ~ JS1DM11B2H2101675
GSX-R1000/A	2017	JS1DM11F9H2100011 ~ JS1DM11F2H2100206
GSXR1000RA/RZ	2017	JS1DM11H8H2100003 ~ JS1DM11H3H2100748
GSXR1000RA/RZ	2017	JS1DM11M1H2100003 ~ JS1DM11MXH2100128

Affected Models	Model Year	VIN Range
GSX-R1000/A	2018	JS1DM11B2J2100001 ~ JS1DM11B3J2100430
GSX-R1000/A	2018	JS1DM11F9J2100001 ~ JS1DM11F1J2100204
GSXR1000RA/RZ	2018	JS1DM11H7J2100001 ~ JS1DM11H0J2100437
GSXR1000RA/RZ	2018	JS1DM11M0J2100001 ~ JS1DM11MXJ2100202

Verify if the motorcycle is affected by the safety recall

Before performing the recall repair on a motorcycle, first verify the repair needs to be performed by accessing the Vehicle Master Inquiry on Suzuki Connect and checking the repair status. If the repair needs to be performed, you will see the message “CAMPAIGN NOT YET PERFORMED.” If you have a question regarding motorcycle eligibility, contact your Suzuki Technical Service Manager (TSM) or call Tech-Line at (714) 996-7480.

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

On January 25, 2018, Suzuki mailed notifications to owners of affected motorcycles for whom we have information. The notice instructs the customer to contact a Suzuki dealer to schedule an appointment for the repair.

If you have sold an affected motorcycle to a customer prior to receiving this bulletin, please contact the customer immediately to arrange for the vehicle to be returned to your dealership for this safety recall campaign repair.

Ordering parts for the Safety Recall Campaign:

Suzuki is making replacement ECMs available for installation in affected unrepaired customer motorcycles and dealer demonstrator motorcycles.

Parts are available for order now via Suzuki Connect with the required last nine digits of the VIN at the time of order.

Please note the following:

- 1) These recall campaign parts can be ordered using the following methods:
 - Daily Stock Order (Freight Prepaid)
 - Critical Order (Surcharge applies based on the shipping method selected)
- 2) Each campaign part on the order **must be placed on a separate line along with the last 9 digits of the VIN** entered into the memo field.
- 3) Suzuki's Parts Department will verify the VIN is affected by the recall campaign.
- 4) Following verification, the order will be processed, and the VIN entered on the parts order form will be displayed in the Sales Order Comments field on the packing list.
- 5) Your parts order shipment may be delayed due to the verification process.
- 6) Due to campaign parts being on restricted release, campaign parts will be listed as Back Ordered when checking Parts Availability on Suzuki Connect.

If you have questions regarding your parts order, please contact National Parts Coordination at (714) 854-2165.

Place a parts order you require based on the Parts Ordering Information listed on the following page.

E03 (FED) MODELS:

Model	Note	ECM Box P/N	Actual ECM P/N	VIN Prefix*
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:

Model	Note	ECM Box P/N	Actual ECM P/N	VIN Prefix*
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

Model	Note	Part Description	Part Number	Qty (1)
All Units	All	Drive Chain, Assy Set	27500-17810-RX0	As Required
		Sprocket Comp, Engine (1)		
		Nut, Engine Sprocket (1)		
		Chain Assy, Drive (1)		
		Sprocket, Rear (1)		
		Nut, Rear Sprocket (6)		

Suzuki Help Tip: If you want to double-check that you are installing the correct 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.

Warranty Claim Processing:

Reminder: This Technical Service Bulletin applies only to SOLD and registered customer units and dealer demonstrator motorcycles.

Submit a Suzuki Connect Long Campaign Claim for each safety recall campaign service immediately upon completion. You will be reimbursed for parts and labor as follows:

CAMPAIGN 2A76 - 2A81 ECM REPLACEMENT 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
LABOR TIME (Choose one):	0.9 HR (Replacing ECM and Drive Chain Inspection) 1.9 HR (Replacing ECM and Drive Chain Assembly Replacement)
PARTS INFORMATION	
REPLACEMENT PART:	See chart below
ADDITIONAL PARTS:	Drive Chain Assembly Set (if required)
AUTHORIZATION:	Only needed if additional parts or labor claimed
FAILURE DESCRIPTION	
DESCRIPTION OF DEFECT:	ECM Replacement & Drive Chain Inspection
DESCRIPTION OF REPAIR	Performed recall repair as required per Service Bulletin

WARRANTY INFORMATION				
Model	Spec	Part Desc.	Part Number	Campaign Number
GSX-R1000 L7-L8	E03 (FED)	Control Unit, FI	32920-17K82	2A79
GSX-R1000 L7-L8	E33 (CA)	Control Unit, FI	32920-17K72	2A78
GSX-R1000A L7-L8	E03 (FED)	Control Unit, FI	32920-17K62	2A77
GSX-R1000A L7-L8	E33 (CA)	Control Unit, FI	32920-17K42	2A76
GSXR1000RA/RZ L7-L8	E03 (FED)	Control Unit, FI	32920-17KF2	2A81
GSXR1000RA/RZ L7-L8	E33 (CA)	Control Unit, FI	32920-17KD2	2A80

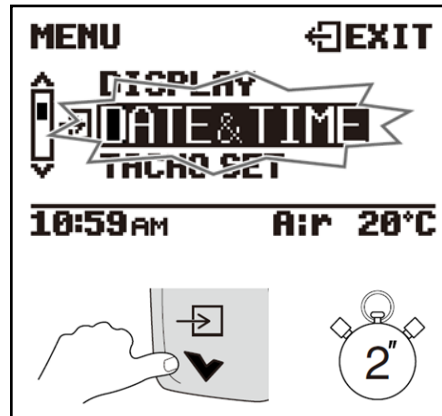
Repair Procedure:

- 1) Replace the ECM with the new countermeasure part. Refer to Service Manual pages 1C-10 through 1C-11, ECM Removal and Installation.
- 2) Confirm the ECM works correctly.
 - A) Be sure the connections are secure.
 - B) Turn the ignition switch ON and check if the MIL turn on.
 - C) Start the engine and check if the MIL turns off.
 - D) If the MIL disappears after starting the engine, the system is OK.

3) Adjust the time and date on the instrument cluster.

- A) From the MENU, select DATE & TIME, then press the SELECT Switch for about 2 seconds.

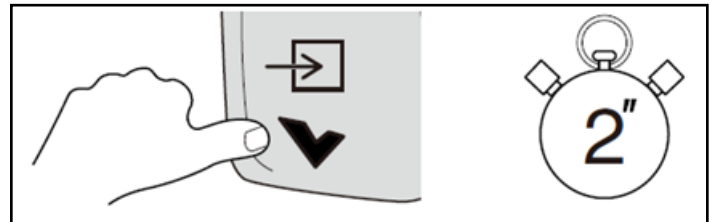
DATE & TIME will start blinking and the display will change to the setting screen.



- B) Press the SELECT switch up or down to highlight the year, month, day, hour or minute.

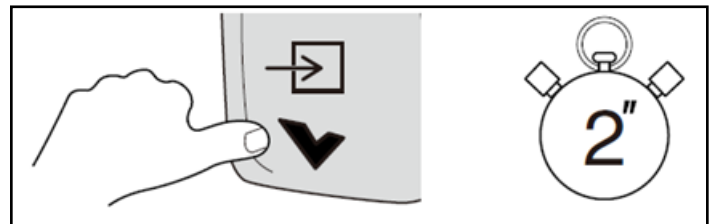


- C) Press the SELECT switch for about 2 seconds to make the arrow marks appear.
- D) Press the SELECT switch up or down to set the year, month, day, hour, and minute.



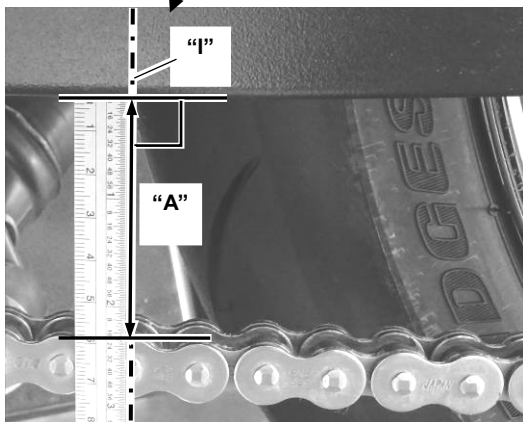
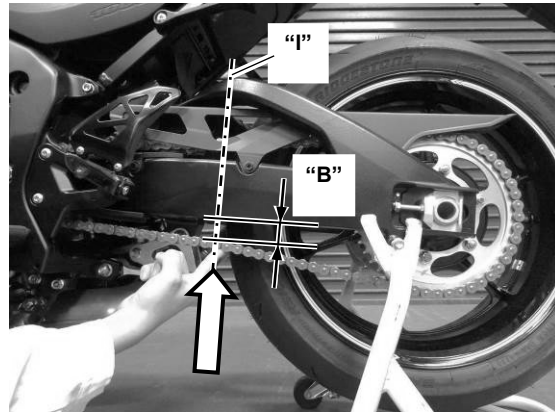
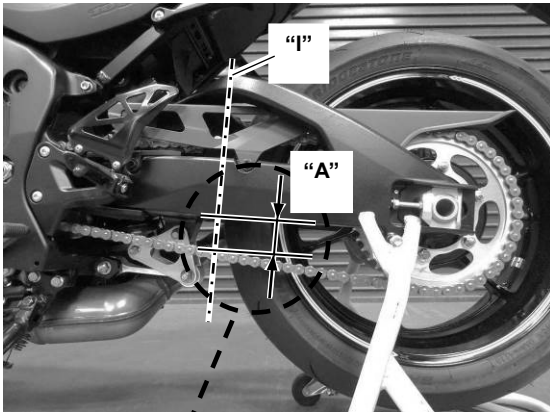
- E) Press the SELECT switch down for about 2 seconds to turn off the arrow marks.

The setting will be confirmed before returning to the setting screen.



4) Inspect the drive chain stretch using the following steps.

- A. With the engine turned off and the transmission in neutral, support the motorcycle using a rear wheel stand so the rear wheel can be turned by hand.
- B. At position “I” of the front surface of the rear tire, measure distance “A” between the lower end of the swing arm and the upper end of the drive chain.
- C. Then measure distance “B” between the lower end of the swing arm and the upper end of the drive chain at the position “I” when the drive chain is pushed upward by hand.



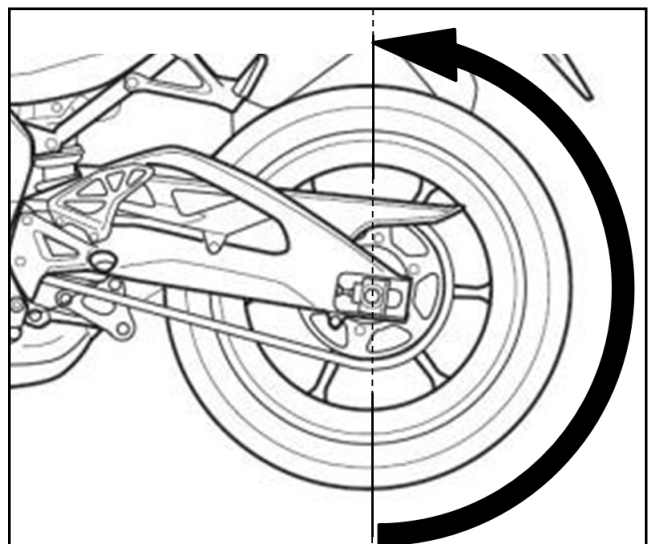
D. Calculate and record drive chain stretch “C”.

Formula: “C” = “A” – “B”

- E. Turn the rear wheel counterclockwise one-half turn as viewed from the left-hand side.
- F. Repeat B through E five times and measure the stretch a total of six times.

NOTE:

- When measuring distances “A” and “B”, apply a scale vertically to the drive chain.
- When pushing the drive chain upward by hand, press it with the same force of 20 N·m (2.0 kgf, 4.5 lb-ft) each time.



- G. Calculate and record the difference "D" between the maximum value and the minimum one among six measurements of the drive chain stretch "C".

The difference "D" between the maximum value and the minimum one of the drive chain stretch "C"
Limit: 6 mm

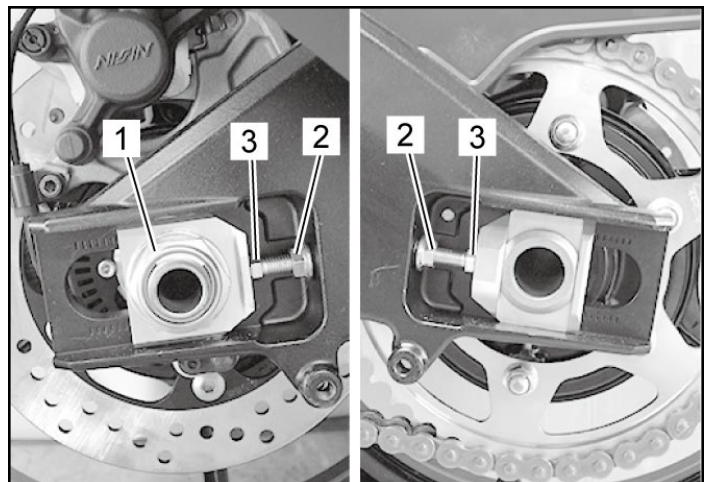
Number of Measurements	1	2	3	4	5	6
Distance "A"						
Distance "B" When pushing the drive chain upward						
Stretch "C" "C" = "A" - "B"						
The difference "D" between the maximum value and the minimum one of stretch "C" "D" = The maximum value "C" - the minimum value "C"						

- H. Perform the following work according to the results in the table below.

Result	Next Step
"D" Less than 6mm	Go to step I
"D" Greater than 6mm	<p>Replace the engine sprocket, rear sprocket and drive chain, then adjust the drive chain slack. Refer to the Service Manual sections below.</p> <ul style="list-style-type: none"> • Engine Sprocket Removal and Installation, 3A-3 • Rear Sprocket Removal and Installation, 3A-5 • Drive Chain Replacement, 3A-7 thru 3A-11

- I. Inspect the chain adjuster

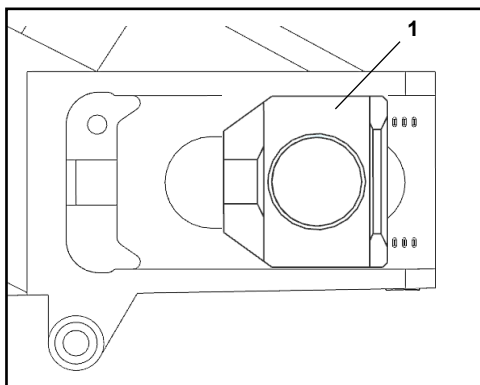
- Loosen the rear axle nut (1).
- Loosen both right and left chain adjuster lock nuts (2).
- Turn both chain adjuster bolts (3) and fully tighten up the drive chain.



J. Confirm the position of the chain adjuster (1) on the drive chain side.

Location of the chain adjuster

Limit: The 4th scale from the rear (It is acceptable if only a little of the 4th scale can be seen)



K. Perform the following work according to the results in the table below.

Result	Next Step
Only 4th scale can be seen	Adjust the drive chain slack. (Refer to 3A Drive chain inspection/adjustment)
4th scale cannot be seen	<p>Replace the engine sprocket, rear sprocket and drive chain, then adjust the drive chain slack. Refer to the Service Manual sections below.</p> <ul style="list-style-type: none">• Engine Sprocket Removal and Installation, 3A-3• Rear Sprocket Removal and Installation, 3A-5• Drive Chain Replacement, 3A-7 thru 3A-11