

Chronology of Principal Events

5/24/2017	Suzuki Motor Corporation (SMC) received information from its distributor in France about abnormal noise during shifting. A dealer inspected the motorcycle and found that the drive chain had excessive slack and a tooth of the engine sprocket was slightly chipped.
6/28/2017 to 9/6/2017	SMC collected the sprocket and drive chain from the motorcycle mentioned above and investigated the parts. As a result of the investigation, SMC concluded that the drive chain stretching and sprocket tooth chipping was caused by abnormal tension applied to the drive chain on the sprocket teeth, due to operating the motorcycle with excessive drive chain slack from improper maintenance.
10/19/2017	SMC received information from a foreign distributor about a similar instance (a second case). Since the reports and parts inspection results were similar to the first case, SMC concluded that the problem was due to improper maintenance.
11/23/2017	SMC received information from a foreign distributor about another similar instance (a third case). Since the reports and parts inspection results were similar to the first two cases, SMC again concluded that the problem was due to improper maintenance.
12/3/2017	SMC received information about a fourth case from its distributor in Qatar. SMC is collecting sample parts. Drive chain breakage was reported, and SMC requested that the motorcycle be shipped to SMC for investigation. Collection of the vehicle is still in process.
12/13/2017	SMC received information about a fifth and sixth case from its U.S. distributor. The fifth case involved the chain coming off the sprockets. The sixth case involved chain breakage.
12/18/2017 to 12/23/2017	SMC conducted an investigation in the U.S. According to the result, the customer described a missed shift from first to second gear and re-shifting to second gear with high engine RPMs.
12/29/2017	Due to concern that the problem may occur frequently, SMC stopped shipment of affected motorcycles until a root cause could be determined.
12/30/2017	SMC conducted a replication test and was able to reproduce the drive chain stretching and sprocket teeth chipping.

1/12/2018	As a result of the replication test, SMC issued a notice to distributors to stop wholesale and retail sales.
1/22/2018	SMC decided to conduct a safety recall for affected motorcycles to replace the ECM with one that is programmed to prevent very high engine RPMs under certain conditions.