



SUZUKI MOTOR CORPORATION

Motorcycle Service Group
Overseas Service Department
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Page 1 of 3
Date June 22, 2018
Our ref. EA-180622

TO : Selected Motorcycle Distributors
ATTN. : Managing Director
Service Director or Manager
CC : Spare Parts Manager

SUBJECT: DR-Z400S/SM L8 Stop Lamp Switch Replacement Recall Campaign

Dear Sirs and Madams,

This letter is to inform you of the "Stop Lamp Switch Replacement Recall Campaign" for DR-Z400S/SM L8.

The stop lamp switch resin was not cured due to failure to add a curing agent when the resin was added. The resin used to fill the stop lamp switch terminal may have flowed and adhered to the contacts, leading to poor conductivity and preventing the stop lamp from illuminating.

In view of the nature of this problem, Suzuki Motor Corporation (SMC) has decided to carry out the Recall Campaign in your market. The details are explained in the following pages.

You are kindly requested to organize the Recall Campaign for the affected units in your market. If you are required to report to your authority, please contact them according to your law.

If you have affected units in your warehouse, you are required to remedy them before releasing to your dealers. You are also immediately required to instruct your dealers to remedy the affected unit in stock if any, before delivering them to the customers.

Please make sure that no customers will receive the affected units without appropriate Recall Campaign remedy.

We apologize for any inconvenience this may cause to you. Your cooperation and assistance will be highly appreciated.

If you have any question, please don't hesitate to contact us anytime.

Very truly yours,

Shinji Ishikawa
Department General Manager
Overseas Service Department

Action

- 1) For the affected units before retail sales, you are requested to remedy them before delivering them to the customers.
- 2) For the affected units after retail sales, contact the customers of the units to let them bring their vehicles to your authorized dealers.
- 3) Order the necessary quantity of parts **through SCAN system.**
- 4) Report to the authority according to your law.
- 5) Issue service bulletin to dealers and customer letter to owners.
- 6) Perform a corrective work following the repair instruction of ANNEX3.
- 7) Once the corrective work is done, destroy replaced parts at your responsibility to prevent reuse of the potentially failed parts.

Affected Models

Model / Production Period:

DR-Z400SL8 and DR-Z400SML8 produced from October 16, 2017 to November 6, 2017.

Affected VIN range and units quantity in your market: Please refer to attached VIN list of ANNEX2.

Replacement Parts

Please order the necessary quantity of parts **through SCAN system.**

Part name	Part number	Q'ty	Contents
SWITCH ASSY, STOP LAMP	37740-29F00-RX0	1	SWITCH ASSY, STOP LAMP (37740-29F00) x1

SMC prepares 100% of replacement parts against affected units on June 25, 2018.

Warranty Reimbursement Information

This is a Recall Campaign that is acceptable only one time for one unit.

Submit the warranty claim applications to SMC under the following terms.

Claim category		2 (Campaign)		
Trouble Code		97 - EA		
Basic code		SF9999		
Model	Causal Part name	Causal Part No.	Q'ty	Flat Rate(Hr)
DR-Z400SL8 DR-Z400SML8	SWITCH ASSY, STOP LAMP	37740-29F00-RX0	1	0.7

Repair Instruction

The repair instruction of ANNEX3 will be informed on June 29, 2018.

ANNEX3: "DR-Z400SL8_Repair_Instruction_of_Stop_Lamp_Switch.docx"

Implementation Date and Progress On Your Country

1) Implementation Date:

<PLAN>

Please fill following planning schedule in the ANNEX1 and email to us June 29, 2018.

- (1) Recall Campaign notification date to your authority, if required.
- (2) Recall Campaign notification date to your dealers.
- (3) Start date of Recall Campaign notification letter mailing to customers.
- (4) Date of ordering parts for initial necessary quantity.
- (5) Quantity of parts ordered for initial portion.

<ACTUAL STATUS>

Please fill following latest information in the ANNEX1 and email to us once a week until all the cells are completely filled out.

- (1) Recall Campaign notification date to your authority, if required.
- (2) Recall Campaign notification date to your dealers.
- (3) Start date of Recall Campaign notification letter mailing to customers.
- (4) Date of ordering parts for initial necessary quantity.
- (5) Quantity of parts ordered for initial portion.

We would like to ask you to provide the implementation date above to window person of SMC Motorcycle Service Group.

2) Implementation Progress:

Please email the following information with your company name to your window person.

You are requested to email daily until Campaign execution rate reaches 80%.

- (1) Latest accumulated number of units completed.
- (2) Original number of affected unit.
- (3) Updated number of affected units, if adjusted.

Attachment:

ANNEX 1: Recall_campaign_notification_plan_form.xlsx

ANNEX 2: Country_name_VIN_List.xlsx

ANNEX 3: DR-Z400SL8_Repair_Instruction_of_Stop_Lamp_Switch.docx

(We will send ANNEX3 on June 29, 2018.)

ANNEX 4: Sample_Of_Customer_Letter.docx

END