



Motorcycle Service Group
Overseas Service Department
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Date	Feb 26, 2021
Our ref.	FF-210226

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

SUBJECT: GSX250R L8 Headlamp Bulb Replacement Recall Campaign

Dear Sirs and Madams,

This letter is to inform you of the "Headlamp Bulb Replacement Recall Campaign" for GSX250R L8 produced from Feb 6, 2017 to Feb 27, 2018.

Due to improper selection of a headlamp bulb in a headlight, the headlamp bulb resonate with engine vibration and the filament inside the bulb may vibrate largely up and down in certain engine speed range. If continue to be used under this condition, the filament of the headlamp bulb may be broken in a short time and headlamp may become unlit.

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 to Suzuki Motor Corporation (SMC) Parts Department 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: GSX250R L8

Production Period: From Feb 6, 2017 to Feb 27, 2018.

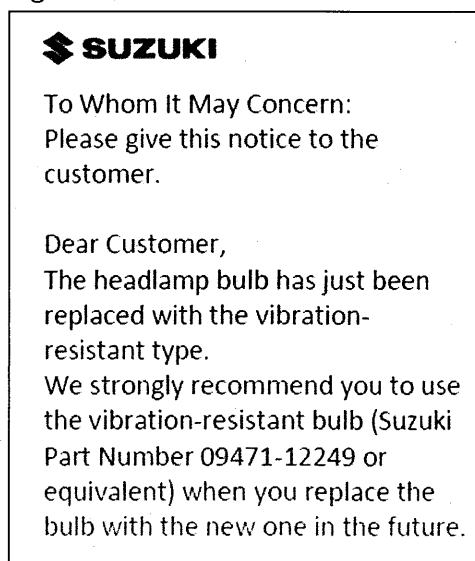
Affected VIN range and units quantity in your market: Please refer to attached VIN list of ANNEX2.

Replacement Parts

Part name	Part number	Q'ty	Contents
BULB SET,HEADLAMP	35200-20810-RX0	1	<ul style="list-style-type: none"> • BULB (09471-12249) × 1 • CLIP,HEADLAMP (35195-20K00) × 1 • LEAFLET × 1

*** The parts to be replaced this time is the vibration-resistant bulb. It is recommended to use the same type of the vibration-resistant bulb for the next replacement. To let owner know it, a leaflet is enclosed a leaflet (see below) with the replacement parts. After implement work, please explain the contents of the leaflet to the owner and always keep it with the owner's manual.**

Image of Leaflet



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-FF
Basic code	SA9999

Action	Part Name	Part No.	Q'ty	Flat Rate(Hr)
Inspection/Replace	BULB SET, HEADLAMP	35200-20810-RX0	1	1.0

Repair Instruction

The repair instruction of ANNEX3 is available on SCAN FD.
Please download the files from below.

SCAN-FD - Download - Service - Document Files for Motorcycle

ANNEX3: "GSX250RL8_Repair_Instruction_of_Headlight_bulb_replacement.doc"

Implementation Date and Progress

1) Implementation Date:

<PLAN>

Please fill following planning schedule in the ANNEX1 and email to us by Mar. 5, 2021.

- (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) Recall campaign notification date to distributor if you have resold affected unit to other distributor.
- (5) Date of ordering parts for initial necessary quantity.
- (6) 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) Recall campaign notification date to distributor if you have resold affected unit to other distributor.
- (5) Date of ordering parts for initial necessary quantity.
- (6) 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: Please download from SCAN.

GSX250RL8_Repair_Instruction_of_Headlight_Bulb_Replacement.docx

ANNEX 4: Sample_of_Customer_Letter.docx

END