

## **SAFETY RECALL CAMPAIGN 2A99**

### **2022 Hayabusa Front Brake Master Cylinder Body Replacement**

### **Service Counter, Parts, & Warranty Administration**

**Reference:** Service Bulletin GS/GSX/GSX-R No. 259 (02/27/2023)  
& Hayabusa GSX1300R Service Manual (99500-10L00-03E)

#### **Recall service overview:**

Replace the master cylinder body and piston cup set of the front brake master cylinder assembly. You will also replenish the brake fluid and bleed any air from the brake system. To read the full GS/GSX/GSX-R No. 259 Safety Recall Campaign bulletin, [CLICK HERE](#).

#### **Recall administration sections:**

- Service Counter - pages 1 & 2, related to Hayabusa customer & dealership Sales Department support
- Parts - page 3, related to parts ordering
- Warranty - page 4, related to processing the recall service warranty claims

#### **Recall service priority:**

Please prioritize completion of the recall service for your affected Hayabusa customers. Owners of affected Hayabusa motorcycles will be notified by letter the week of March 1, 2023. For their safety and satisfaction, we strongly suggest you do not wait for them to contact you, but you should take the initiative to contact them to set an appointment to perform the recall service as soon as possible.

When speaking to the owner of an affected motorcycle let him/her know that you are ordering the necessary Front Master Cylinder Parts Set. Let the customer know there will be no charge for parts or labor. Set an appointment to install the parts, perform the recall service, and then submit a warranty request to Suzuki Motor USA, LLC (SMO).

If your dealership is contacted by someone who has an affected Hayabusa, but you did not sell the motorcycle, let the owner know you can assist with the Front Brake Master Cylinder Body Replacement recall service. Let the customer know there will be no charge for parts or labor. You can then order the necessary Front Master Cylinder Parts Set. Set an appointment to perform the recall service, and then submit a warranty request to SMO.

Provide your Hayabusa customers the premium service that ownership of Suzuki's flagship sportbike conveys. If you need support to address a customer's needs or concerns, please call TECH LINE at (714) 996-7480 or contact your Suzuki Technical Service & Parts Manager (TSPM).

#### **Special customer incentive\* for timely repair:**

Customers who have the recall repair performed no later than August 31, 2023, are eligible for a \$100 gift card from Suzuki for their prompt response.

For the customer to receive the gift card, they must have the recall repair performed by August 31, 2023, and then make a legible scan of the completed service repair order, and send it by email to: [motorcyclecr@suz.com](mailto:motorcyclecr@suz.com) no later than September 15, 2023. In the body of the email they must include their name, address, telephone number, and email address. Customers will need to allow 30 days for processing. This incentive is only valid in the continental U.S.

Please perform the recall service promptly so your customer can take advantage of this incentive. If you have any questions, contact TECH-LINE at (714) 996-7480 or your Technical Service & Parts Manager (TSPM).

\* See customer letter on [pages 5 & 6](#) of this bulletin

**Affected model VIN range:**

Model	Year	Spec.	VIN Range
GSX1300R	2022 (M2)	E03	JS1EJ11B#N[REDACTED] - JS1EJ11B#N[REDACTED]
GSX1300R	2022 (M2)	E33	JS1EJ11D#N[REDACTED] - JS1EJ11D#N[REDACTED]

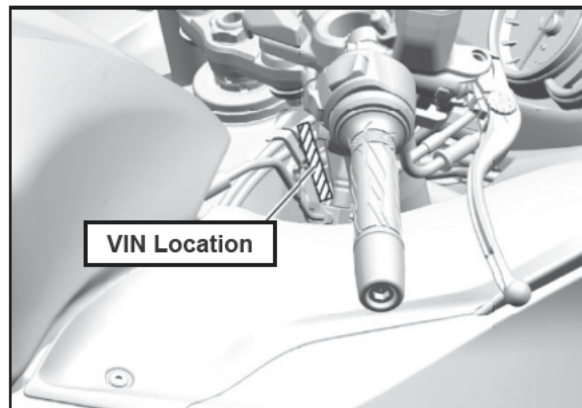
- **NOT** all motorcycles in the VIN range above are affected, verify recall status with Suzuki CONNECT.
- “#” indicates any check digit from 0 to 9 and X.

**Use Suzuki CONNECT to verify recall status:**

Before performing the recall repair on a Hayabusa, first verify the repair needs to be performed by checking the motorcycle's VIN and accessing the Vehicle Master Inquiry on Suzuki Connect and checking the repair status.

If the recall repair needs to be performed, you will see the message “CAMPAIGN NOT YET PERFORMED.”

If you have a question regarding motorcycle eligibility, call TECH LINE at (714) 996-7480 or contact your Suzuki Technical Service & Parts Manager (TSPM).



**Unsold, affected Hayabusa motorcycles in Suzuki dealer inventory:**

Support your Sales Department by checking your unsold new and used inventory to see if you have any affected 2022 Hayabusa models (refer to "Use Suzuki CONNECT to verify recall status" above). If so, order the necessary Front Master Cylinder Parts Set, repair the motorcycle, and then submit a warranty request to Suzuki Motor USA, LLC (SMO).

**You must do this before selling or transferring the motorcycle.** It is a violation of Federal law to sell or deliver any new or used motorcycle, scooter, ATV, 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.

**Known unsold, affected Hayabusa motorcycles - VIN list:**

Model	VIN	VIN
GSX1300RRM2	[REDACTED]	[REDACTED]
GSX1300RRZM2	[REDACTED]	[REDACTED]

**Important:**

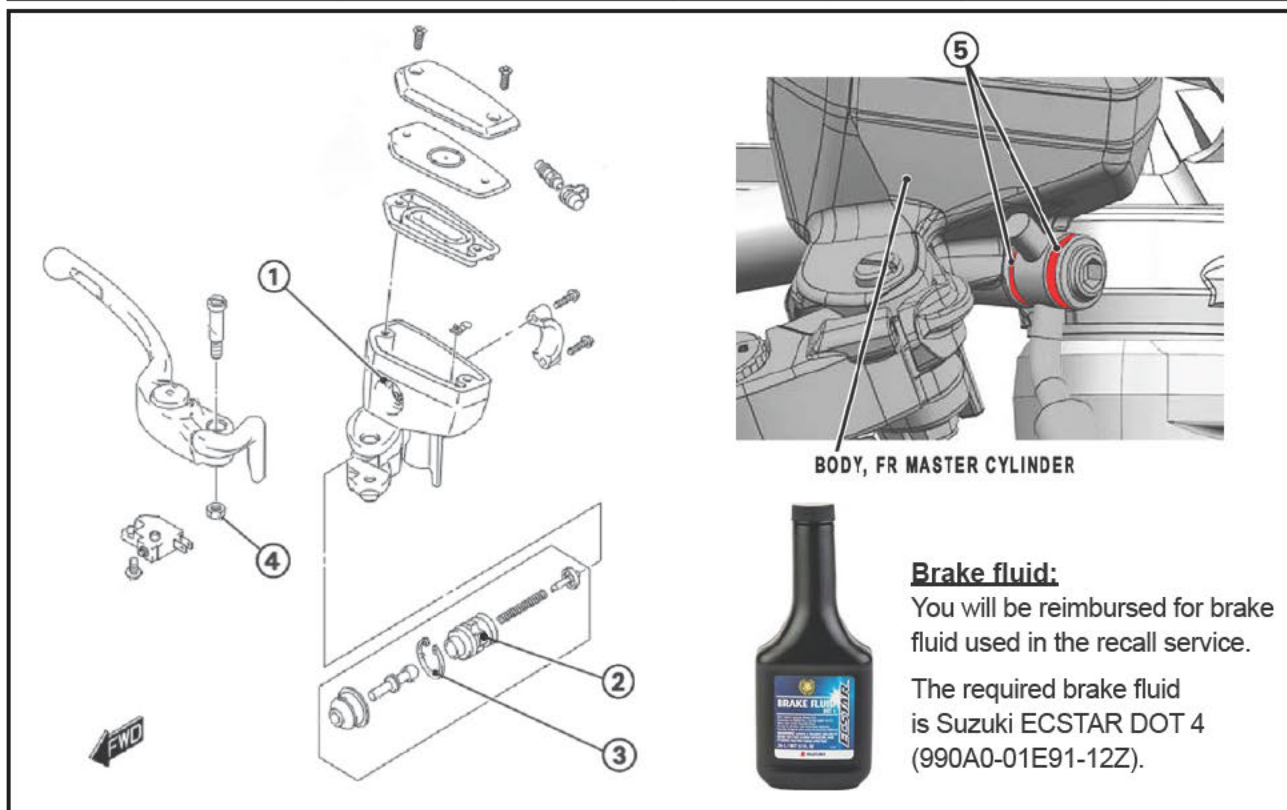
Even if an unsold or used 2022 Hayabusa in your inventory is not on this VIN list, you must confirm its recall status using the Vehicle Master Inquiry feature on Suzuki CONNECT (as listed above).

### Ordering parts for the Safety Recall Campaign:

You dealership will be responsible for ordering parts for this recall using normal parts ordering procedures for each motorcycle. Recall service parts are available now. You must also use the proper Suzuki ECSTAR DOT 4 brake fluid. If you have any questions regarding parts orders, please contact SMO Parts Coordination at (714) 854-2165. Have the VIN available when ordering or discussing parts.

### Recall service parts:

Part Name	Part Number	Quantity	Includes
<b>PARTS SET, FR MASTER CYLINDER</b>	<b>59600-10860-RX0</b>	<b>1</b>	BODY, FR MASTER CYLINDER (59660-10L00-RX0) x 1 ①
			PISTON SET, FRONT MASTER (59610-10L00-RX0) x 1 ②
			CIRCLIP (59665-29G00) x 1 ③
			NUT (08319-2106A) x 1 ④
			WASHER (09161-10009) x 2 ⑤



BODY, FR MASTER CYLINDER

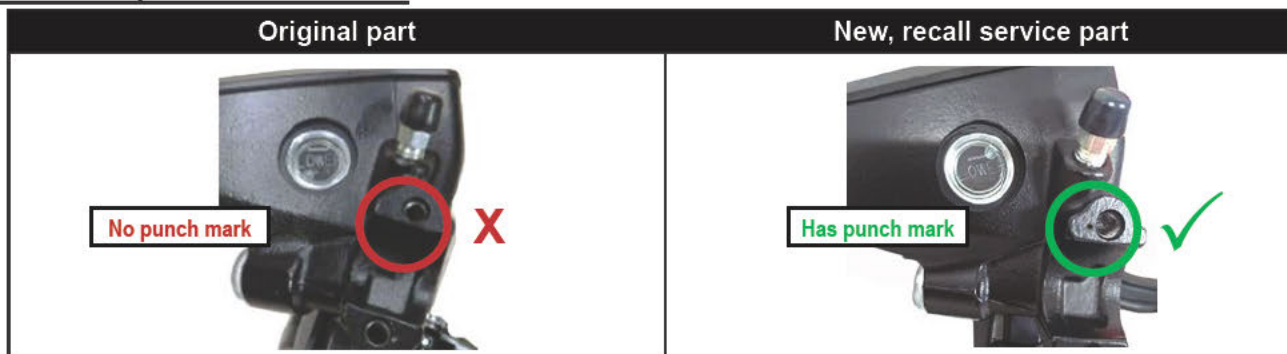


#### **Brake fluid:**

You will be reimbursed for brake fluid used in the recall service.

The required brake fluid is Suzuki ECSTAR DOT 4 (990A0-01E91-12Z).

### Recall service parts identification:



### **Original, Pre-recall Front Brake Master Cylinders:**

If your dealership has any new, original design front brake master cylinders (59600-10L00, CYLINDERASSY, FRONT) in your spare parts inventory, or have installed this master cylinder on Hayabusa during a repair, please contact your Technical Service & Parts Manager (TSPM) or TECH-LINE at (714) 996-7480 to report the part's status.

**Warranty claim processing:**

Submit a warranty claim for each recall repair immediately upon completion. This campaign requires you to file a warranty claim using ONE of the methods described below.

**Suzuki CONNECT Short Campaign Claim:** The Short Campaign Claim will reimburse you for the Front Brake Master Cylinder Body Replacement Kit and brake fluid, plus 0.9 hour labor.

CAMPAIGN 2A99 GSX1300RM2 FRONT BRAKE MASTER CYLINDER BODY REPLACEMENT SUZUKI CONNECT SHORT 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:	2A99

**Suzuki CONNECT Long Campaign Claim:** The Long Campaign Claim will reimburse you for the Front Brake Master Cylinder Body Replacement Kit plus 0.9 hour labor, and additional parts and labor as authorized by your TSPM. You will need to add the brake fluid part number (990A0-01E91-12Z) to the additional parts list.

CAMPAIGN 2A99 GSX1300RM2 FRONT BRAKE MASTER CYLINDER BODY 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:	2A99
LABOR TIME:	As authorized by your TSPM
PARTS INFORMATION:	
ADDITIONAL PARTS:	Additional parts as authorized by your TSPM
AUTHORIZATION:	Only needed if additional parts or labor claimed
FAILURE DESCRIPTION:	
DESCRIPTION OF DEFECT:	Front brake master cylinder body replacement
DESCRIPTION OF REPAIR:	Performed service campaign repair per service bulletin

If you have any questions related to this recall service, please call TECH-LINE at (714) 996-7480 or contact your Technical Service & Parts Manager (TSPM).

Thank you for your attention to this recall service,

The Suzuki Service Department





Suzuki Recall #2A99  
NHTSA Recall #23V088

## IMPORTANT SAFETY RECALL

### This Notice Applies to Your Suzuki Hayabusa Motorcycle

March 1, 2023

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2022 model-year Hayabusa motorcycles. According to our records, you own one of the motorcycles affected by this recall.

#### What is the problem?

In certain conditions, a passage in the front brake master cylinder body that regulates fluid pressure may become blocked when the brake lever is released. If this occurs, the brake lever may require greater than normal travel in a subsequent application of the front brake. This can lead to extended stopping distances, increasing the risk of a crash.

#### What is Suzuki doing to solve the problem?

Your Suzuki dealer will replace the front brake master cylinder body with a revised part. The new part has a revised brake fluid passage that will prevent this condition from occurring. The repair will take approximately one hour to perform, and there will be no charge to you for any recall-related parts or labor.

#### What you should do:

To expedite the recall repair, set an appointment with your authorized Suzuki dealer who will then order the necessary parts, so they are at the dealership when you bring your motorcycle in for the repair. While the actual repair takes about one hour to perform, please allow for additional time processing paperwork with the dealer when you drop off and then pick up your motorcycle following the repair.

Before the recall repair is performed, Suzuki recommends the following:

- Minimize riding your motorcycle until the recall has been completed.
- If you choose to ride, please follow the following instructions:
  - Using the check list on page 3-7 of your Hayabusa's Owner's Manual, verify that the front brake lever play is not excessive, and there is no "sponginess" at the lever, and its operation is smooth.
  - If the brake lever play is normal and feels firm when you squeeze the lever you can ride your motorcycle with caution; allow additional distance for braking.
  - If the brake lever play is excessive or you feel "sponginess" when you squeeze the lever, squeeze the lever fully 2 or 3 times to see if the lever play and feel return to normal. If it does, you can ride your motorcycle with caution; allow additional distance for braking.
  - If the brake lever play remains excessive and there is "sponginess" when you squeeze the lever, contact your Suzuki dealer to discuss how to bring the motorcycle to the dealership for the recall repair.

#### Special incentive for repair:

Customers who have the recall repair performed no later than August 31, 2023, are eligible for a \$100 gift card. To receive the gift card, have the recall repair performed by August 31, 2023, make a legible scan of your completed service repair order, and send it by email to: [motorcyclecr@suz.com](mailto:motorcyclecr@suz.com) no later than September 15, 2023.

In the body of the email include your name, address, telephone number, and email address. Please allow 30 days to process. This incentive is only valid in the continental U.S.

## CUSTOMER NOTIFICATION LETTER (page 2 of 2)

**What to do if you receive this notice in error:**

This notice was mailed to you according to the latest information that is available to us. If you no longer own the motorcycle described in this notice, please complete, and return the attached Change of Address/Ownership card to Suzuki Motor USA, LLC and forward this recall information to the current owner (if known). If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

**Customer reimbursement for repairs before this Safety Recall Notification:**

If your motorcycle is included in this recall and you have paid for repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

Only repairs made to address the defect that led to this recall are reimbursable. Additional expenses such as towing, car rental, accommodations, damage repairs, etc., will not be reimbursed. Reimbursement will not be provided for routine scheduled maintenance. Reimbursement may be limited to the suggested list price for parts, the Suzuki published flat-rate time allowance for the repair, and the labor rate that an authorized Suzuki dealer in the same area would charge for the same repair.

Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

**Who to contact if you experience problems:**

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this safety recall campaign. If you have any difficulty with this recall campaign, you may contact Suzuki's U.S. Customer Service Department for assistance at (714) 572-1490 during the hours of 7:30 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling.

If you need to locate your nearest Suzuki dealer, please visit [www.suzukicycles.com](http://www.suzukicycles.com), click on OWNERS, scroll to the bottom of the page to the RESOURCES list and select [Find a Dealer](#). On the Find a Dealer page enter your zip code and select Submit.

If you believe that Suzuki has failed to provide the safety recall campaign service without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington D.C., 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-424-9153) or go to [www.safercar.gov](http://www.safercar.gov).

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety and satisfaction are important priorities for us.

We sincerely regret any inconvenience this Important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki Hayabusa motorcycle.

Sincerely,

Suzuki Motor USA, LLC.