

SAFETY RECALL CAMPAIGN 3A01 **2024 Hayabusa ABS Hydraulic Unit Flare Nut Tightening**

- Affected Models:** Certain 2024 Hayabusa (GSX1300RR/RRZM4) motorcycles
- Affected Departments:** Management, Service, Warranty, Sales, Parts, Accessories
- Attachments:** Sales Bulletin 24-012 (Hayabusa Stop Sales) & Customer Notification Letter
- Reference:** Hayabusa GSX1300R Service Manual (99500-10L00-03E)

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 2024 model-year Hayabusa (GSX1300RRM4) and Hayabusa 25th Anniversary Edition (GSX1300RRZM4) motorcycles.

STOP DELIVERY OF AFFECTED VEHICLES IMMEDIATELY

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, 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.

In addition, selling an unrepaired affected motorcycle, scooter, or ATV is a direct violation of your Suzuki dealer agreement and may lead to additional sanctions.

What is the defect?

Suzuki Motor Corporation is initiating a safety recall campaign to tighten the brake fluid pipe flare nuts on the anti-lock brake system module (ABS unit) to the proper torque specification.

The brake fluid pipe flare nut installation torque for the brake fluid supply lines attached at the ABS unit that supply the front and rear brake calipers may have been tightened to less than the correct specification. If the motorcycle continues to be used in this condition, in the worst case, loosening of a flare nut may cause brake fluid leakage and increase braking distance, increasing the risk of a crash.

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What Suzuki Motor USA, LLC, will do:

During the week of February 5, 2024, Suzuki Motor USA, LLC (SMO) will mail notifications to owners of affected Hayabusa 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 Hayabusa to a customer prior to receiving this bulletin, please contact the customer immediately to arrange for the motorcycle to be returned to your dealership for this safety recall campaign.

Parts are not required for this Safety Recall Campaign:

In normal situations, new parts will not be needed to complete this recall service. If you find parts are required to complete the recall service, contact Suzuki's TECH-LINE at (714) 996-7480 or contact your Technical Service & Parts Manager (TSPM) to discuss the situation.

What your dealership will do:

1. Please prioritize completion of the recall service for your affected Hayabusa customers. 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. Provide them 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).
2. Check your unsold inventory to see if you have any affected 2024 Hayabusa models (refer to "Use Suzuki CONNECT to verify recall status" below). If so, perform the recall service, and then submit a warranty request to Suzuki Motor USA, LLC (SMO). You must do this before selling or transferring the motorcycle.
3. Check your sales records to contact customers to whom you have sold an affected Hayabusa motorcycle. Contact the owner of an affected motorcycle to alert him/her that you will need to perform the recall service and there will be no charge for parts or labor. Set an appointment to perform the recall service, and then submit a warranty request to SMO.
4. 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 ABS Hydraulic Unit Flare Nuts Tightening recall service. Let the customer know there will be no charge for parts or labor. Set an appointment to perform the recall service, and then submit a warranty request to SMO.

Affected model VIN range:

Model	SPEC	V.I.N. Range
GSX1300RRM4 & GSX1300RRZM4	E03	JS1EJ11B#R7100201 - JS1EJ11B#R7101144
	E33	JS1EJ11D#R7100027 - JS1EJ11D#R7100246

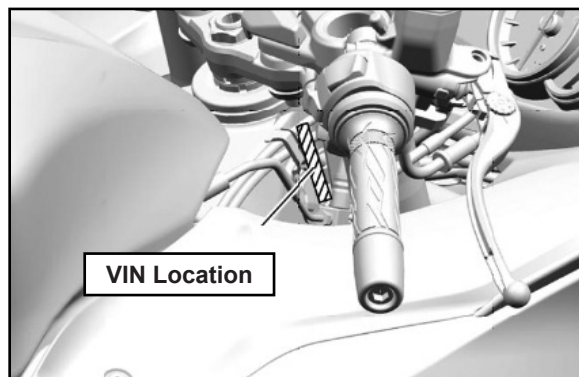
- NOT all motorcycles in the VIN range above are affected, verify recall status with Suzuki CONNECT.
- “#” indicates any check digit from 0 to 9 and X.

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).



New, repaired units from Suzuki warehouses:

New, unsold and crated GSX1300RR/RZM4 motorcycles delivered to dealers from Suzuki warehouses after 01/25/2024 should have already received the ABS Hydraulic Unit Flare Nut Tightening Recall service. Proof of repair is blue paint marks applied to the tightened flare nuts. You must still verify the motorcycle's recall repair status using Suzuki CONNECT (see above).

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 0.9 hour labor (for tightening the brake fluid pipe flange nuts to the ABS unit).

CAMPAIGN 3A01 GSX1300RM4 ABS HYDRAULIC UNIT FLARE NUT TIGHTENING 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:	3A01

Suzuki CONNECT Long Campaign Claim: The Long Campaign Claim will reimburse will reimburse you 0.9 hour labor (for tightening the brake fluid pipe flange nuts to the ABS unit), plus additional parts and labor as authorized by your TSPM.

Reminder:

All LONG CLAIM FORMS must be preauthorized by TECH LINE or your dealership's Technical Service & Parts Manager (TSPM) prior to submission. Long Claim Forms submitted without a PAS number will be returned, unpaid.

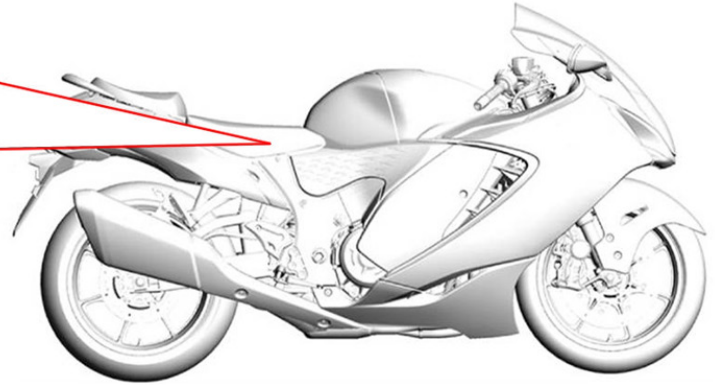
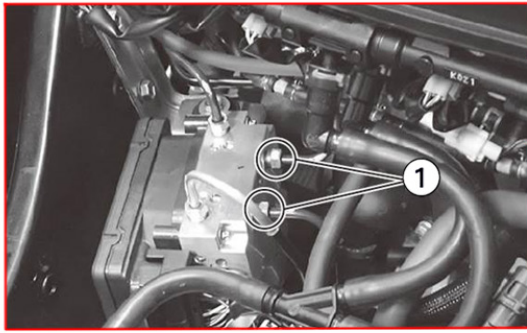
CAMPAIGN 3A01 GSX1300RM4 ABS HYDRAULIC UNIT FLARE NUT TIGHTENING SUZUKI CONNECT LONG FORM INSTRUCTIONS	
CLAIM INFORMATION:	
CLAIM NUMBER:	XXXXX,X (Dealer enters number)
ENTRY TYPE:	VIN, Model/Frame or Control/Sequence # (Dealer chooses)
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	3A01
LABOR TIME:	As authorized by your TSPM*
PARTS INFORMATION:	59400-10L00-RXO (HOSE ASSY UNIT FRBK)
	Quantity 0
ADDITIONAL PARTS:	Additional parts as authorized by your TSPM**
AUTHORIZATION:	Only needed if additional parts or labor claimed
FAILURE DESCRIPTION:	
DESCRIPTION OF DEFECT:	ABS hydraulic unit flare nut tightening
DESCRIPTION OF REPAIR:	Performed service campaign repair per service bulletin

* If using the Long Claim Form to request parts reimbursement, but not additional labor, use the labor code of MD9999 for 0.9 hour.

** If brake fluid was used, you will need to add the brake fluid part number (990A0-01E91-12Z) to the additional parts list.

ABS HYDRAULIC UNIT FLARE NUT TIGHTENING RECALL SERVICE PROCEDURE

- Follow the repair procedure listed on the following pages to tighten the brake fluid pipe flare nuts ① on the ABS hydraulic unit to the proper torque.



- If brake fluid leakage is found, check the brake fluid level. And if the brake fluid level is below the lower limit line, replenish the brake fluid up to the specified amount. Clean any area contaminated by leaked or spilled brake fluid.



Chemical: Brake Fluid
Suzuki ECSTAR DOT 4 (990A0-01E91-12Z)

NOTE:

In the unusual instance you used enough brake fluid to warrant reimbursement from Suzuki, add the brake fluid (990A0-01E91-12Z) to a Long Form warranty claim. Before submission, you must obtain a pre-authorization number (PAS) from TECH-LINE or your TSPM, and then submit a Long Claim Form with a PAS number applied (see page 3 of this bulletin for more information).

Precautions:

- Take care to not let grease or oil (mineral oil, etc.) contaminate the brake system.
- When touching brake system components, keep your hands/work-gloves clean, and do not use tools contaminated with grease or oil (mineral oil, etc.).
- Brake fluid can damage painted surfaces, plastics and rubber materials, so do not allow the fluid to spill on any portion of the motorcycle.
- If brake fluid is spilled, flush it from the parts with water immediately.
- This brake system is filled with an ethylene glycol-based DOT 4 brake fluid.
- Do not use DOT 5 or other silicone-based brake fluids.
- Do not use or mix different types of brake fluid, such as silicone-based or petroleum-based.
- Do not use any brake fluid taken from an old, used or unsealed containers.
- Never reuse brake fluid left over from a prior service or that has been stored for a long period of time.
- When replenishing brake fluid, take care to not let dust or other contaminants into the fluid.
- To avoid getting burned, do not touch the engine and exhaust system until they have cooled.
- Before the repair work, wash dirt off from the vehicle so that removed parts are kept free from dust.
- When 2 or more persons work together, pay attention to each other's safety.
- When removing parts that are to be reused, keep them arranged in an orderly manner so that they may be reinstalled in the proper order and orientation.

Refer to the Hayabusa Service Manual (99500-10L00-03E) for any details or procedures not mentioned in these instructions.

Required tools:

Tool or item	Size or capability
Ratchet handle	(to match socket wrenches)
Socket wrench	10 mm
Hexagon wrench (Allen-wrench)	4 mm, 5 mm, 6 mm
Pliers	(as required)
Torque wrench	Range: 3.0 to 17.0 lb-ft or (4.0 to 23 N.m) or (0.41 to 2.3 kgf-m)
Flare nut socket wrench ①	10 mm (11.5 lb-ft (1.63 N.m, 1.6 kgf-m)), Drive hole to match the drive of the torque wrench

**NOTE:**

The flare nut socket wrench (example ①) is not the same as a crow's foot wrench. The crow's foot wrench has a driving head like an open wrench. A flare nut socket wrench has a closed-hex driving head with a small groove that allows it to pass over the pipe that is secured by a flare nut. This helps ensure that no slippage occurs between the tool and nut so the proper torque is applied to the flare nut during tightening.



If you install the flare nut socket wrench onto the drive head of the torque wrench at exactly 90-degrees (see image above) the torque value of the torque wrench will be accurate (in this case, 12.0 lb-ft (16 N·m, 1.6 kgf-m)).

If the flare nut socket wrench is not set exactly at 90-degrees on the torque wrench drive, a difference occurs between the set value of the torque wrench and the actual torque being applied. This occurs because of the distance (length) between the drive head of the torque wrench and wrench head of the flare nut wrench. Because this length affects the force of the torque applied to the flare nut you will need to calculate the torque setting for the torque wrench based upon the effective length of the flare nut socket and the torque wrench to be used.

Example:

Effective length of torque wrench: A mm

Effective length of flare nut socket: B mm

Specified torque: 12.0 lb-ft (16 N·m, 1.6 kgf-m)

In the above case, the set value is "12 × A ÷ (A + B)".

Reminder:

When tightening the flare nuts, be sure to position the torque wrench and flare nut socket straight.

ABS Hydraulic Unit Flare Nut Tightening RECALL SERVICE Procedure:

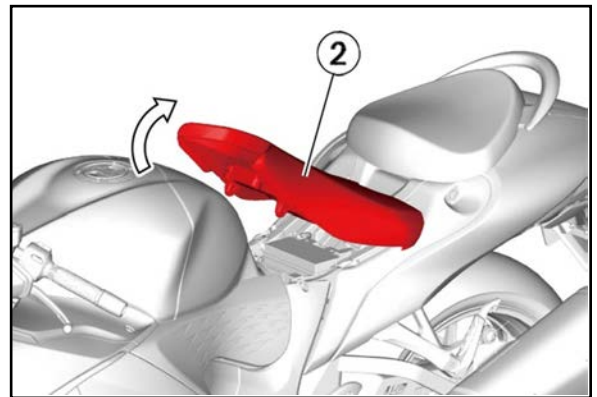
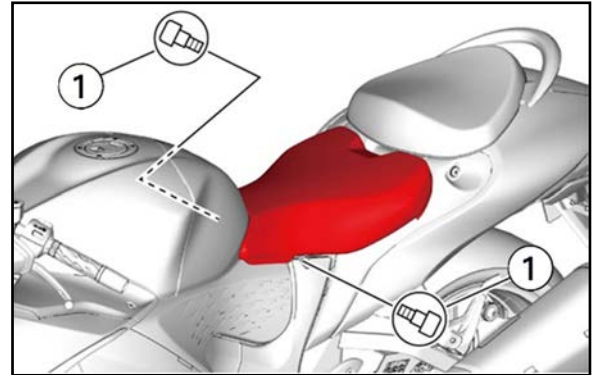
Reference: GSX1300R Service Manual (99500-10L00-03E)

NOTE:

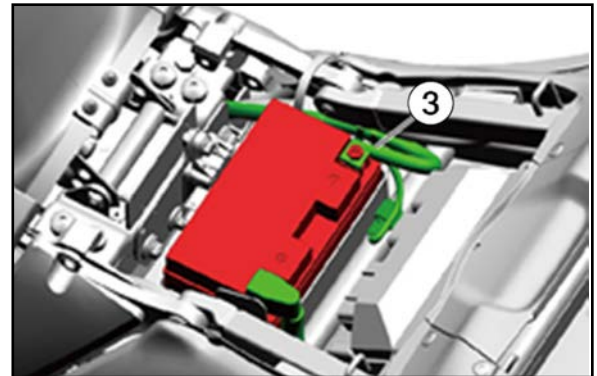
During this repair you will remove the battery and when this is done the SDMS mode setting will revert to A mode and the engine RPM indicator light (shift light) will be deactivated. Additionally, the clock will need to be reset. When working on a customer's Hayabusa note the SDMS and engine RPM indicator light settings so you can restore them when you reset the clock.

Fuel Tank Removal:

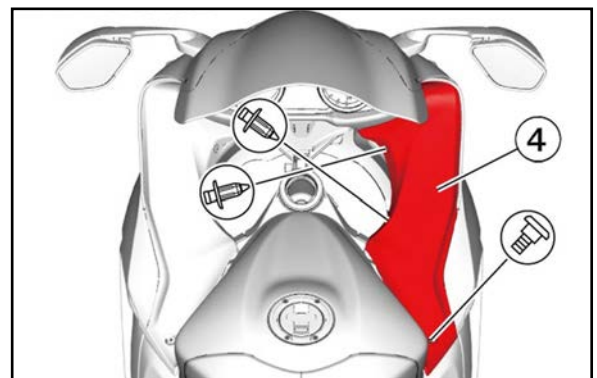
1. Turn the ignition switch OFF.
2. Remove the front seat bolts ① and front seat ②.



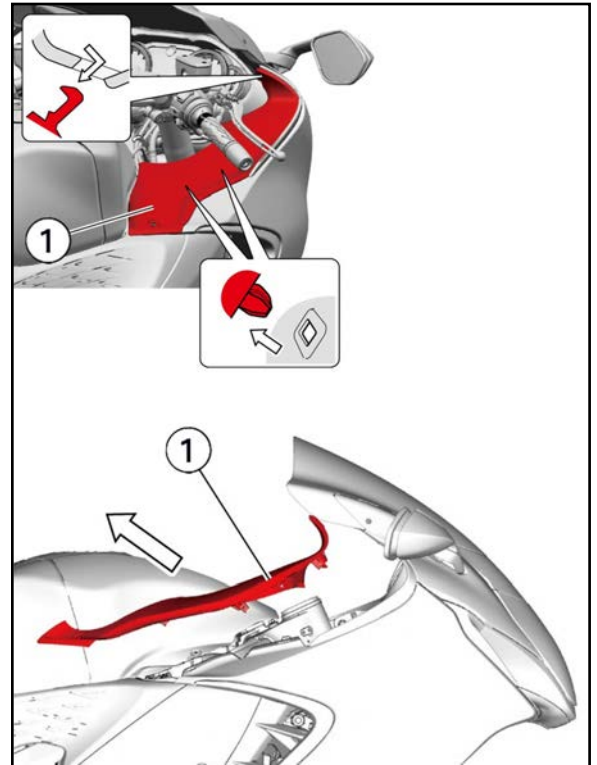
3. Disconnect the battery negative (-) lead wire ③.



4. Remove the plastic push-pin fasteners and bolt from the meter panel ④.

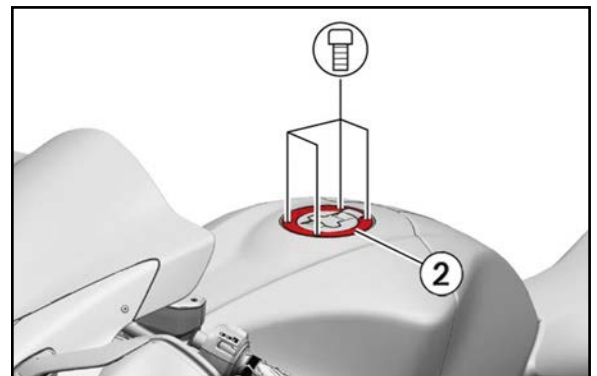


5. Remove the meter panel ⑥ in the direction shown in the illustration so you will unhook the panel's hooks.

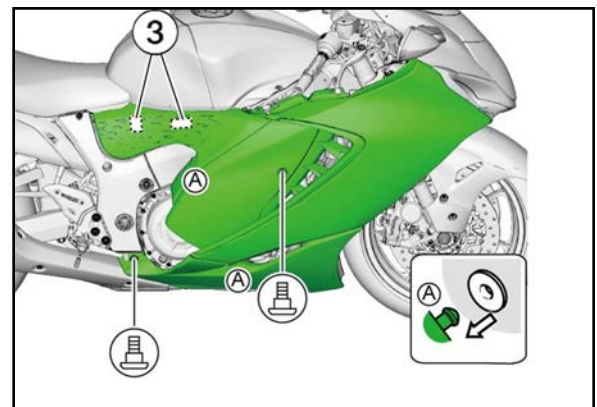


6. [Not shown] Remove the left side meter panel as shown in steps 4 and 5.

7. Remove the fuel tank cap cover bolts and remove the fuel tank cap cover ②.

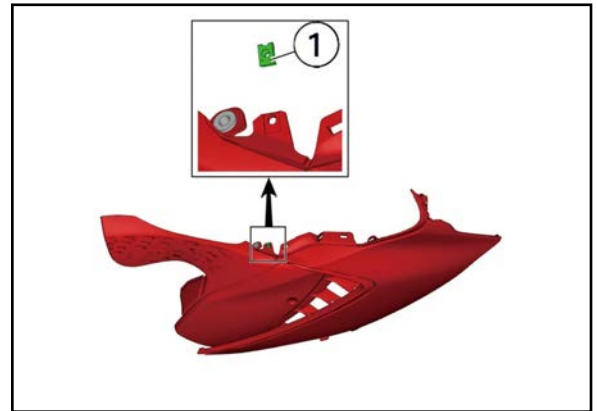


8. Remove the hook, fasteners ③ and bolts as shown in the illustration.

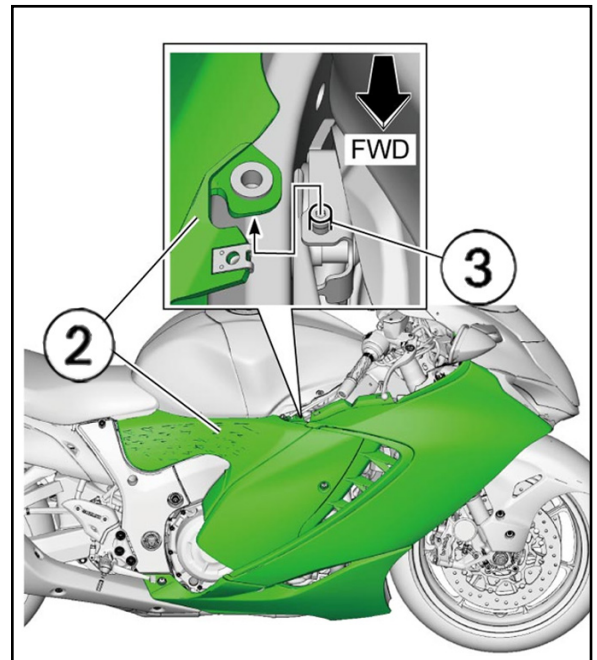


NOTE:

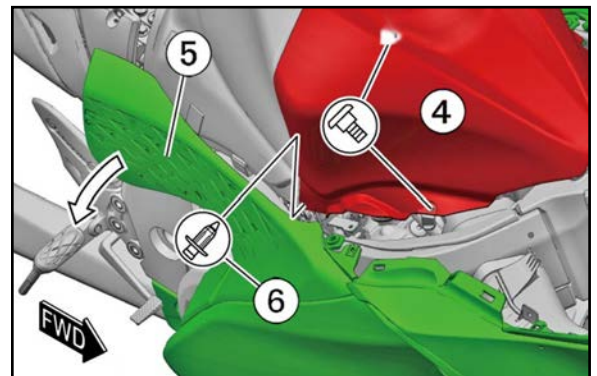
To prevent damage to frame, remove the clip nut ① from the side cowling assembly.



9. Unhook the side cowling assembly ② from the locating pin ③ of the bracket.

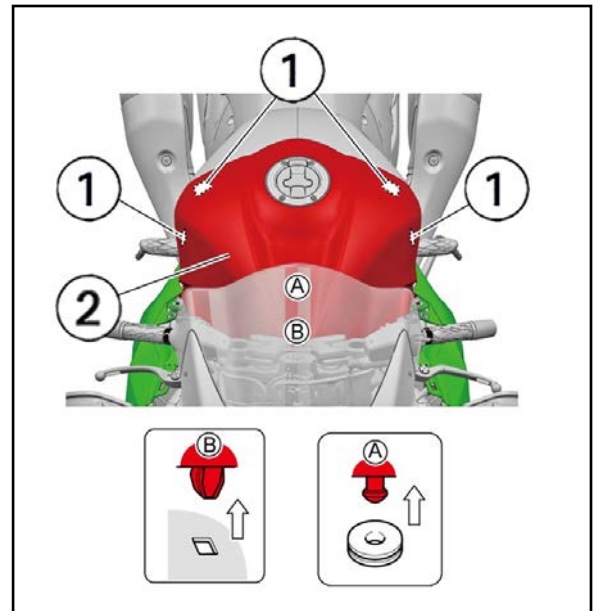


10. Remove the fuel tank front cover bolt ④.
11. Pull the side cowling assembly ⑤ in the direction as shown in the illustration to make the space and remove the fastener ⑥

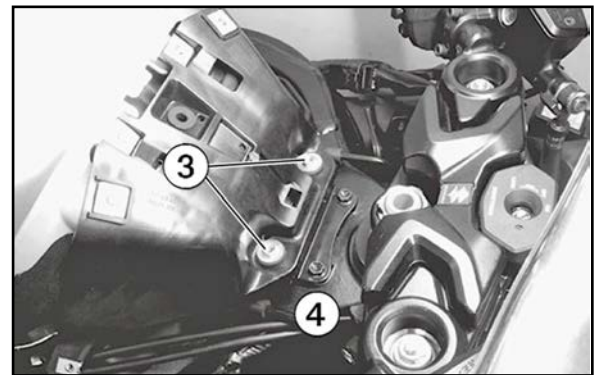


12. [Not shown] Pull the left side cowling assembly and remove the fastener as you did in steps 8 through 11.

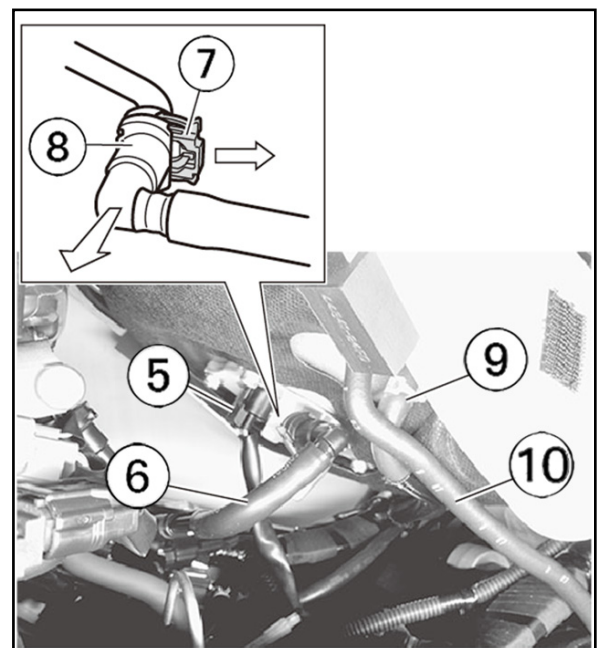
13. Unhook the hooks and disconnect the fasteners ① to remove the fuel tank cover ②.



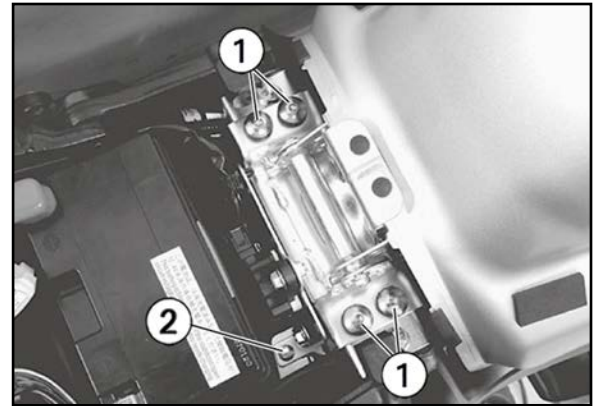
14. Remove the fuel tank bolts ③ from the frame ④.
15. [Not shown] Lift and support the fuel tank.



16. Disconnect the fuel pump coupler ⑤ from the fuel tank.
17. Place a clean, absorbent rag under the fuel feed hose ⑥.
18. Pull the retainer ⑦ out.
19. Disconnect the fuel feed hose joint ⑧ from the fuel pump.
20. [With EVAP Control System] Disconnect the EVAP surge hose ⑨ and the fuel tank water drain hose ⑩ from the fuel tank.
[Without EVAP Control System] Disconnect the fuel tank breather hose ⑨ and the fuel tank water drain hose ⑩ from the fuel tank.



21. Remove the fuel tank rear bracket bolts ① and rear brake master cylinder reservoir tank bracket bolt ②.

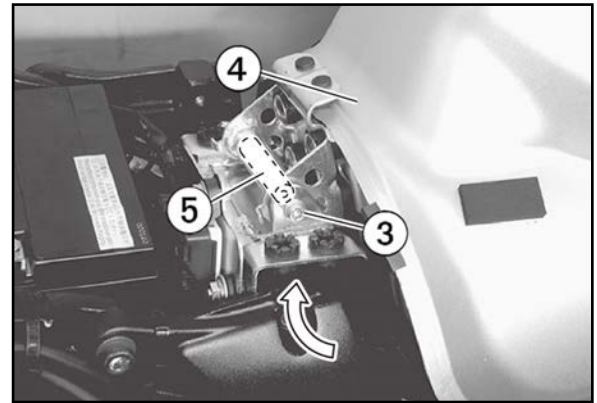


22. Lift up the rear end of the fuel tank, and then remove the fuel tank rear bolt ③ and the fuel tank ④.

NOTE:

[Not shown] Place the fuel tank ④ in a safe location so it will not be damaged.

23. Remove the fuel tank rear spacer ⑤ from the fuel tank (so it will not get lost).



Brake Pipe Flare Nuts Tightening:

1. Tighten the brake pipe flare nuts ① to the specified torque.

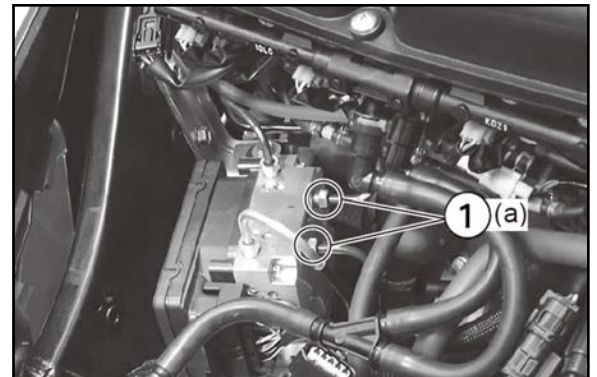


Tightening torque:

Brake pipe flare nut (a): 11.5 lb-ft (16 N.m, 1.6 kgf-m)

NOTICE:

- Make sure to hold the brake pipe when tightening the flare nut, or it may become misaligned.
- Do not allow the torque wrench to contact with the surrounding pipe or other parts, when tightening the brake pipe flare nuts to the specified torque. Otherwise, the brake pipe flare nut may not tighten to the specified torque.



Brake Fluid Leakage Check:

1. [Not shown] Check the around the brake pipe flare nuts to make sure there is no brake fluid leakage.

NOTE:

- If brake fluid leaks, wash and clean away the fluid with water.
- Check the brake fluid level. If the brake fluid level is below the lower limit line, replenish the brake fluid to the specified amount.



Chemical: Brake Fluid

Suzuki ECSTAR DOT 4 (990A0-01E91-12Z)

Fuel Tank Installation:

Install the fuel tank in the reverse order of removal. Pay attention to the following points:

NOTICE:

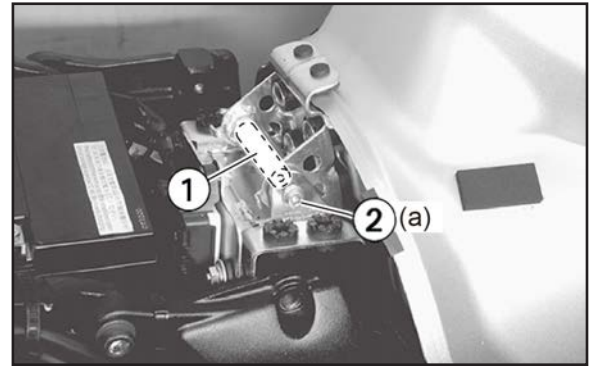
- Be sure not to bend or twist the hoses when installing the fuel tank.

1. Attach the fuel tank rear bolt spacer ① to the fuel tank.
2. Tighten the fuel tank rear bolt ② to the specified torque.



Tightening torque:

Fuel tank rear bolt (a): 7.5 lb-ft (10 N.m, 1.0 kgf-m)

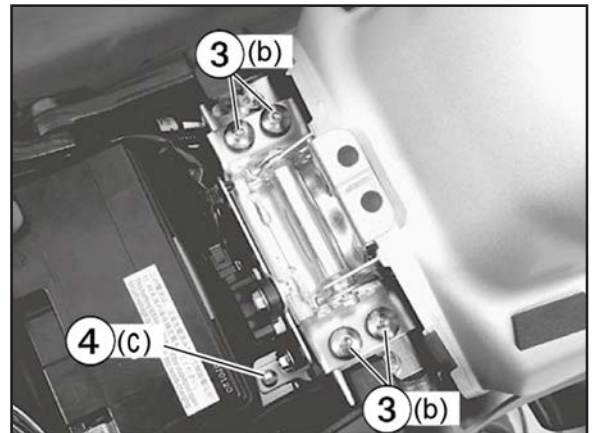


3. Tighten the fuel tank's rear bracket bolts ③ and the rear brake master cylinder reservoir tank bracket bolt ④ to the specified torque.



Tightening torque:

Fuel tank rear bracket rear bolt (b): 7.5 lb-ft
(10 N.m, 1.0 kgf-m)



4. Connect the fuel pump coupler ③ to the fuel pump; press it in and confirm that it "clicks" into place.



Tightening torque:

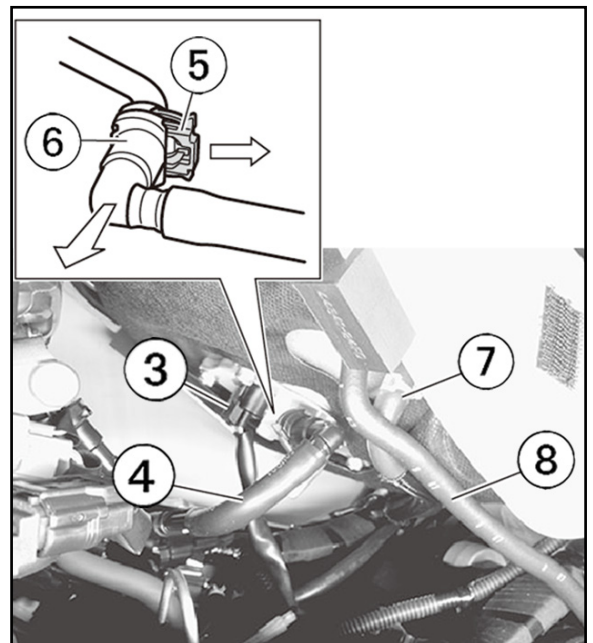
Rear brake master cylinder reservoir tank bracket bolt (c): 7.5 lb-ft (10 N.m, 1.0 kgf-m)

5. Connect the fuel feed hose joint ④ to the fuel pump.
6. Press in the retainer ⑤ to lock it to the fuel feed hose joint ⑥.
7. [With EVAP Control System] Connect the EVAP surge hose ⑦ and the fuel tank water drain hose ⑤ to the fuel tank.

[Without EVAP Control System] Connect the fuel tank breather hose ⑦ and the fuel tank water drain hose ⑧ to the fuel tank.

NOTE:

- Position the surge hose so the white mark on the hose faces the left side (of the motorcycle).
- Position the fuel tank water drain hose so the white mark on the hose faces the front (of the motorcycle).

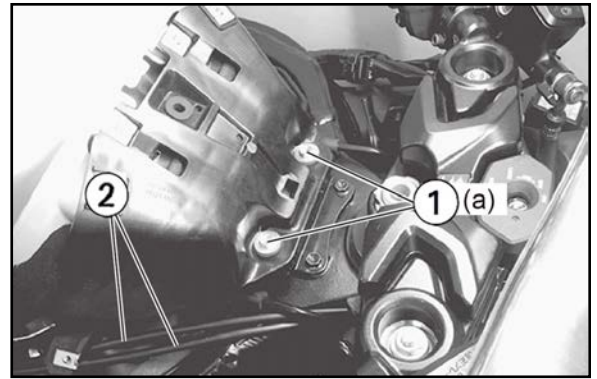


8. Remove the absorbent rag.
9. Tighten the fuel tank bolts ① to the specified torque.


 **Tightening torque:**
Fuel tank front bolt (a): 4.05 lb-ft 5.50 N.m, 0.56 kgf-m)

NOTICE:

- When installing the fuel tank, use care to not pinch the throttle cables ②.



10. Install the fuel tank cover and tighten the fuel tank cover bolt ③ to the specified torque.

 **Tightening torque:**
Fuel tank front cover bolt (b): 2.95 lb-ft
(4.0 N.m, 0.41 kgf-m)

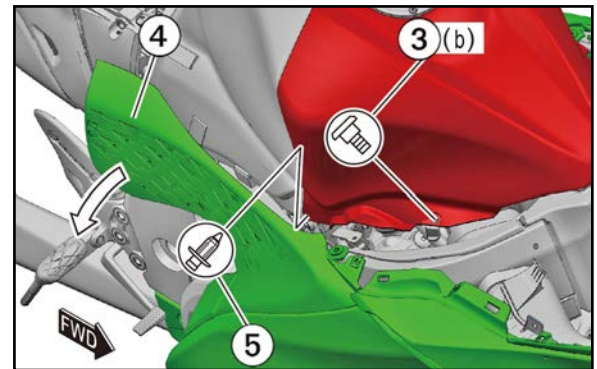
11. Pull the side cowling assembly ④ in the direction shown in the illustration to create the necessary space and install the fastener ⑤.

NOTICE:

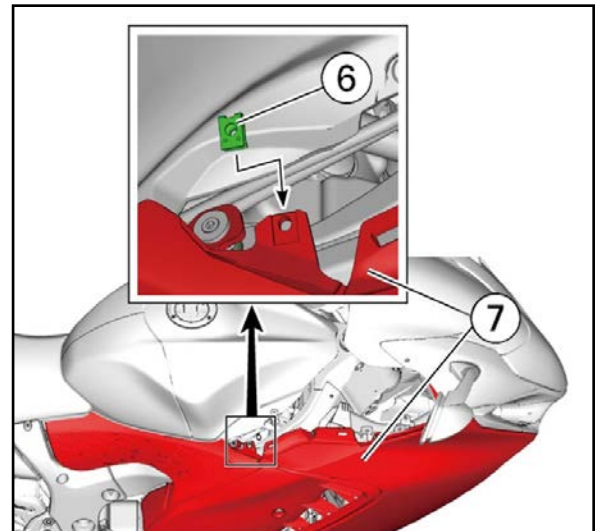
- Do not pull the side cowling assembly too far away from the motorcycle as it may damage the side cowling assembly.

NOTE:

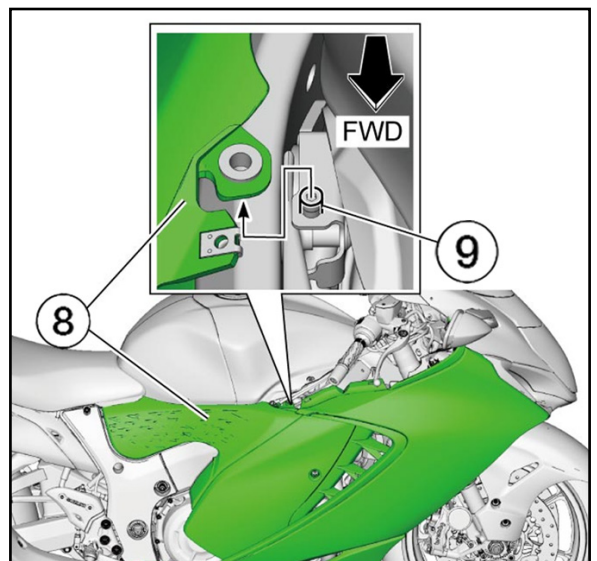
- Use care to not drop or misplace the fastener ⑤.




12. Attach the removed clip nut ⑥ to the side cowling assembly ⑦.



13. Hook the side cowling assembly ⑧ to the locating pin ⑨ of the bracket.

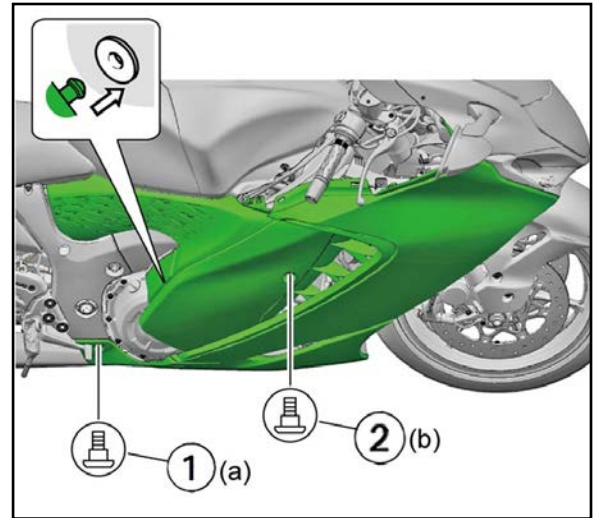


14. Tighten the under cowling bolt ① and side cowling assembly bolt ② to the specified torque.

 **Tightening torque:**
Under cowling bolt (a): 4.05 lb-ft (5.50 N.m, 0.56 kgf-m)

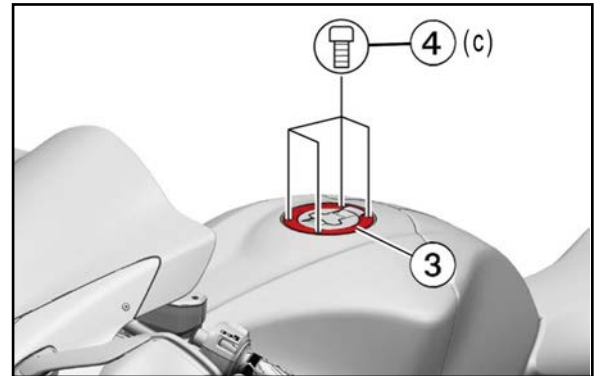
 **Tightening torque:**
Side cowling assembly bolt (b): 4.05 lb-ft
(5.50 N.m, 0.56 kgf-m)

15. [Not shown] Perform the reinstallation of the left side cowling assembly as shown in steps 10 through 14.

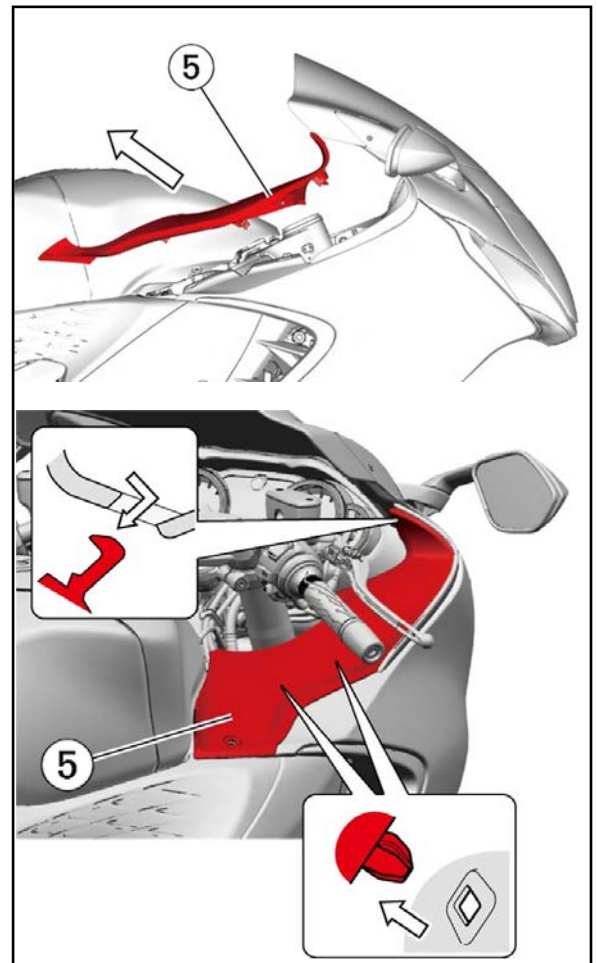


16. Install the fuel tank cap cover ③ and install and then tighten the fuel tank cap cover bolts ④ to the specified torque.

 **Tightening torque:**
Fuel tank cap cover bolts (c): 4.05 lb-ft
(5.50 N.m, 0.56 kgf-m)



17. Install the meter panel ⑤ in the direction shown in the illustrations so you will engage the panel's hooks.



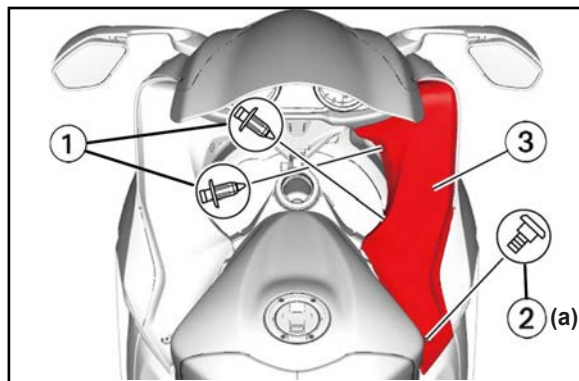
18. Install the fasteners ① and meter panel bolt ② to the meter panel ③, and then tighten the meter panel bolt ② to the specified torque.



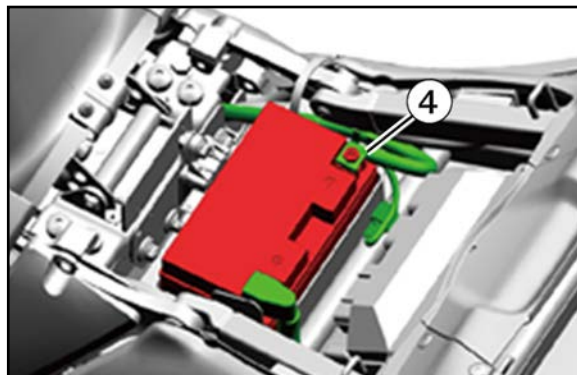
Tightening torque:

Meter panel bolt (a): 2.95 lb-ft (4.0 N.m, 0.41 kgf-m)

19. [Not shown] Install the left side meter panel as in shown in steps 17 and 18.



20. Connect the battery negative (-) terminal ④.



21. Slide the front seat ⑤ into bracket and tighten the front seat bolts ⑥ to the specified torque

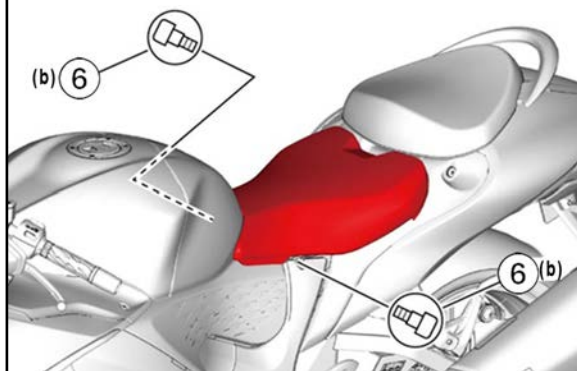
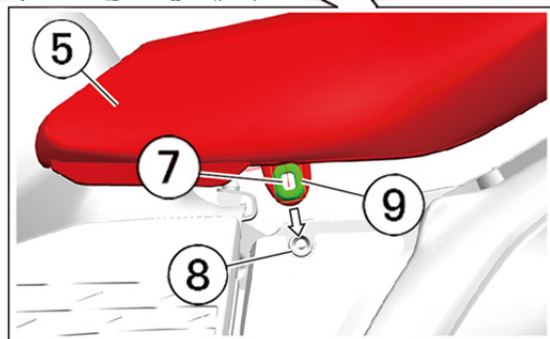
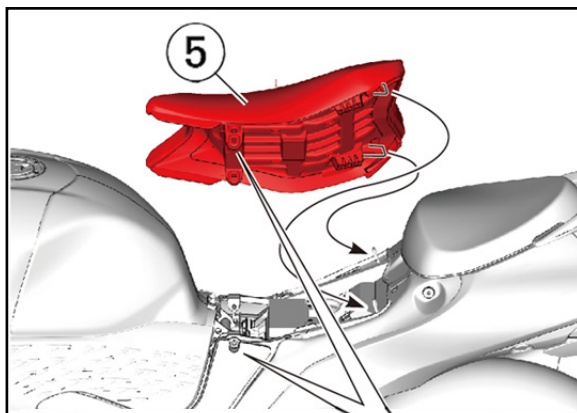


Tightening torque:

Front seat bolt (b): 17.0 lb-ft (23 N.m, 2.3 kgf-m)

NOTE:

- Align the front seat tab hole ⑦ with the threaded hole ⑧ in the frame.
- Verify that the cushion ⑨ has not been distorted or pushed off the seat tab before inserting the seat bolt ⑥ into the seat tab hole.



Final check:

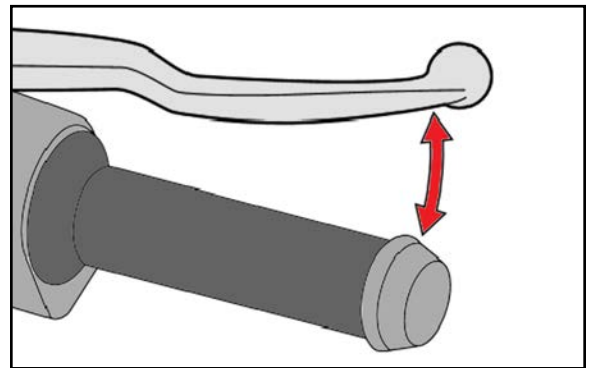
1. Verify that you did not leave tools or other objects (like shop rags) within the body of the motorcycle.
2. Check that each part that was removed is reinstalled to its proper place and is securely fastened to the motorcycle.
3. Check that there is no fluid or grease residue on any part of the motorcycle (excluding components where a lubricating grease is specified).
4. If you squeeze the front brake lever, or press down on the rear brake pedal, and the response feels soft when you squeeze it, inspect the brake system to see if any air is trapped within the brake fluid. **Resolve any issues; examine the brake fluid and bleed the air out of it until the lever and pedal action feels firm.**

NOTE:

- For brake fluid service and bleeding, see section 4 of the Hayabusa Service Manual.
 - If you experience difficulty bleeding air from the brake system, you can use your dealership's SDS-II Diagnostic Tool to perform to operate the ABS pump motor to help purge air from the brake fluid in the Hydraulic Unit Assembly. [See Service Bulletin - Tools No. 119 for more information.](#)
5. Set the instrument panel's clock to the proper date and time (Reference: Owner's Manual).
 6. On a customer-owned Hayabusa, restore the SDMS and Engine RPM Light (Shift Light) setting to the customer's original setting (Reference: Owner's Manual).
 7. If the brakes and other pre-ride inspection indicates the motorcycle is safe to operate, test ride the motorcycle on a dry road surface and operate the front and rear brakes independently to verify the function is normal. Additionally, check for any unusual sounds and that all controls operate properly.

REMINDER:

- **Before delivery to the customer, make sure the motorcycle is clean and free of finger prints. Thank your Hayabusa customers for their patience as you performed this recall service.**



Hayabusa Service Manual
99500-10L00-03E

2024 Hayabusa Owners Manual
99011-10L20-03A

*Both publications are available on Suzuki
CONNECT Technical Library (Technical
Manuals menu).*

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

SALES



Motorcycle / ATV

Bulletin No: 24-012

Revised date: January 19, 2024

Original date: January 18, 2024

IMPORTANT SAFETY RECALL STOP RETAIL SALES and DELIVERY

Suzuki Motor Corporation has determined that a safety defect exists in certain 2024 Hayabusa (GSX1300RRM4) & Hayabusa 25th Anniversary Edition (GSX1300RRZM4) models:

Model	SPEC	V.I.N. Range
GSX1300RRM4	E03	JS1EJ11B#R7100201 - JS1EJ11B#R7101144
& GSX1300RRZM4	E33	JS1EJ11D#R7100027 - JS1EJ11D#R7100246

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation (SMC) is initiating a safety recall campaign to tighten the brake pipe flare nuts on the motorcycle's ABS unit to the proper torque. Do not sell or deliver any new or used, affected Hayabusa motorcycle until the ABS Hydraulic Unit Flare Nut Tightening Recall service has been completed.

Service Bulletin & Safety Recall Repair:

Information about performing the ABS Hydraulic Unit Flare Nut Tightening Recall service will be provided in a Service Bulletin coming on or after the week of January 29, 2024.

Parts Availability & Ordering:

Parts are not required to perform the recall service. Suzuki Motor USA, LLC (SMO) may provide additional information regarding potentially related parts availability and ordering in the Service Bulletin mentioned above.

Customer Notification Letters:

SMO expects to notify retail customers of this safety recall on or after the week of January 29, 2024.

How to Verify if a Hayabusa requires the Recall Service:

This recall only affects certain 2024 (M4) Hayabusa models. Use the Vehicle History function of Suzuki CONNECT to determine if a particular Hayabusa requires the ABS Hydraulic Unit Flare Nut Tightening Recall service. If so, perform the recall service, and submit a warranty request as described in the bulletin.

Consequences of Non-Compliance:

ALL NEW SUZUKI VEHICLES IN DEALER INVENTORY THAT ARE SUBJECT TO A RECALL OR CUSTOMER SATISFACTION CAMPAIGN INITIATED BY SMO MUST BE REPAIRED BEFORE THESE VEHICLES ARE SOLD OR DELIVERED BY THE DEALER TO THE RETAIL CUSTOMER. FAILURE TO DO SO IS A VIOLATION OF FEDERAL LAW, THE SUZUKI POWERSPORTS DEALER SALES AND SERVICE AGREEMENT (THE "DEALER AGREEMENT"), AND SMO'S SALES POLICY REGARDING FACTORY SAFETY RECALL OR SAFETY MODIFICATION PROGRAMS (THE "POLICY"). A COPY OF THE POLICY IS AVAILABLE ON SUZUKI CONNECT FOR YOUR REFERENCE.

Continued >>

Motorcycle / ATV

Bulletin No: 24-012

Date: January 18, 2024


Consequences of Non-Compliance (continued):

FURTHER, FAILURE TO COMPLY WITH THE INSTRUCTIONS OF SMO REGARDING COMPLIANCE WITH RECALLS OR OTHER SAFETY OR PRODUCT IMPROVEMENT CAMPAIGNS OR PROGRAMS, AND/OR FAILURE TO MAKE A GOOD FAITH EFFORT TO COMPLY WITH THE FEDERAL CLEAN AIR ACT, THE NATIONAL TRAFFIC AND MOTOR VEHICLE SAFETY ACT, THE CONSUMER PRODUCT SAFETY ACT, OR ANY OTHER LAWS, ORDERS, RULES, OR REGULATIONS REGARDING RECALLS OR OTHER SAFETY OR PRODUCT IMPROVEMENT CAMPAIGNS OR PROGRAMS CONSTITUTES A BREACH OF THE DEALER AGREEMENT AND IS A VIOLATION OF SMO POLICY REFERENCED ABOVE. A DEALER MAY BE HELD RESPONSIBLE FOR ANY PRODUCT DAMAGE AND/OR PERSONAL INJURIES RESULTING FROM SUCH FAILURE.

For more information on your dealership's responsibilities and consequences of non-compliance, please review [Sales Bulletin 21-054](#).

If you need any additional information, please contact the Suzuki TECH-LINE (at 714-996-7480) or your Technical Service and Parts Manager (TSPM). We apologize for this inconvenience and will do everything possible to resolve this situation as quickly as possible.

Thank you for your continued support and understanding.



Chris Coons
Senior Manager, Motorcycle Sales Planning and Administration



Suzuki Recall #3A01
NHTSA Recall #24V038

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Hayabusa Motorcycle

February 5, 2024

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 2024 model-year Hayabusa motorcycles. According to our records, you own one of the motorcycles affected by this recall.

What is the problem?

The brake fluid pipe flare nut installation torque for the brake fluid supply lines attached at the anti-lock brake system module (ABS unit) that supply the front and rear brake calipers may have been tightened to less than the correct specification. If the motorcycle continues to be used in this condition, in the worst case, loosening of a flare nut may cause brake fluid leakage and increase braking distance, increasing the risk of a crash.

What is Suzuki doing to solve the problem?

Your Suzuki dealer will tighten the brake pipe flare nuts on the ABS unit to the proper torque specification. In normal situations no parts will need to be replaced. 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 for you to 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 and rear brake lever play is not excessive, and there is no "sponginess" at either lever, and the operation is smooth.
 - If brake lever play is normal and feels firm when you press down the rear brake pedal or squeeze the front brake lever you can ride your motorcycle with caution; allow additional distance for braking.
 - If either brake lever play is excessive and there is "sponginess" when you press down or squeeze the levers, contact your Suzuki dealer to discuss how to bring the motorcycle to the dealership for the recall repair.

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

CUSTOMER NOTIFICATION LETTER (page 2 of 2)

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, 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.

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.