

Motorcycle/ATV Division

TL/SV/DL No. 61

January 19, 2016

SAFETY AND EMISSIONS RECALL CAMPAIGN 2A53 2014-2015 DL1000A/AA Wiring Harness

Affected Models: 2014-2015 DL1000A/AA

Affected Departments: Management, Service, Warranty, Sales, Parts, Accessories

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, and Environmental Protection Agency (EPA) and California Air Resources Board (CARB) regulations.

Suzuki Motor Corporation has decided that three defects that relate to motor vehicle safety exist in certain 2014-2015 DL1000A/AA motorcycles. The three defects are described below.

Defect #1 (listed below) could also affect emissions control performance, so this campaign is also being conducted as an emissions recall.

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 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 is a direct violation of your Suzuki dealer agreement and may lead to additional sanctions.

What are the defects and what will your dealership do to correct them?

Defect #1

The wiring harness may contact the bottom of the fuel tank due to improper routing. Vibration from riding can cause the wiring insulation to wear off, allowing the bare wire to contact the fuel tank, creating a short circuit. As a result, the engine may stall while riding, increasing the risk of a crash. Emissions control performance could also be affected.

Your dealership will inspect the wiring harness and, if necessary, the harness will be rerouted and/or repaired.

Defect #2

If the ignition switch connector is splashed with a corrosive liquid such as salt water, the terminals can corrode. If the corrosion progresses, the ignition lead wire and wire harness terminals of the connector can be connected, completing the power circuit independent of the ignition switch. Under this condition, the engine cannot be stopped by turning off the ignition key. The corrosion can also lead to a loss of electrical power. If electrical power is lost, the engine may stall and it may not be possible to restart it, increasing the risk of a crash.

Your dealership will install a cover on the ignition switch connector, and if corrosion is found on the terminals, replace the ignition lead wire and wire harness.

Defect #3

The battery ground connection may develop poor conductivity due to corrosion or a weak connection to the painted surface of the crankcase to which it is attached. This could cause the engine to stall and prevent it from being restarted, increasing the risk of a crash.

Your dealership will relocate the battery ground connection to an unpainted surface and will replace the ground wire protector with a high-heat-resistant tube to protect the wire from the exhaust pipe that is near the new location.

After inspecting and completing the repairs, your dealership will:

- 1) Apply a completion sticker to the vehicle as shown on page 6 of this bulletin.
- 2) California dealers only: Complete a Vehicle Emission Recall - Proof of Correction certificate and give it to the customer at the time of delivery.
- 3) Submit a warranty claim.

IMPORTANT NOTICE FOR CALIFORNIA DEALERS

The California Air Resources Board requires that all applicable emission recall campaigns be completed prior to California registration renewal. If the owner does not have this recall performed, they will not be able to renew their California vehicle registration.

After completing the recall service, your Service Department must give each owner a “Proof of Correction” certificate. If required, the owner must present this certificate to the Department of Motor Vehicles when renewing their California registration.

<u>Affected Models</u>	<u>Model Year</u>	<u>VIN Range</u>
DL1000A/AAL4	2014	JS1VU51A*E2100025 ~ JS1VU51A*E2102827
DL1000A/AAL5	2015	JS1VU51A*F2100011 ~ JS1VU51A*F2100500

Verify if the motorcycle is affected by the safety recall:

Confirm the recall status by checking the vehicle identification number (VIN) against the Vehicle Master in Suzuki Connect to see if the vehicle is eligible for the campaign inspection or replacement procedure. If you have a question regarding vehicle eligibility, contact your Suzuki Technical Service Manager or call Tech-Line at (714) 996-7480.

Special note about this safety and emissions recall:

When you check the VIN against the Vehicle Master to see if a DL1000A/AA is affected by this recall campaign, you will see that it is flagged three times — one campaign for each of the defects described in this bulletin.

*After your dealership completes the inspection and repair for the defect flagged as **2A53**, you will be reimbursed for the repair of all three defects. Suzuki will mark all three defects (campaigns) as closed after processing your claim. (Suzuki is conducting this campaign in this manner to comply with government regulations on how Suzuki reports the remedy status for each of the three defects.)*

What Suzuki Motor of America, Inc., will do:

During the week of January 25, 2016, Suzuki Motor of America, Inc., will mail notifications to owners of affected 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 motorcycle to a customer prior to receiving this bulletin and have not made the repair, please contact the customer immediately to arrange for the vehicle to be returned to your dealership for this safety and emissions recall campaign.

Suzuki will provide you with 1 repair completion sticker and 1 Vehicle Emission Recall - Proof of Correction certificate with each parts order. This will include a letter explaining what to do with these items.

Suzuki will also ship a special Ignition Switch Tool (P/N 37199-31J00-RX0) to you free of charge, which you will use for the ignition switch lead wire replacement procedure.

Ordering parts for the Safety Recall Campaign:

- Parts are available now.
- Use the normal parts ordering procedure to order parts needed for units in your inventory or customer units in your shop for service.
- If you have questions regarding your parts order, please contact National Parts Coordination at (714) 854-2165.

NOTE:

Check the emissions label on the left-side of the frame to determine if it is a 49-state or California model.

PARTS ORDERING INFORMATION			
Model	Part Description	Part Number	Qty. Required
2014-2015 DL1000A/AA All models	Harness Set A Harness Tape (1) Coupler Cover (1) Clamp (1) Abrasion-proof Tape (1) Clamp (1) Coupler Set (1) Heat-proof Tube (1) Abrasion-proof Tube (1)	36600-31810-RX0 If no corrosion of ignition switch connectors detected	1
2014-2015 DL1000A/AA E03 49-state models	Harness Set B Ignition Switch Lead Assembly (1) Wire Harness (1) Clamp (5) Clamp (1) Abrasion-proof Tape (1) Heat-proof Tube (1) Abrasion-proof Tube (1) Repair Completion Sticker (1) Vehicle Emission Recall - Proof of Correction (1)	36600-31840-RX0 Only if corrosion of ignition switch connector is detected on a non-CA model, or if there is wire harness damage under the tank	1 (Max Order Qty: 2)
2014-2015 DL1000A/AA E33 CA models	Harness Set B Ignition Switch Lead Assembly (1) Wire Harness (1) Clamp (5) Clamp (1) Abrasion-proof Tape (1) Heat-proof Tube (1) Abrasion-proof Tube (1) Repair Completion Sticker (1) Vehicle Emission Recall - Proof of Correction (1)	36600-31850-RX0 Only if corrosion of ignition switch connector is detected on a CA model, or if there is wire harness damage under the tank	1 (Max Order Qty: 2)

Inspection procedure flow chart:

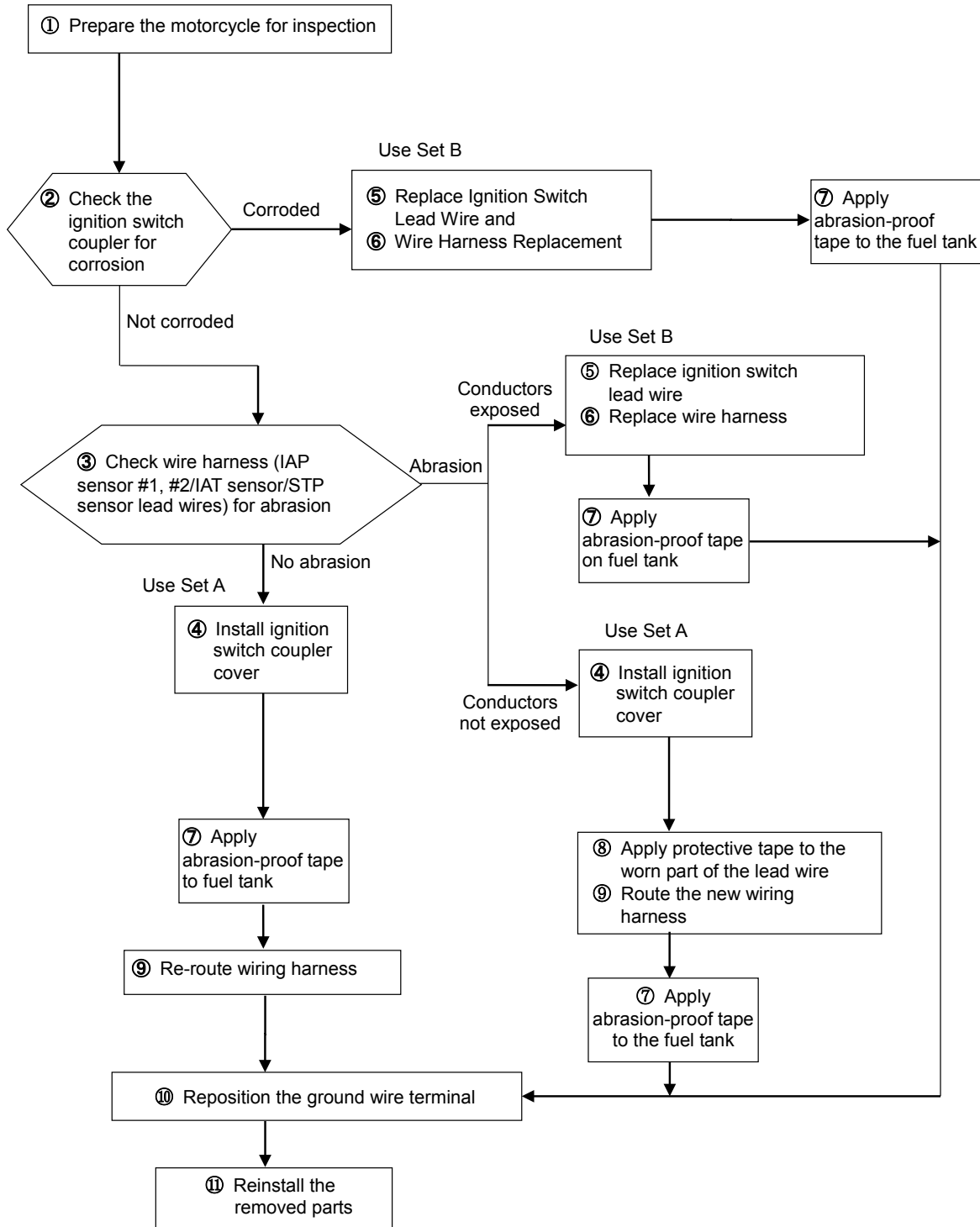
Carefully review the chart below, then follow the inspection and repair instructions by clicking here:

2014-2015 DL1000A/AA Inspection and Repair Procedure

NOTES:

You must be logged into Suzuki Connect to open the inspection and repair procedure. You can then save it to your computer as a PDF.

Each of the numbered steps below are outlined in detail in the inspection and repair procedure.



Warranty claim processing:

Submit a warranty claim for each safety and emissions recall campaign service 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 Harness Set A, P/N 36600-31810-RX0, plus 1.6 hours labor.

This claim type is used for all unsold units or for sold units found to have no corrosion of the ignition switch coupler, or if abrasion of the wire harness is not evident.

DL1000A/AA RECALL CAMPAIGN SUZUKI CONNECT SHORT FORM INSTRUCTIONS	
CLAIM NUMBER:	XXXXX.X (Dealer enters number)
ENTRY TYPE (Dealer chooses):	VIN, Model/Frame, or Control
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	2A53

Suzuki Connect Long Campaign Claim: The Long Campaign Claim will reimburse you for replacement of the appropriate Harness B and the required labor time.

This claim type is used when corrosion of the ignition switch connector is discovered, or abrasion of the sensor wire harness is found.

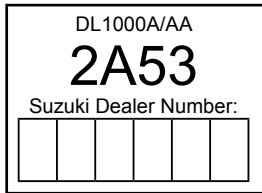
- 1) Check the emissions label on the left-side of the frame to determine if it is a 49-state or California model.
- 2) Depending on the necessary operation, order the appropriate Harness B (49-state or California model).

DL1000A/AA RECALL CAMPAIGN SUZUKI CONNECT LONG FORM INSTRUCTIONS	
CLAIM INFORMATION:	
CLAIM NUMBER:	XXXXX.X (Dealer enters number)
ENTRY TYPE:	VIN, Model/Frame or Control (Dealer chooses)
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	2A53
LABOR OPERATION:	
LABOR TIME (Choose one):	Wiring Harness and Ignition Switch Lead Wire 3.3 Hours
PARTS INFORMATION:	
REPLACEMENT PART (Choose one):	Harness Set B 36600-31840-RX0 (49-state model) Harness Set B 36600-31850-RX0 (CA model)
AUTHORIZATION:	REQUIRED
SUBLET:	NONE
FAILURE DESCRIPTION:	
DESCRIPTION OF DEFECT:	DL1000A/AA Wiring Harness Replacement
DESCRIPTION OF REPAIR:	Performed recall repair as required per Service Bulletin

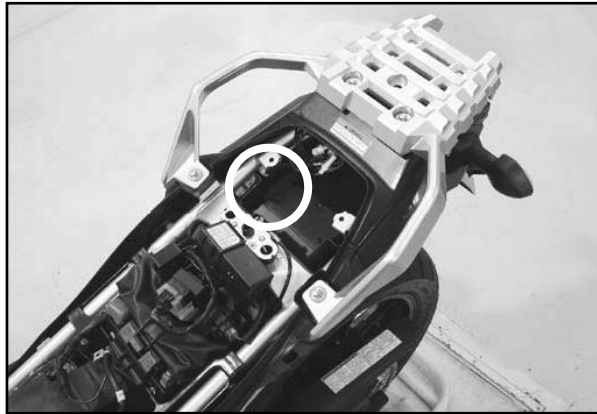
Repair completion sticker installation:

For ALL dealers:

Write your six-digit SUZUKI dealer number on the bottom half of a repair completion sticker using a permanent marker or pen with black ink. (For example, a Sharpie® brand with a fine point).



Attach the repair completion sticker as indicated (on the inside of the side panel where it is easily visible.)



For California dealers:

In addition to attaching a repair completion sticker:

- 1) Complete a Vehicle Emission Recall - Proof of Correction certificate and give it to your customer at the time of delivery.
- 2) Explain to your customer that it is important for them to save this certificate as they may need to provide it to the California Department of Motor Vehicles when renewing their vehicle registration.

If your dealership needs more repair completion stickers and/or Proof of Correction certificates, contact your Technical Service Manager or Tech-Line at (714) 996-7480, Option 4.

Vehicle Emission Recall - Proof of Correction						
License Number	Make	Model Year	Body Type	Vehicle Identification Number		
Manufacturer _____				Recall Number _____		
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.						
Dealer Name _____			Address, City, State and ZIP _____			
Date _____			Dealership's Authorized Signature _____			
Return this certificate to DMV ONLY when required. Otherwise, retain for your records.						



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY AND EMISSIONS RECALL

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)
XXXXXXXXXXXXXXXXXXXX

January 29, 2016

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, and Environmental Protection Agency (EPA) and California Air Resources Board (CARB) regulations.

Suzuki Motor Corporation has decided that three defects that relate to motor vehicle safety exist in certain 2014-2015 DL1000A/AA motorcycles. The three defects are described below.

Defect #1 (listed below) could also affect emissions control performance, so this campaign is also being conducted as an emissions recall.

What are the defects and what is Suzuki Motor of America, Inc. doing to correct them?

Defect #1

The wiring harness may contact the bottom of the fuel tank due to improper routing. Vibration from riding can cause the wiring insulation to wear off, allowing the bare wire to contact the fuel tank, creating a short circuit. As a result, the engine may stall while riding, increasing the risk of a crash. Emissions control performance could also be affected.

Your Suzuki dealer will inspect the wiring harness and, if necessary, the harness will be rerouted and/or repaired.

Defect #2

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Defect #3

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Your Suzuki dealer will relocate the battery ground connection to an unpainted surface and will replace the ground wire protector with a high-heat-resistant tube to protect the wire from the exhaust pipe that is near the new location.

IMPORTANT NOTICE FOR CALIFORNIA RESIDENTS

The California Air Resources Board requires that all applicable emission recall campaigns be completed prior to California registration renewal. If you do not have this recall campaign performed, you will not be able to renew your California vehicle registration.

After completing the recall service, your California Suzuki dealer will give you a "Proof of Correction" certificate. If required, present this certificate to the Department of Motor Vehicles when renewing your California registration.

What you should do:

Make sure you are prepared for the recall service by taking the following steps:

- Before taking your vehicle to your dealer, contact them as soon as possible to make an appointment for the recall service. Be prepared to provide them with the VIN of your vehicle (provided at the top of this notice).
- Please take this notice to your dealer to help your dealer process your claim.

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 Suzuki motorcycle described in this notice, please complete and return the attached Change of Address/Ownership card to Suzuki Motor of America, Inc., and forward this recall information to the current owner (if known).

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Customer reimbursement for prior repairs related to this safety and emissions recall:

If your motorcycle is included in this recall and you have paid for repairs related to this safety and emissions recall, you may be eligible for full or partial reimbursement.

Please note the following conditions for reimbursement:

- Only repairs made to address the defects 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.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of this notice.
- 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.

To apply for reimbursement:

- 1) Go to www.suzukicycles.com.
- 2) Select Safety Recalls at the lower right side of the home page.
- 3) When the page refreshes, select Recall Notification Letters.
- 4) Select Wiring Harness Reimbursement.

Emission Warranty Provision

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle. Eligibility for the recall service will not be denied solely because you installed non-Suzuki parts or had repairs performed by someone other than an authorized Suzuki dealer.

Who to contact if you experience problems:

Your Suzuki dealer can provide you the fastest response to your questions or concerns about this safety and emissions recall campaign. If you have any difficulty with this recall campaign, you may contact the Suzuki Motor of America, Inc., Customer Service Department for assistance at (714) 572-1490 during the hours of 7:00 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 Motorcycle Dealer, please visit www.suzukicycles.com and click on the "FIND A DEALER" tab, which is located in the upper right corner of our website.

If you believe that Suzuki Motor of America, Inc., has failed to provide the safety and emissions 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.

Sincerely,

Suzuki Motor of America, Inc.