

Suzuki European Service Portal



Third party dealer

User Manual

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1

Getting Started

1-1 Overview

The screenshot shows the 'Service Portal Motorcycle' interface. At the top, there's a dark blue header with 'User: GBen@service-it.eu', 'Language: en_GB', the Suzuki logo, and the slogan 'Way of Life!'. Below the header, a 'Quick Links' section includes 'all vehicles'. The main content area has a breadcrumb 'Portal > Service Portal Motorcycle' and a 'Manuals' dropdown menu. A text prompt asks the user to 'Please enter the VIN or select the correct model from the drop down boxes to find the applicable Manuals'. There are two search options: 'Enter VIN' with a text input field and a 'search' button, and 'or: Model Range' with three dropdown menus for 'Model Range', 'Displacement/Version', and 'Modelyear', each with '<all>' selected, followed by a 'search' button. A link for 'reference number search' is also present.

Fig. 1 Model Selection - the Service Portal starting page

The Suzuki Service Portal Site provides information for maintenance, diagnosis and repair of Suzuki motorcycles to authorized Suzuki workshops and independent workshops. It contains the following types of documents:

- **Manuals:** Here you will be able to find the official Workshop Manuals and Supplements for Suzuki motorcycles.
- **Bulletins:** This section contains technical information, service manual updates, special tools information, etc.
- **Parts Catalogues:** Here are the parts catalogues for Suzuki motorcycles available.
- **Downloads:** Contains software and updates for the diagnostic tester Tech2, SDT and Pass Thru.

1-2 Technical Requirements

For best use of the Suzuki Online Service Portal please check the following minimum requirements and settings:

Software

- Browser
 - Internet Explorer 10.0 (or higher)
 - Firefox 3.0 (or higher)
- Browser Settings
 - JavaScript: -enabled-
- LizardTech DjVu
 - You can download the DjVu Browser Plugin free of charge in the **Downloads** area.
- Adobe Reader
- Adobe Flash Player

1-3 Document Formats

The documents in the Service Portal will be provided in the following formats:

- HTML/XML
- Adobe PDF
- DjVu

Adobe PDF documents will require a browser plug-in to be viewed. Please make sure that you have this already installed on your PC. To display documents in DjVu format, please install the “DjVu Browser Plugin” as a first step. Please also install the “SVG Viewer” to correctly display some Service Manuals. The installation files are available in the **Downloads** area.

1-4 Optimize Your Browser Display

For navigating within the Service Portal, you will not need the top menu bar of your browser. To mask out the browser menu bar just select View -> Full screen or the key **[F11]**. If you want to mask in the menu bar again, move the mouse pointer to the top of the monitor screen and click the symbol **Restore**.

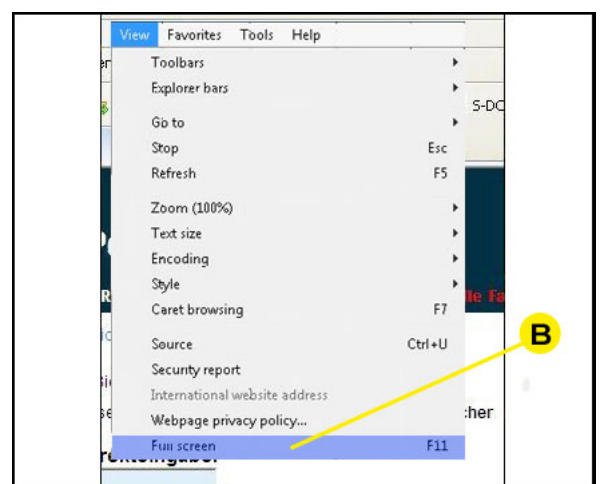


Fig. 2 View of Internet Explorer 8

- B Click **Full screen** or the **[F11]**-key to mask out the browser menu bar

1-5 Vehicle Identification Number (VIN) and Model Code

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17
J	S	1	C	Y	1	1	2	1	0	0	1	0	0	0	0	1
Manufacturer code			VIN-Model code		Variant-Version				VIN prefix		Sequential vehicle production number					
01			02		03				04		05					

Fig. 3 Segments of the 17-digit VIN

In the 17-digit vehicle identification number there are many attributes of a manufactured vehicle encoded. The VIN structure is divided into 5 areas.

2

Login

2-1 Login for Third Party Workshops

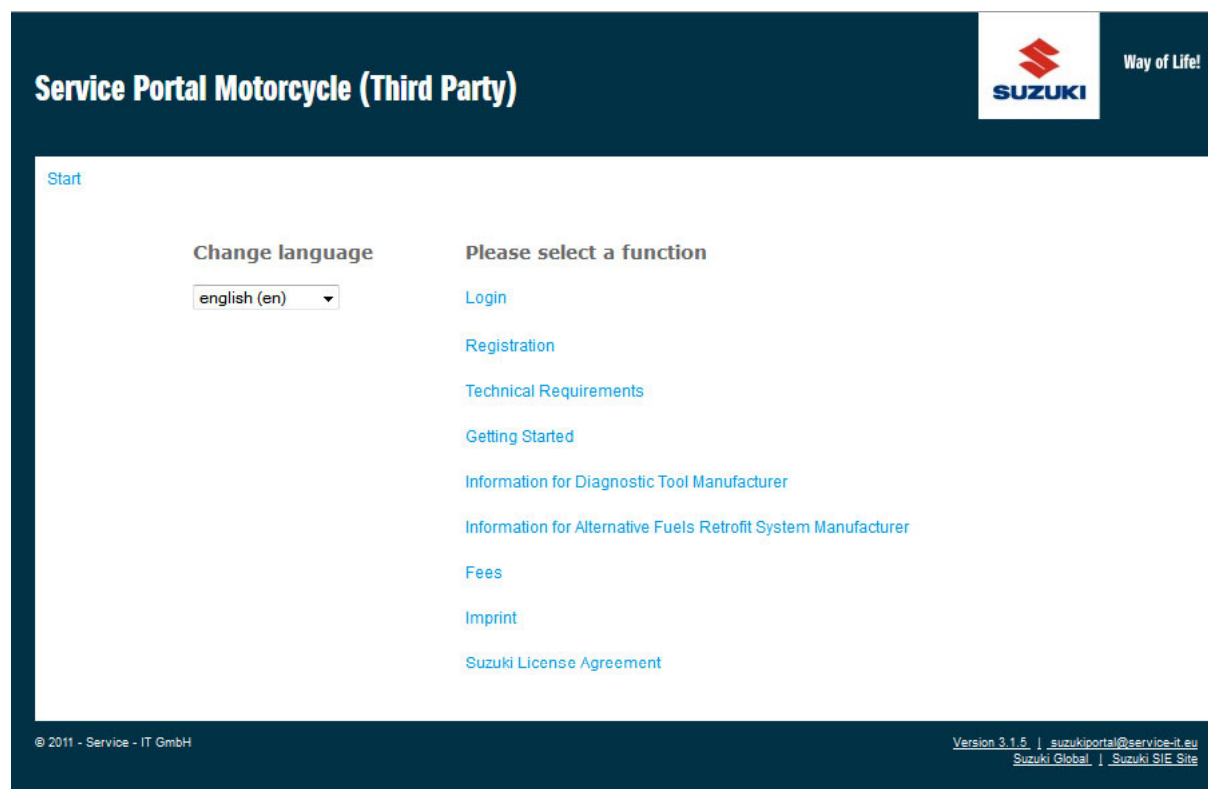


Fig. 4 Suzuki European Service Portal - starting page for third party workshops

Third party workshops log in by using <http://motorcycle.serviceportal.suzuki.eu>. New user have to register before log in the first time. You can buy a third party account for 1 hour, 1 day, 1 week, 1 month or 1 year. The costs are listed on the starting page by selecting "fees".

2-2 Starting Page

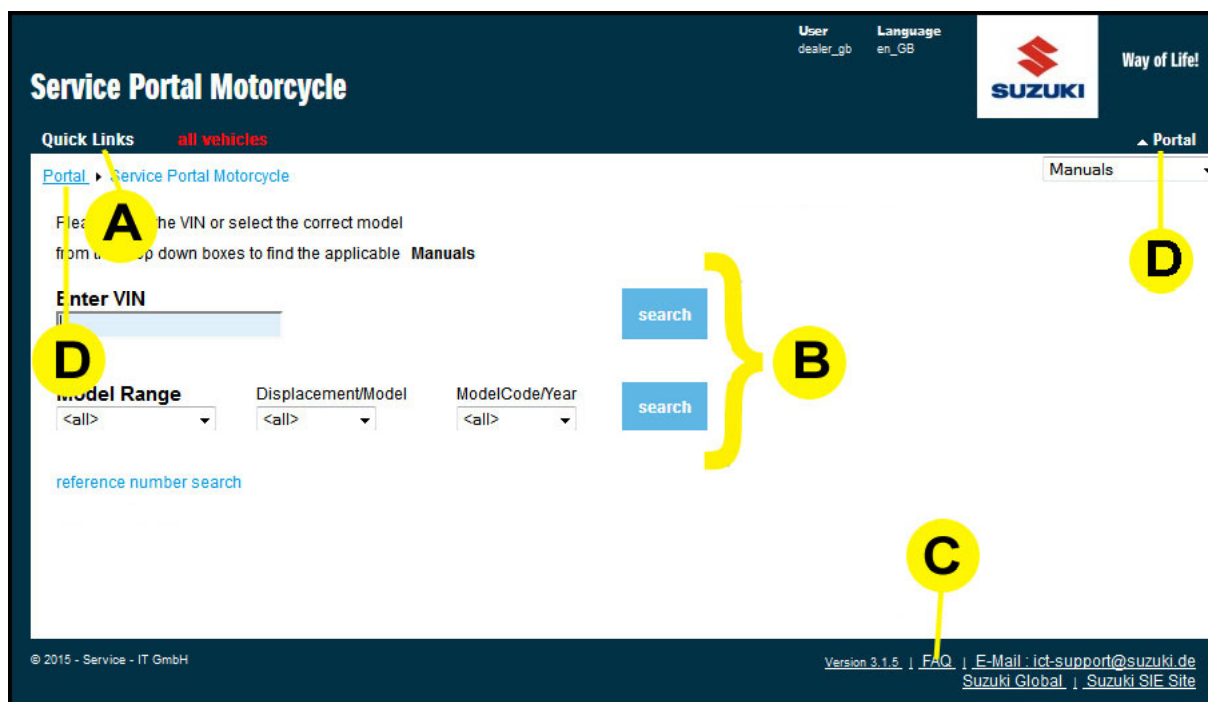


Fig. 5 Model Selection - the starting page of the Service Portal

- A Quick Links
- B Model Selection
- C FAQ
- D Portal - > Back to Dealer Net

After you clicked the Link “SERP Service Portal”, you will see the Model Selection which is the Service Portal starting page. To leave the Service Portal and to return to your dealer net, click the link **Portal** on the left or top right (D).

The model selection will be explained in detail in the next chapter.

- **Quick Links:** here you can find links to SDS Programs, User manual for Bulletin upload function and VIN lists.
- **FAQ:** you can find frequently asked questions & answers regarding the Service Portal. The Service Portal User Manual is located there too.

3

Model Selection

3-1 Document Area

The screenshot shows the top navigation bar of the Suzuki portal. On the left, the 'cycle' logo is visible. In the center, there are links for 'User' (sit_editor_en) and 'Language' (en_DE). On the right, the Suzuki logo and the slogan 'Way of Life!' are displayed. Below the navigation bar, there is a 'Portal' dropdown menu with the following options: Manuals, Bulletins, Warranty Flat Rates, Specification, Service Data, Special Tool, Parts Catalogues, and Downloads. The 'Manuals' option is currently selected. Below the menu, there is a search area with a text input field and a 'search' button. To the right of the search area, there is a section titled 'Get the latest News here:' with a large empty box for displaying news.

Fig. 6 Drop-down list for document area

With the drop-down list on the top right you can select the appropriate document area. Please select **Manuals, Bulletins, Warranty Flat Rates, Specification, Service Data, Special Tool, Parts Catalogue** or **Downloads**. With the button **search** the portal will run the query and display the referring document list.

3-2 Vehicle Entry

3-2.1 VIN - direct input

The screenshot shows the 'VIN - direct input' section of the Suzuki portal. It features a text input field labeled 'Enter VIN' with the value 'JS1B3111100104085' entered. Below the input field, there is a 'search' button. To the right of the search area, there is a section titled 'Get the latest News here:' with a large empty box for displaying news. Below the 'Enter VIN' section, there is an 'or:' label followed by a 'Model Range' dropdown menu with the value '<all>'. To the right of the dropdown menu, there are two more dropdown menus: 'Displacement/Version' with the value '<all>' and 'Modelyear' with the value '<all>'. Below these dropdown menus, there is a 'search' button.

Fig. 7 17 digit VIN direct input

In case you have the VIN of the concerned vehicle available, you can enter it here in order to receive the wanted information. Please note: you have to enter the complete 17-digit VIN before you can start the search, no wildcard characters are allowed here. If you do not have the full VIN available, you must use the model code search described below instead.

3-2.2 Model Code

Please enter the VIN or select the correct model from the drop down boxes to find the applicable **Manuals**

Get the latest **News** here:

Enter VIN

or:

Model Range DL

Displacement/Version <all>

Modelyear <all>

[reference number search](#)

search

search

1000

1000 A

Fig. 8 Model code input

When searching documents according to model range and displacement/version you can use the related drop-down lists. If you select a vehicle in the field “Model Range” and you leave the selection in the field “Displacement/Version” with <all> then your search will retrieve documents for that vehicle with the relevant model range. If you select also a model in the drop-down list “Displacement/Version”, you will find documents for the specified model still regardless of the vehicle’s model year. You can narrow down your search further and select a particular model year in the drop-down list “Modelyear”. When you have finished your model selection please click [search](#) and you will get an adequate document list according to your model selection.

3-3 Reference Number Search

Service Portal Motorcycle

User: sit_editor_en Language: en_DE

Quick Links News **all vehicles**

Portal

Please enter the VIN or select the correct model from the drop down boxes to find the applicable **Bulletins**

Get the latest **News** here:

reference number - direct input:

[vehicle search](#)

search

Bulletins

Fig. 9 Reference Number Input - example: Bulletins

Should you have the reference number of a Bulletins or the part number of a Service Manual or Parts Catalogue, you can search exactly for this document with entering this number into the reference number input box. Please click the link “Reference Number Search”. With selection of the “Document Area” you determine the search for **Manuals, Bulletins, Warranty Flat Rates, Specifications, Service Data, Special Tools,** ^{Parts Catalogues} or **Downloads**. You can return to the search with model code or VIN with clicking the link “vehicle search”.

3-4 Language Selection

On the service portal, documents can exist in one or more languages. For example in Switzerland a Bulletin can be available in French, German and Italian. If there is a technician in the Italian part of Switzerland, he will choose Italian as his preferred language in the login system (user administration). The service portal will display the documents in Italian for this technician. In case there is a document available only in German and French, the Italian technician will then see the document in the next available language (fall back). The language fall back system is active only in the language setting <preferred>. If a certain language has been selected, only these documents are displayed - no documents in other languages.

Service Manuals are issued by the factory and are applicable to all countries in Europe. Therefore service manuals can be displayed in all languages issued by the factory. Service bulletins however are issued by the distributor and are available only to your own country in the number of languages issued by the distributor.

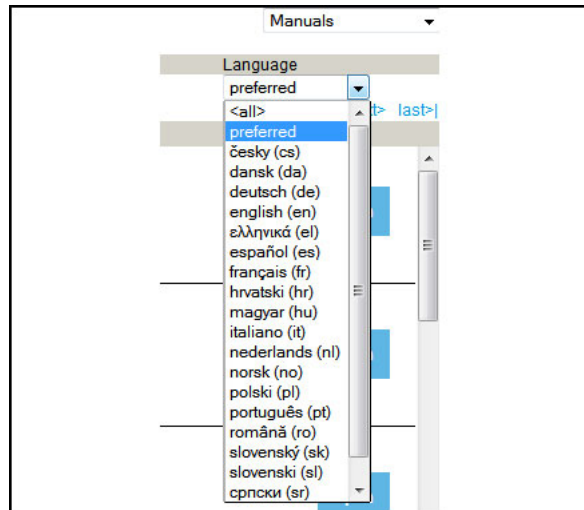


Fig. 10 In the language drop down box <preferred> is pre-selected

Document List

4-1 Manuals

The screenshot shows the Suzuki Service Portal Motorcycle interface. At the top, there are links for 'Quick Links', 'News', and 'Model Range: GSX-R 1000 UT'. The 'User' is 'dealer_gb' and the 'Language' is 'en_DE'. The Suzuki logo and 'Way of Life!' slogan are also present. Below the header, there is a navigation bar with 'Portal', 'Service Portal Motorcycle', and 'Search Result'. A dropdown menu for 'Manuals' is open, showing 'preferred'. The main content area displays a table of service manuals for the selected vehicle. The table has columns for 'Ref, Subj', 'VINs', 'Date ...', 'Title', and 'Status, Access'. There are five rows of manuals, each with an 'open' button. The first row is for 'GSX-R1000 (K7-K8) SERVICE MANUAL' with VINs JS1 CL 1111 00 and JS1 CL 2111 00. The second row is for 'GSX-R1000 (K5-K6) SERVICE MANUAL' with VINs JS1 B6 1111 00 and JS1 B6 2111 00. The third row is for 'GSX-R1000/Z (K9-L1) SERVICE MANUAL' with VINs JS1 CY 1111 00, JS1 CY 1112 00, JS1 CY 1113 90, JS1 CY 1113 A0, and JS1 CY 1113 B0. The fourth row is for 'GSX-R1000 (K3-K4) SERVICE MANUAL' with VINs JS1 BZ 1111 00 and JS1 BZ 2111 00. The fifth row is for 'GSX-R1000/Z (K9-L1) SERVICE MANUAL' with VINs JS1 CY 1111 00, JS1 CY 1112 00, JS1 CY 1113 90, JS1 CY 1113 A0, and JS1 CY 1113 B0. The table is titled 'Document 1 - 7 of 7'.

Ref, Subj	VINs	Date ...	Title	Status, Access
99500-39311-01E 1000	JS1 CL 1111 00 ... JS1 CL 2111 00 ...	Mar 6, 2013 Dec 22, 2014	GSX-R1000 (K7-K8) SERVICE MANUAL	en open
99500-39272-01E 1000	JS1 B6 1111 00 ... JS1 B6 2111 00 ...	Feb 5, 2013 Dec 22, 2014	GSX-R1000 (K5-K6) SERVICE MANUAL	en open
99500-39381-01E 1000	JS1 CY 1111 00 ... JS1 CY 1112 00 ... JS1 CY 1113 90 ... JS1 CY 1113 A0 ... JS1 CY 1113 B0 ...	Oct 21, 2013 Jul 28, 2014	GSX-R1000/Z (K9-L1) SERVICE MANUAL	en open
99500-39242-01E 1000	JS1 BZ 1111 00 ... JS1 BZ 2111 00 ...	Mar 8, 2013 Mar 8, 2013	GSX-R1000 (K3-K4) SERVICE MANUAL	en open
99500-39382-01E 1000	JS1 CY 1111 00 ... JS1 CY 1112 00 ... JS1 CY 1113 90 ... JS1 CY 1113 A0 ... JS1 CY 1113 B0 ...	Feb 14, 2014 Dec 13, 2013	GSX-R1000/Z (K9-L1) SERVICE MANUAL	en open

Fig. 11 Document list with manuals for the selected vehicle

Service Manuals contain procedures for diagnosis, maintenance, adjustments, minor service operations, replacement of components (Service) and for disassembly and assembly of major components (Unit Repair-Overhaul).

The manuals are listed by "Issue Date" in descending order displaying the latest supplement on top.

For older models, there are complete service manuals for the base model and supplements for models with additional equipment. These supplementary service manuals describe only different service information to the base model. Therefore, whenever servicing a vehicle, consult the latest supplement first (starting from the top of the document list). Then refer to the related manual issued earlier for any section, item or description not found in this supplement.

For newer models there are complete service manuals related to the entire equipment of this model line.

4-2 Bulletins

4-2.1 Document list with Bulletins

The screenshot shows the Suzuki Service Portal Motorcycle interface. The top navigation bar includes 'Quick Links', 'News', and 'Model Range: GSX-R 1000 UF'. The main content area displays a list of bulletins for the selected vehicle. The list is organized by Component Group (General, Engine, Suspension, Driveline/Axle, Brakes, Transmission, Steering, Body/Accessories) and Subject Area. The table shows the following data:

Ref.	Comp. Subi	VINs	Date ...	Title	Language	Action
M-4-0515	4	JS1 CY 1111 00 ...	Oct 27, 2010	Korrekur Werkstattandbuch GSX-R1000	de	open
2100		JS1 CY 1112 00 ...	Oct 27, 2010	K9		
		JS1 CY 1113 90 ...				
		JS1 CY 1113 A0 ...				
M-4-0490	5	JS1 CY 1111 00 ...	Nov 2, 2009	Korrekur Werkstattandbuch GSX-R1000	de	open
2100		JS1 CY 1112 00 ...	Nov 2, 2009	K9		
		JS1 CY 1113 90 ...				
		JS1 CY 2111 00 ...				

Fig. 12 Document list with bulletins for the selected vehicle

This section contains technical information, service manual updates, special tools information, etc. issued by the national distributors based on Suzuki Motor Corporation information.

The bulletins are listed by "Revision Date" in descending order listing the latest information on top, also when revised. You can identify a revised document on different issue and revision date.

4-3 Downloads

The screenshot shows the Suzuki Service Portal Motorcycle interface. The top navigation bar includes 'Quick Links', 'News', and 'Model Range: GSX-R 600'. The main content area displays a list of downloads for the selected vehicle. The list is organized by Ref, VINs, Date, Title, and Language. The table shows the following data:

Ref	VINs	Date ...	Title	Language	Action
SDS	****	Jan 14, 2014 Jan 28, 2015	SDS Software, User Manual and additional information	en	open
W_DJVUPLG	****	Aug 29, 2013 Aug 29, 2013	DjVu Browser Plugin 6.1.4-r31831 (32 / 64 bit) english	en	open
W_ADOBEREAD	****	Nov 1, 2006 Nov 1, 2006	Adobe Reader	en	open

Fig. 13 Document list with Downloads

Downloads contain software and updates for SDS Software, DjVi Browser Plugin and Adobe Reader.

4-4 Document Properties

4-4.1 Reference ID, Component Group, Subject Area

The first column on the left of the document list with heading “Ref, Comp, Subj” shows the assigned properties for each document in three lines:

- Reference Number
- Component Group
- Subject Area

Ref, Comp, Subj	VINs	Date ...	Title
M-4-0297 1 2100	JKS KX 250N PA ...	Nov 13, 2003 Jul 22, 2013 Dec 31, 2099	ADDITIONAL
M-4-0310 5 2100	5SA AK 45K# 37 ... 5SA AK 45K# 47 ... 5SA AK 46K# 27 ... 5SA AK 46K# 37 ... 5SA AK 46K# 47 ... >>	Jul 10, 2004 Jul 10, 2013 Dec 31, 2099	CHANGE TH
M-4-0317 1 2100	5SA AP 41A# 67 ... JSA AP 41A# 52 ...	Oct 5, 2004 Jul 10, 2013 Dec 31, 2099	INSTALLATIO

Fig. 14 First column of the document list with Reference ID, Component Group, Subject Area

4-4.2 Model Allocation

The column “VINs” shows the applicable models to each document. When you move the mouse pointer over the three dots, the complete VIN is displayed in a small window.

VINs	Date ...	Title
5SA AK 49A# A7 ... 5SA AK 49K# A7 ... 5SA AK 4BA# A7 ... 5SA AK 4BA# B7 ... 5SA AK 4BA# C7 ... >>	Dec 1, 2014 Dec 1, 2014 Dec 31, 2099	REPAIR TIP FOR FUEL INJECTOR MALFUNCTION DUE TO
JS1 CV 1111 00 ... JS1 CV 1112 00 ... JS1 CV 2111 00 ... JS1 CV 3111 00 ... JS1 GN 7EA# 82 ...	Jun 25, 2008 Nov 26, 2014 Dec 31, 2099	NOTICE OF PARTS CATALOGUE COR
JS1 GN 7EA# 82 ...		JS1 GN 7EA# 82 100001 - 999999
JS1 CY 1111 00 ... JS1 CY 1112 00 ... JS1 CY 1315 F0 ... JS1 CY 2111 00 ... JS1 GT 78A# F2 ...	Oct 16, 2014 Oct 16, 2014 Dec 31, 2099	GSX-R1000L5

Fig. 15 The first column shows the allocated VINs

4-4.3 Issue and Revision Date

When you move the mouse pointer over the three dots of the tile “Date ...”, it displays the meaning of the two dates displayed in the first and second line of this column.

Document 1 - 20 of 61		
Date ...	Title	
Nov 13, 2013 Jul 22, 2013	Issue Date Revision Date	INAL INFORMATION FOR RM-Z250K4 en
Jul 10, 2004 Jul 10, 2013	CHANGE THE FRONT CLUTCH SHOE NUT TIGHTENING TORQUE	en
Oct 5, 2004 Jul 10, 2013	INSTALLATION PROCEDURE OF RADIATOR GUARD	en

Fig. 16 The second column shows Issue and Revision Date

4-4.4 Document Title

Reviewing the titles of the displayed documents will allow you to select and open the desired information.

Title
REPAIR TIP FOR FUEL INJECTOR MALFUNCTION DUE TO LONG STORAGE
"2014 WARRANTY FLAT RATE MANUAL"DATA DOWNLOAD
YEARLY CHANGE MODEL INFORMATION

Fig. 17 The third column shows the Title for each document

5

Search

5-1 Search Result

Service Portal Motorcycle

User: dealer_gb Language: en_DE

Way of Life!

Quick Links News Model Range: GSX-R 1000 U1/ZU1 L5 / 2015

Portal Service Portal Motorcycle Search Result

Document 1 - 9 of 9

Component Group	Subject Area	Ref, Comp, Subj	VINs	Date	Title	Language	Action
0 General	<all>	2400	JS1 CY 1113 B0 ... JS1 CY 1214 00 ... JS1 CY 2111 00 ...				open
1 Engine							
2 Suspension							
3 Driveline/Axle							
4 Brakes							
5 Transmission		YC-0126	JS1 CY 1111 00 ...	Dec 15, 2009	ADDITIONAL MODEL INFORMATION	en	open
6 Steering		0A	JS1 CY 1112 00 ...	Jun 18, 2013			
9 Body/Accessories		2400	JS1 CY 2111 00 ... JS1 GT 78A# A2 ...				open
		YC-0397	JS1 CY 1111 00 ...	Oct 22, 2012	YEARLY CHANGE MODEL INFORMATION	en	open
		0A	JS1 CY 1112 00 ...	Jun 18, 2013			
		2400	JS1 CY 1113 D0 ... JS1 CY 1214 00 ... JS1 CY 2111 00 ...				open

Fig. 18 Document list bulletins for the selected model GSX-R 1000

The document list displays all documents matching the selected VIN or model code as shown above. Please note, a document with no entries in the column VINs field is valid for all models and is displayed regardless of the model selection. You can eliminate those general documents by selecting a document property as described in the following paragraphs.

5-2 Subject Area

You can narrow down your search by selecting the “Subject Area” from the drop-down list. For example, if you search for a maintenance schedule in the document area “Bulletins”, you select “2200 – Maintenance Schedules”. Now the hit list will only show documents referring to this category. If you search in the document area “Manuals” for a Service Manual, you select “1000 Service Manual”. Now the hit list will only show Service Manuals.

The allocated Subject Area is displayed in the third line of left column in the document list.

The property “Subject Area” is available for Bulletins and Manuals.

Subject Area		Date from/to	
<all>		Document 1 - 20 of 23	
<all>		Date ...	Title
1000 Technical and Quality		.. Dec 1, 2014	REPAIR TIP F
2000 Literature		.. Dec 1, 2014	MALFUNCTION
2100 Service Manual Update		.. Dec 31, 2099	
2200 Maintenance Schedule			
2300 Tables and Lists			
2400 Yearly Change of Model			
2500 Setup Manual Update			
3000 Tools			
3100 Special Tools		.. Apr 7, 2014	"2014 WARRA
3200 Suzuki Diagnostic System (SDS)		.. Apr 7, 2014	MANUAL"DATA
3300 Reprogramming		.. Dec 31, 2099	
4000 Campaigns			
5000 Homologation & Registration			
6000 Accessories			
6100 Manuals			
6200 Type Approval		.. Feb 20, 2014	AMENDMENT
6300 Product Information		.. Feb 20, 2014	
6400 Accessory Warranty		.. Dec 31, 2099	
6900 Editions			
JS1 B2 2111 00 ...			
JS1 B2 3111 00 ...			
>>			
M-4-0578	JS1 C3 1111 00 ...	Feb 20, 2014	AMENDMENT
4	JS1 C3 1112 00 ...	Feb 20, 2014	
2100	JS1 C3 2111 00 ...	Dec 31, 2099	

Fig. 19 Drop-down box “Subject Area” of document area Bulletins

Subject Area		Date from/to	
<all>		Document 1 - 20 of 23	
<all>		VINs	Title
1000 Service Manual		JS1 CL 1111 00 ...	Mar 6, 2013
2000 Wiring Diagrams		JS1 CL 2111 00 ...	Dec 22, 2014
3000 Setup Manual			Dec 31, 2099
9000 Others			
99500-39272-01E		JS1 B6 1111 00 ...	Feb 5, 2013
1000		JS1 B6 2111 00 ...	Dec 22, 2014
			Dec 31, 2099
99500-39381-01E		JS1 CY 1111 00 ...	Oct 21, 2013
1000		JS1 CY 1112 00 ...	Jul 28, 2014
		JS1 CY 1113 90 ...	Dec 31, 2099
		JS1 CY 1113 A0 ...	
		JS1 CY 1113 B0 ...	
		>>	
99500-39242-01E		JS1 BZ 1111 00 ...	Mar 8, 2013
1000		JS1 BZ 2111 00 ...	Mar 8, 2013
			Dec 31, 2099

Fig. 20 Drop-down box “Subject Area” of document area Manuals

5-3 Component Group

If you search for information referring to a specific component group, you can narrow down your search with the property “Component Group” (Service Manual Index). With this feature you can search according to main component group or subcomponent group.

The allocated component group is displayed in the second line of left column in the document list. The component group selection is available for Bulletins only. “Component Group” search is not available for Manuals and Downloads.



NOTE

When you search for a document e.g. from “Component Group - 1 Engine” that was issued before 2004, the document will show the old “Component Group - 6A Engine”.

Component Group	Subject Area
<all>	<all>
0 General	
1 Engine	Ref, Comp, Subj VINs D
2 Suspension	M-T-0009 5SA AK 49A# A7 ... De
3 Driveline/Axle	1000 5SA AK 49K# A7 ... De
4 Brakes	5SA AK 4BA# A7 ... De
5 Transmission	5SA AK 4BA# B7 ...
6 Steering	5SA AK 4BA# C7 ... >>
9 Body/Accessories	
	M-F-0001 5SA AK 45A# 37 ... Ap
	2200 5SA AK 45A# 47 ... Ap
	5SA AK 45A# 57 ... De
	5SA AK 45A# 67 ...
	5SA AK 45A# 77 ... >>
	YC-0434-R JS1 CY 1111 00 ... No
	2400 JS1 CY 1112 00 ... No
	JS1 CY 1214 00 ... De
	JS1 CY 1214 00 ...
	JS1 CY 1315 E0 ... >>
	M-4-0260 JS1 A1 1111 00 ... Ma
	1 JS1 A1 1112 00 ... Jul
	2100 JS1 A1 1314 00 ... De
	JS1 B6 1111 00 ...
	JS1 B6 1112 00 ... >>

Fig. 21 Selection of Component Group for Bulletins

5-4 Date

Both fields “Date from/to” allowing to narrow down the search according to revision date. If you remember the approximate revision date of a document, you could enter a “Date from” and a “Date to” to receive the according hit list.

Date from/to	Language
<input type="text" value="01.03.2006"/> <input type="text" value="01.12.2006"/> <input type="button" value="refresh"/>	preferred
system	

Fig. 22 Two fields for the entry of the expected Date

5-5 Multiple Search Properties

The strength of the Service Portal is the combined search by subject, component and edit date for information concerning a vehicle. If you set several document properties, your hit list will show only few documents.



NOTE

You may not receive any document, if your set document properties are too tight. The Service Portal will display an error message. In this case, please open the chosen document properties by selecting <all> or start a “New Search” at the model selection page.

Portal > Service Portal Motorcycle > Search Result	
Component Group	Subject Area
<all>	2100 Service Manual Update
0 General	There are no documents on the system
0A General Information	
0B Maintenance/Lubrication	matching your search inquiry
0C enter something	
1 Engine	
2 Suspension	
3 Driveline/Axle	
4 Brakes	
5 Transmission	
6 Steering	
9 Body/Accessories	

Fig. 23 Error message due to the tight selection of document properties

5-6 Recommended Search Sequence

The screenshot shows the Suzuki Service Portal Motorcycle search results page. The page is titled "Service Portal Motorcycle" and includes a navigation bar with "Quick Links", "News", and "Model Range: GSX-R 1000". The search results are displayed in a table with columns for "Ref.", "Comp, Subj", "VINs", "Date", and "Title". The results are filtered to show only documents related to the selected component group (9 Body/Accessories) and subject area (all). The page also includes a "Date from/to" filter and a "Language" dropdown.

Ref.	Comp, Subj	VINs	Date	Title	Language	Action
M-T-0009	1000	5SA AK 49A# A7 ...	Dec 1, 2014	REPAIR TIP FOR FUEL INJECTOR MALFUNCTION DUE TO	en	open
M-U-0043	2500	JS1 CY 1111 00 ...	Oct 16, 2014	GSX-R1000L5	en	open
M-Y-0024	2400	JS1 CY 1112 00 ...	Oct 8, 2014	YEARLY CI IANGE MODEL INFORMATION	en	open
M-F-0001	2200	5SA AK 45A# 37 ...	Apr 7, 2014	"2014 WARRANTY FLAT RATE MANUAL" DATA DOWNLOAD	en	open
M-4-0577	4 2100	JS1 B2 1111 00 ...	Feb 20, 2014	AMENDMENT OF SERVICE MANUAL	en	open

Fig. 24 Search result for selected model with narrowed down Subject Area and Component Group

1. Property: Subject Area

When you are looking for a specific document, please select the concerned subject first. For example when looking for Technical Information, please select this subject area. The document list will only show such documents and others like Service Schedules or Tools will be hidden.

2. Property: Component Group

If the restriction by Subject Area delivers still too many documents, then use the Component Group to narrow down your search further.

3. Property: Date from/to

If you remember the approximate Issue Date, you may use the search restriction by Issue Date.

5-7 Change Search or new Search

Service Portal Motorcycle

Quick Links News **Model Range: GSX-R 1000** Portal

Portal > **Service Portal Motorcycle** > Search Result

Component Group Subject Area Date from/to Language

<all> <all> refresh preferred

Document 1 - 20 of 57 next> last>

Ref., Comp, Subj	VINs	Date	Title	Language	Action
M-T-0009 1000	5SA AK 49A# A7 ... 5SA AK 49K# A7 ... 5SA AK 4BA# A7 ... 5SA AK 4BA# B7 ... 5SA AK 4BA# C7 ...	Dec 1, 2014 Dec 1, 2014	REPAIR TIP FOR FUEL INJECTOR MALFUNCTION DUE TO	en	open
M-U-0043 2500	JS1 CY 1111 00 ... JS1 CY 1112 00 ... JS1 CY 1315 F0 ... JS1 CY 2111 00 ... JS1 GT 78A# F2 ...	Oct 16, 2014 Oct 16, 2014	GSX-R1000L5	en	open
M-Y-0024 2400	JS1 CY 1111 00 ... JS1 CY 1112 00 ... JS1 CY 1315 F0 ... JS1 CY 2111 00 ... JS1 GT 78A# F2 ...	Oct 8, 2014 Oct 8, 2014	YEARLY CHANGE MODEL INFORMATION	en	open

Fig. 25 Change Search or new Search

A **Service Portal** = Change Search or new Search

To change the search regarding sales name, model or engine or to start a new search please click the link **Service Portal**.

Viewing Documents

6-1 Opening a Document

- from the document list showing Manuals

The screenshot shows the 'Service Portal Motorcycle' interface. At the top, there are navigation links for 'Quick Links', 'News', and 'Model Range: GSX-R 1000 UF'. The 'Manuals' tab is selected. Below the navigation bar, there is a search bar and a 'Language' dropdown set to 'preferred'. The main content area displays a table of documents for the selected model.

Ref. Subj	VINs	Date ...	Title	Language	Action
99500-39311-01E 1000	JS1 CL 1111 00 ... JS1 CL 2111 00 ...	Mar 6, 2013 Dec 22, 2014	GSX-R1000 (K7-K8) SERVICE MANUAL	en	open
99500-39272-01E 1000	JS1 B6 1111 00 ... JS1 B6 2111 00 ...	Feb 5, 2013 Dec 22, 2014	GSX-R1000 (K5-K6) SERVICE MANUAL	en	open
99500-39381-01E 1000	JS1 CY 1111 00 ... JS1 CY 1112 00 ... JS1 CY 1113 90 ... JS1 CY 1113 A0 ... JS1 CY 1113 B0 ...	Oct 21, 2013 Jul 28, 2014	GSX-R1000/Z (K9-L1) SERVICE MANUAL	en	open
99500-39242-01E 1000	JS1 BZ 1111 00 ... JS1 BZ 2111 00 ...	Mar 8, 2013 Mar 8, 2013	GSX-R1000 (K3-K4) SERVICE MANUAL	en	open

Fig. 26 Document list with Manuals for the selected model GSX-R 1000

To view a document, click the referring [open](#) button. Then the Service Portal will display the document content.

- from the document list showing Bulletins

The screenshot shows the 'Service Portal Motorcycle' interface with the 'Bulletins' tab selected. On the left, there is a 'Component Group' tree with categories like '0 General', '1 Engine', '2 Suspension', '3 Driveline/Axle', '4 Brakes', '5 Transmission', '6 Steering', and '9 Body/Accessories'. The main content area displays a table of bulletins for the selected model.

Ref. Comp. Subj	VINs	Date ...	Title	Language	Action
M-4-0515 4 2100	JS1 CY 1111 00 ... JS1 CY 1112 00 ... JS1 CY 1113 90 ... JS1 CY 1113 A0 ... JS1 CY 2111 00 ...	Oct 27, 2010 Oct 27, 2010	Korrekturen Werkstatthandbuch GSX-R1000 K9	de	open
M-4-0490 5 2100	JS1 CY 1111 00 ... JS1 CY 1112 00 ... JS1 CY 1113 90 ... JS1 CY 2111 00 ... JS1 GT 78A# 92 ...	Nov 2, 2009 Nov 2, 2009	Korrekturen Werkstatthandbuch GSX-R1000 K9	de	open

Fig. 27 Document list with Bulletins for the selected model GSX-R 1000

To view a document, click the referring [open](#) button. Then the Service Portal will display the document content.

6-2 Viewing XML Manuals



Fig. 28 Document view of XML manual

A Sub (Select / Search Information) Frame

B Action Icon Buttons

By pressing the "Go to Search"-Button the "input box for the Contents Search" is displayed.

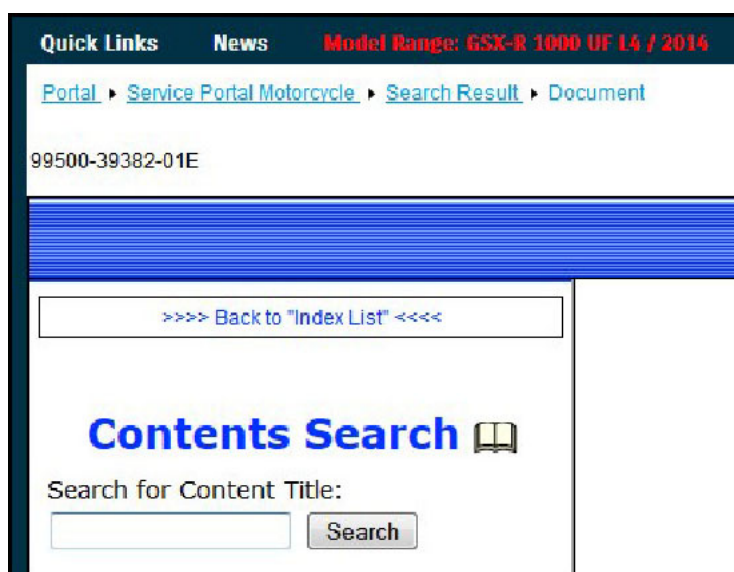


Fig. 29

Action Icon buttons for displaying items on the main frame", "Print" or "How to read file display" is performed according to the button clicked.

6-3 Viewing DjVu Manuals

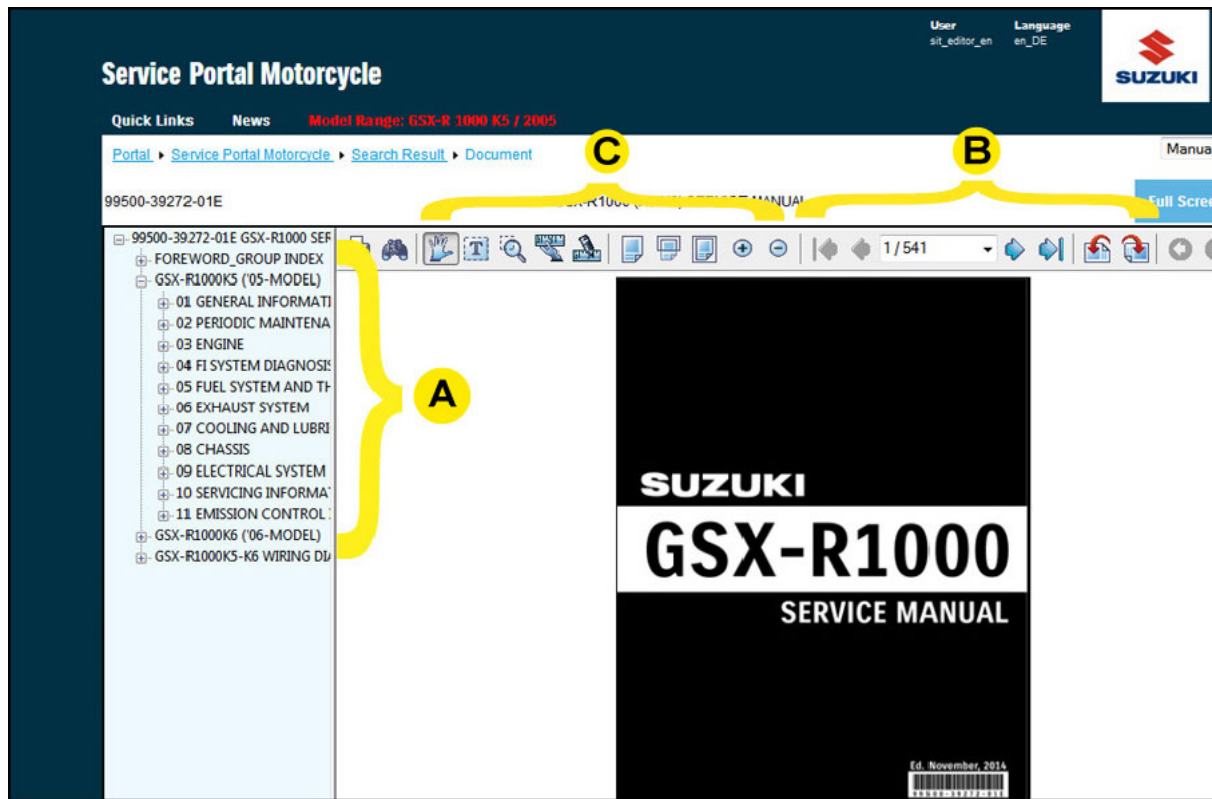


Fig. 30 Document view of DjVu manual

(A) Bookmark Navigation

You may select the desired chapter from the bookmark tree (A). The manual will open at the beginning of the selected chapter.

You may hide the navigation pane using the context menu (right click in the document display) and choose Layout. The Layout submenu appears. Deselect Outline. The navigation pane disappears. You can make the navigation pane wider or narrower. This shows more text. To adjust the navigation pane width, click the line separating the navigation pane from the main window and drag the line left or right.

(B) Toolbar Navigation

Using the square shaped page navigation arrows takes you to the document's first page, to the previous page, to the next page or to the document's last page.

To navigate by specifying a page number, do one of the following: Key in the number of the desired page in the box on the toolbar and click Enter or open the drop down box and select the desired page.

You can trace your path through any previous view (zoom level, panning location, page, etc.) using the round shaped arrow buttons. The button pointing to the left takes you to the previous view in your viewing history, like your browser's "Back" button. The button pointing to the right takes you to the next view in your viewing history.

If your browser window is not fully expanded, some or all of these may be hidden. Both buttons are not enabled until after you have used one of the page navigation arrows.

(C) Zooming In and Out

If you want to see the detail in a drawing, please use any of the scale buttons to enlarge or reduce the selected image.

6-4 Viewing PDF Bulletins

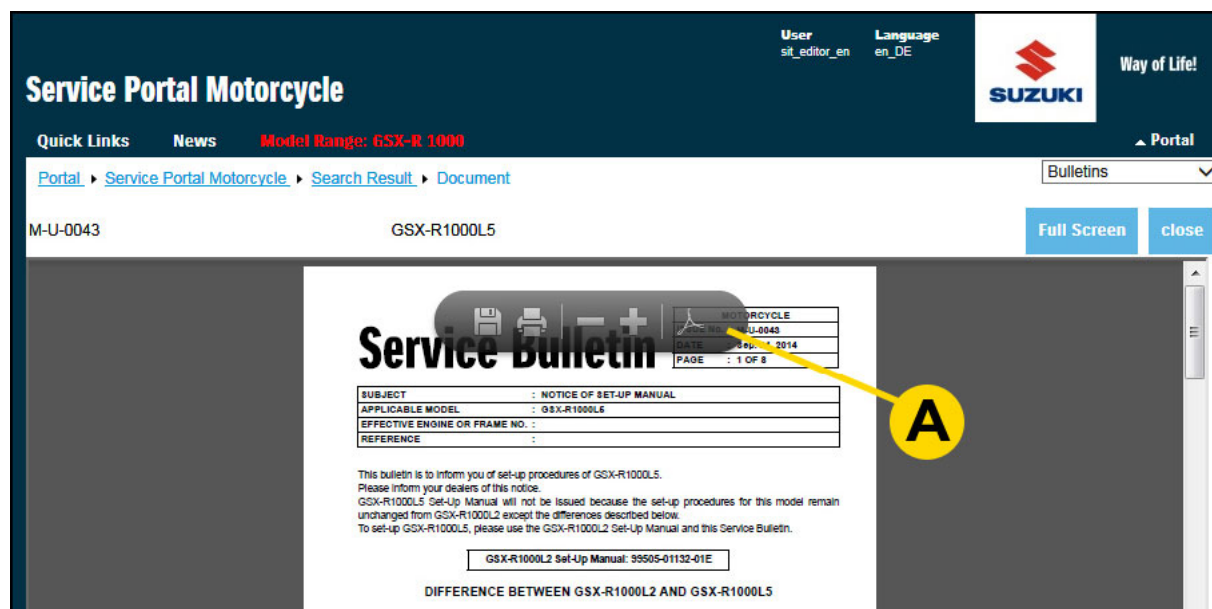


Fig. 31 Document view of PDF Bulletin

The blue button **Full Screen** on the upper right will open an additional browser window, where the document will be shown in full screen mode.

Adobe Reader Plug-In - Basic functions

When moving the mouse over the document, the Adobe Reader menu bar will appear. Its icons show the basic functions: save, print, zoom in and zoom out. Clicking on the adobe icon on the right (A) will display the complete tool bar of adobe reader.

The screenshot displays the Suzuki Service Portal Motorcycle interface. At the top, there's a header with the Suzuki logo and the slogan "Way of Life!". Below the header, there's a navigation bar with "Quick Links", "News", and "Model Range: GSX-R 1000". The main content area shows a breadcrumb trail: "Portal > Service Portal Motorcycle > Search Result > Document". The document title is "M-U-0043" and the model is "GSX-R1000L5". There are buttons for "Full Screen" and "close". Below the title, there's a toolbar with various icons for document manipulation. The main content area features a large "Service Bulletin" heading. To the right of the heading is a table with the following information:

MOTORCYCLE	
ISSUE No. :	M-U-0043
DATE :	Sep. 24, 2014
PAGE :	1 OF 8

Below the table, there's another table with the following information:

SUBJECT	: NOTICE OF SET-UP MANUAL
APPLICABLE MODEL	: GSX-R1000L5
EFFECTIVE ENGINE OR FRAME NO. :	
REFERENCE	:

Below the tables, there's a paragraph of text: "This bulletin is to inform you of set-up procedures of GSX-R1000L5. Please inform your dealers of this notice. GSX-R1000L5 Set-Up Manual will not be issued because the set-up procedures for this model remain unchanged from GSX-R1000L2 except the differences described below. To set-up GSX-R1000L5, please use the GSX-R1000L2 Set-Up Manual and this Service Bulletin."

Fig. 32

Adobe Reader Plug-In - Complete tool bar

The page navigation buttons in the center of the tool bar take you to the document's first page, to the previous page, to the next page or to the document's last page. To navigate by specifying a page number, you can key in the number of the desired page and press Enter.

On the left side of the tool bar there are buttons for attaching to email, printing and saving the document plus further functions provides by adobe reader.

6-5 Viewing Downloads

The screenshot shows the Suzuki Service Portal Motorcycle interface. At the top, there's a header with 'Service Portal Motorcycle' and navigation links like 'Quick Links', 'News', and 'all vehicles'. A breadcrumb trail indicates the path: 'Portal > Service Portal Motorcycle > Search Result > Document'. The main content area is titled 'Downloads' and contains the following information:

SDS Software, User Manual and additional information

Last update: 21.07.2014

Before you hook up the SDS interface to the PC the first time, please install the SDS Software in this sequence on your PC. If you already have your SDS in operation and have already a former version of software installed, please install only the latest update. Details you will find in the user manual and application chart, listed below:

Software

SDS_Ver35_installer.zip 21.07.2014	This program is the data for SDS Suzuki Diagnosis System. Install the software for SDS and driver for interface.
---	--

User manuals

SDS (Suzuki Diagnosis Software) Operation Manual 25.02.2014	This is the SDS user manual.
Information to the system 21.07.2014	Quick information to SDS and part number for hardware.
SDS Application Chart [Version: 35] 15.07.2014	This is the SDS Application chart which shown the SDS supported models.
Notes to the Model Description 15.07.2014	Here you will find information about the model codes.

Fig. 33 Download page for SDS Software

To download the latest diagnostic software and manuals, please open the referring document in the "Downloads" area. It is important that you precisely follow the instructions on this page to avoid errors when installing the software on your PC.

The manuals provide all necessary details for installing and using the diagnostic hardware and software.

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