



**AMERICAN SUZUKI MOTOR CORPORATION**  
AUTOMOTIVE

## **CUSTOMER SATISFACTION CAMPAIGN**

Dear Suzuki Owner:

Suzuki Motor Corporation has decided to conduct a special customer satisfaction campaign on 2008 Suzuki Forenza vehicles equipped with ABS brakes. According to our records, you own or lease one of the affected vehicles. The campaign designator code is NX.

The subject vehicles may experience reduced brake performance and/or spongy, low brake pedal operation due to the sticking condition of the valve within the ABS module. If two or more valves within the ABS stick, this condition could result in significantly reduced braking performance.

To correct this condition, your Suzuki dealer will inspect the ABS module. If the valve within the ABS module is sticking, the module will be replaced and the braking system will be flushed and filled with new brake fluid at no cost to you for parts, brake fluid and labor. If the valve is not stuck, the service will only involve flushing the brake system with new brake fluid at no cost to you for brake fluid and labor.

Please contact your Suzuki dealer to schedule an appointment for this customer satisfaction campaign. To locate your nearest Suzuki dealer, call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online dealer locator includes driving instructions and maps. Campaign instructions have already been sent to your dealer and the service can be completed in less than three hours if you have an appointment. Due to such a small number of affected vehicles, parts may have to be ordered. If your dealer has a number of vehicles awaiting service, there may be additional time required. If you no longer own this vehicle, please complete the enclosed postage paid reply card and return it to us.

If your vehicle is included in the special customer satisfaction campaign and you have paid for repairs to the ABS module, you may be eligible for full or partial reimbursement. Please note the following qualifiers:

- Only repairs that are the subject of this specific customer service campaign are reimbursable. Additional expenses such as, but not limited to, restoring the vehicle to a repairable standard to complete the service work, normal wear and tear to the other components in the braking system such as brake pads or brake master cylinders, towing, rental, accommodations, damage repairs, etc. will not be reimbursed.



**AMERICAN SUZUKI MOTOR CORPORATION**  
AUTOMOTIVE

- Reimbursement is limited to current Manufacturer's Suggested Retail Price (MSRP) on parts and the Suzuki bulletin published flat rate labor time allowance at a reasonable area labor rate for this repair.
- An owner will not be eligible for reimbursement if the expenses for the repairs are performed more than 10 days after the date of the owner notification letter sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Repair date, repair mileage, replaced part number and Vehicle Identification Number (VIN) and diagnosis are required on the repair order to be considered for reimbursement.

To request reimbursement for a previous customer pay repair, contact the Suzuki Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call toll free (800) 934-0934. We will request an original or copy of your receipt for the repair or replacement, and your owner notification letter.

We sincerely regret any inconvenience that this special customer satisfaction campaign may cause, but we are certain you understand our interest in your continued satisfaction with your Suzuki vehicle.

Sincerely,  
SUZUKI