

## IMPORTANT SAFETY RECALL NOTICE

Dear Suzuki Owner:

This notice is being 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 all 2009~2010 Suzuki Grand Vitara multipurpose passenger vehicles equipped with 4-cylinder engines; 2011 Suzuki Grand Vitara multipurpose passenger vehicles produced prior to October 17, 2010; all 2010 Suzuki SX4 passenger vehicles; and 2011 Suzuki SX4 passenger vehicles produced prior to October 14, 2010. According to our records, you own one of the vehicles affected by this recall. The recall designator code is SM.

The tension adjuster pulley for the drive belt that operates the alternator, water pump, air conditioner compressor and power steering pump, has an improperly manufactured internal spring that can break due to repeated stress. If the spring breaks, the drive belt will not be adjusted properly and can slip, causing a squeaking noise. In the worst case, the drive belt can come off, requiring the driver to use increased steering effort. This can increase the risk of a crash. This condition can also cause the coolant temperature indication to rise, which can lead to engine overheating, or can cause the charging system indicator light to come on, which can lead to battery discharge and engine stall.

To correct this condition, your Suzuki dealer will replace the tension adjuster pulley on your vehicle with an improved part. This service will be performed at no cost to you for parts and labor.

Please contact your Suzuki dealer to schedule an appointment for this Important Safety Recall. To locate your nearest Suzuki dealer, please see below or call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online dealer locator includes driving instructions and maps. Recall instructions and parts have already been sent to your dealer and the recall can be completed in about one hour if you have an appointment. 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 dealer does not make the correction without charge and within a reasonable period of time, we recommend that you contact the American Suzuki Customer Relations Department at (800) 934-0934. If after contacting our Customer Relations Department, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE., Washington, DC 20590 or call toll-free Auto Safety Hotline at (888) 327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If your vehicle is included in this recall and you have paid for repairs resulting from a defect of the tension adjuster pulley, you may be eligible for full or partial reimbursement. Please note the following qualifiers:

- Only repairs that are the subject of this specific safety recall are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, fuel expense, etc will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate labor time allowance.
- 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 last owner notification letter was sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. The repair order must state the Vehicle Identification Number, repair date, and the actual mileage at the time of the repair.

To obtain information or request reimbursement, contact your Suzuki dealer or the American Suzuki Motor Corporation, 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 this Important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki vehicle.

Sincerely,  
AMERICAN SUZUKI MOTOR CORPORATION