

## IMPORTANT CUSTOMER SATISFACTION CAMPAIGN

Dear Suzuki Owner:

Suzuki Motor Corporation has decided to conduct a voluntary Customer Satisfaction Campaign on 2010~2011 Suzuki Kizashi passenger vehicles produced from October 13, 2009 to October 12, 2010. According to our records, you own one of the affected vehicles. The Customer Satisfaction Campaign designator is SN.

The tension adjuster pulley for the drive belt that operates the alternator, water pump and air conditioner compressor 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. This condition can 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 the problem and prevent damage to your vehicle, your Suzuki dealer will replace the tension adjuster pulley on your vehicle with an improved part. This customer satisfaction campaign repair will be done at no cost to you for parts or labor.

Please contact your Suzuki dealer to schedule an appointment for this Customer Satisfaction Campaign. 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. Repair instructions and parts have already been sent to your dealer and the service 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, please contact us at the American Suzuki Customer Relations Department at (800) 934-0934.

We sincerely regret any inconvenience this Customer Satisfaction Campaign may cause, but we are certain you understand our interest in your continued satisfaction with your Suzuki vehicle.

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION