



AMERICAN SUZUKI MOTOR CORPORATION
AUTOMOTIVE

IMPORTANT CUSTOMER SATISFACTION CAMPAIGN

Dear Suzuki Owner:

Suzuki Motor Corporation has decided to conduct a voluntary Customer Satisfaction Campaign on certain 2013 Suzuki Grand Vitara, SX4 and Kizashi vehicles. According to our records, you own one of the subject vehicles. The Customer Satisfaction Campaign designator is SW.

The Suzuki Infotainment System will reboot (shut OFF then turn itself back ON) when certain display information received exceeds the radio's capacity for the information to be displayed.

Radio stations transmit Radio Data System (RDS) data to be displayed on the radio's display screen. Within that data is Program Type information (Religious Talk, Adult Contemporary, etc.). When a user selects a language setting on the radio, the Program Type text is translated to the language selected by the user. Under certain conditions, software versions prior to 2.10 can not accept the length of the translated text and may cause a reboot.

To correct the problem you or your Suzuki dealer will reprogram the Infotainment system. Enclosed is an SD card and instructions to complete the software update. Should you choose not to perform the update or encounter problems doing so, it can also be performed by your Suzuki dealer. This customer satisfaction campaign repair will be done at no cost to you if completed by a Suzuki dealer.

If you prefer the update to be done by a Suzuki dealer, 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 SD cards have already been sent to your dealer and the service can be completed in about one half 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 or complete the update on you own, 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