



SUZUKI MOTOR OF AMERICA, INC.

SAFETY RECALL CAMPAIGN

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)
XXXXXXXXXXXXXXXXXXXX

June 8, 2018

Dear Suzuki Owner:

This notice is 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 certain 2013 Suzuki Kizashi and 2013 Suzuki SX4 vehicles.

What is the problem?

A resistor on the circuit board of the CVT controller may develop a crack at the soldered connection. If a solder crack develops, resistance on the circuit may be excessive. The excessive resistance can allow unusual CVT fluid pressure control, causing the fluid temperature to rise. If the fluid temperature exceeds a certain threshold, the CVT will operate under temperature protection control, causing a decrease in vehicle speed and reduced acceleration capability, increasing the risk of a crash.

What is Suzuki Motor of America, Inc. (Suzuki) doing to solve the problem?

Your Suzuki Service Provider will replace the CVT controller assembly. This procedure will take approximately one half-hour to complete. Parts are available now, and there will be no charge to you for any recall campaign service-related parts or labor.

What you should do:

Make sure you are prepared for the service by taking the following steps:

- Before taking your vehicle to your Suzuki Service Provider, contact them as soon as possible to set up an appointment for the service.
- We suggest that you bring this letter to your Suzuki Service Provider to help them process your vehicle for repair.

What to do if you receive this letter in error:

This notice was mailed to you according to the most current information we have available. If you no longer own the Suzuki vehicle described in this letter, please forward this campaign information to the current owner (if known), or contact the Suzuki Automotive Customer Relations Department at (714) 572-1490.

Federal regulations require that any vehicle lessor receiving this campaign notice must forward a copy of this notice to the lessee within ten days.

Customer reimbursement for remedies prior to campaign notification:

If you have paid for the CVT controller assembly to be replaced or other repairs to address the condition that led to this recall campaign, you may be eligible for full or partial reimbursement.

Please note the following conditions for reimbursement:

- Only repairs made to address the condition that led to this recall campaign are reimbursable. Additional expenses such as towing, car rental, accommodations, damage repairs, etc., will not be reimbursed. Reimbursement will not be provided for routine scheduled maintenance.
- Reimbursement may be limited to the suggested list price for parts, the Suzuki published flat rate time allowance for the repair, and the labor rate that an authorized Suzuki Service Provider in the same area would charge for the same repair.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of the last owner notification letter sent by Suzuki Motor of America, Inc.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

To request reimbursement for a previous customer paid repair, contact the Suzuki Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call (714) 572-1490. 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 recall campaign may cause, but we are certain you understand our interest in your continued satisfaction with your Suzuki vehicle.

Sincerely,

Suzuki Motor of America, Inc.