



SUZUKI MOTOR OF AMERICA, INC.

## IMPORTANT SAFETY RECALL

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

XXXXXXXXXXXXXXXXXXXX

March 1, 2017

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 2009 - 2013 Model-Year Suzuki Grand Vitara multi-purpose passenger vehicles.

### **What is the problem?**

The gear shift rear shaft, which is part of the linkage structure connecting the shift lever and manual transmission, can break due to repeated right-to-left and left-to-right movement of the shift lever. If the gear shift rear shaft breaks, the driver will not be able to change gears, increasing the risk of a crash.

### **What is Suzuki Motor of America, Inc., doing to solve the problem?**

Your Suzuki Service Provider will replace the gear shift rear shaft in the manual transmission. This procedure will take less than three hours to complete. Parts are available now, and there will be no charge to you for any recall service-related parts or labor.

### **What you should do:**

Make sure you are prepared for the recall 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 recall 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 complete and return the attached postage-paid card to Suzuki Motor of America, Inc., and forward this recall information to the current owner (if known).

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

**Customer reimbursement for remedies prior to recall notification:**

If you have paid for replacement of the manual transmission gear shift rear shaft or other repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. **To request reimbursement for a previous repair, contact your Suzuki Service Provider.**

Please note the following conditions for reimbursement:

- Only repairs made to address the defect that led to this recall 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.

**Who to contact if you experience problems:**

Your Suzuki Service Provider can provide you the fastest response to your questions or concerns about the Manual Transmission Shift Rear Shaft Safety Recall. If you have any difficulty with this recall campaign, you may contact the Suzuki Motor of America, Inc., Customer Service Department for assistance at (800) 934-0934 during the hours of 7:00 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling.

If you believe that Suzuki Motor of America, Inc., has failed to provide the safety recall service without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington D.C., 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-424-9153) or go to: [www.safercar.gov](http://www.safercar.gov)

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety and satisfaction are important priorities for Suzuki.

Sincerely,

Suzuki Motor of America, Inc.