



SUZUKI MOTOR OF AMERICA, INC.

SERVICE CAMPAIGN

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

January 11, 2018

Dear Suzuki Owner:

Suzuki Motor Corporation is conducting a customer service campaign on all 2009 - 2012 Equator models to reprogram the Airbag Control Unit (ACU).

What is the problem?

The ACU software could allow an unintended deployment of the side curtain airbags under certain driving conditions. These driving conditions typically include vehicle operation on unpaved roads or off-road areas where one side of the vehicle is higher than the other.

Reprogramming the ACU will improve the rollover-sensing calibration to address these unique conditions and help prevent unintended side curtain airbag deployment while maintaining the design intent for deployment in rollover crashes.

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

Your Suzuki Service Provider will reprogram the ACU. Depending on the model-year of your vehicle, this procedure will take 30 minutes to 1.5 hours to complete. Parts are available now, and there will be no charge to you for any 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 ACU to be reprogrammed or other side curtain airbag repairs to address the condition that led to this service campaign, 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 condition that led to this service 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 service 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.