



**SUZUKI MOTOR of AMERICA, INC.**  
AUTOMOTIVE

VIN  
NAME  
STREET  
CITY, STATE, ZIP

## **SPECIAL COVERAGE EXTENSION NOTICE**

Dear Suzuki Owner:

Special Coverage Extension Code: ZC

As the owner of a Suzuki product, your continued satisfaction with our product is very important to us.

Suzuki Motor Corporation has determined that some 2007~2009 Suzuki XL7 vehicles may have a condition where the plastic supply or return port on the fuel pump module may crack, which could cause a fuel leak. The driver may notice a fuel odor while the vehicle is being driven or after it is parked. If the crack becomes large enough, fuel may be observed dripping onto the ground and vehicle performance may be affected. According to our records, you own or lease one of the affected vehicles.

Suzuki will provide a special coverage extension for the cracked fuel pump module condition regardless of the vehicle's age or mileage. Your vehicle's fuel pump module will be inspected and replaced if it is leaking by a Suzuki service point at no cost to you for parts and labor. Please keep this letter with your other important glove box literature for future reference or future owners. Diagnosis or repairs for conditions determined to be other than a cracked fuel pump module port are not covered under this special extended coverage program. This specific coverage extension does not extend your basic 36 month, 36,000 mile limited warranty or the 7 year, 100,000 mile power train limited warranty.

**No action is required by the owner at this time unless fuel odor is present or fuel is observed spotting on the ground.**

Should this condition currently exist, please contact your Suzuki service point to schedule an appointment for this special coverage extension. To locate your nearest Suzuki service point, please see below or call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online service point locator includes driving instructions and maps. The special coverage extension can be completed in about three hours if the fuel pump module requires replacement and if you have an appointment. If your Suzuki service point 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 Suzuki service point does not make the correction without charge and within a reasonable period of time, we recommend that you contact the Suzuki Customer Relations Department at (800) 934-0934.

If your vehicle is included in the special coverage extension and you have paid for repairs, after the expiration of the 7 year, 100,000 mile power train warranty, caused by the exact defect stated above, you may be eligible for a full or partial reimbursement. Please note the following qualifiers:

- Only repairs that are the subject of this special coverage extension are reimbursable. No other fuel pump defects will be considered. Additional expenses such as, but not limited to; restoring the vehicle to a repairable standard to complete this special coverage extension because of damage, modification or rust, normal wear and tear, towing, rental, accommodations, etc. will not be reimbursed.
- Reimbursement is limited up to the current Manufacturer's Suggested Retail Price (MSRP) on parts and the Suzuki bulletin published flat rate labor time allowance for this repair based on an hourly reasonable rate in your area.
- An owner will not be eligible for reimbursement if the expenses for the repairs are performed more than 10 days after the date of the owner notification letter sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Repair date, repair mileage, replaced part number; Vehicle Identification Number (VIN) and diagnostic documentation are required on the repair order to be considered for reimbursement.

To request reimbursement from a previous customer pay repair, contact the Suzuki Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call toll free (800) 934-0934. We will request an original or copy of your receipt for the special service extension repair or replacement, and your owner notification letter.

We sincerely regret any inconvenience that this special coverage extension may cause, but we are certain you understand our interest in your continued satisfaction with your Suzuki vehicle.

Sincerely,

Suzuki