

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle.

Model: (Year) (MODEL)

VIN: XXXXXXXXXXXXXXXXXXXX

Dear Suzuki Owner,

This notice is sent to you in accordance with 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 2010—2013 Suzuki SX4 and Kizashi models equipped with a Continuously Variable Transmission (CVT).

Affected vehicles have a shift select lever lock that becomes disabled if excessive force is applied. When the lock is disabled, the shift select lever will move from PARK to any other gear position without depressing the brake pedal, increasing the risk of vehicle rollaway and a crash.

Recall parts are now available to correct this condition. Your authorized Suzuki Service Provider will replace the shift select lever assembly at no cost to you for parts and labor. Please contact your authorized Suzuki Service Provider to schedule an appointment to have the shift select lever assembly replaced. Please call as soon as you receive this important Safety Recall Notification letter and mention Recall Campaign Identification Code 4001 for Kizashi or 4002 for SX4 models.

To locate your nearest authorized Suzuki Service Provider, please call toll free at (877) 697-8985 or visit our website at [www.suzukiauto.com](http://www.suzukiauto.com). The online Suzuki Service Provider Locator includes driving instructions and maps.

Repair instructions have been made available to your Suzuki Service Provider. Repairs can normally be completed in less than one hour if you have made an appointment. Please be aware, if your Suzuki Service Provider has a large number of vehicles waiting for repairs, some additional time may be needed for required repairs.

If you no longer own this vehicle, please complete the attached postage-paid Safety Recall Notice Reply Card and return it to us.

If your Suzuki Service Provider 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, after contacting our Customer Relations Department, you are still not satisfied that we have done our best to remedy this situation without charge and within a reasonable time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590, or call the toll-free vehicle Safety Hotline at (888) 327-4236 (TTY: (800) 424-9153); or go to [www.safercar.gov](http://www.safercar.gov).

Federal regulations require that any vehicle Lessor receiving this recall notice must forward a copy of this notice to the Lessee within 10 days.

If your vehicle is included in the recall and you have paid for repairs caused by the Shift Select Lever as described in this notification, you may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers all Suzuki Kizashi and SX4 models equipped with a CVT. Please note the following for which Suzuki may decline reimbursement:

- Only repairs that are the subject of this Safety Recall are reimbursable. Additional expenses such as, but not limited to, restoring the vehicle to a repairable standard to complete the recall service repair, normal wear and tear, towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- Reimbursement may be limited to MSRP on parts and the Suzuki published flat rate time allowance.
- 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 sent by Suzuki Motor of America, Inc. in connection with this Suzuki Recall.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Repair date, repair mileage, replaced part number, and Vehicle Identification Number (VIN) must be documented on the repair order to be considered for reimbursement. Copies of the current vehicle registration and payment method are also required to claim reimbursement.

To obtain information or request reimbursement, contact Suzuki Motor of America, Inc., Automotive Customer Service Department, PO Box 1100, Brea, CA 92822-1100, or call (800) 934-0934. We will request an original or copy of your receipt for the recall repair or replacement, and your Owner Notification Letter.

We sincerely regret any inconvenience that this recall may cause, but we are certain you understand our interest in maintaining your and your passengers' safety and your continued satisfaction with your Suzuki vehicle.

Sincerely,  
SUZUKI MOTOR OF AMERICA, INC.