



SUZUKI MOTOR OF AMERICA, INC.

## IMPORTANT SAFETY RECALL

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

August 9, 2019

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 2010 - 2013 model-year Kizashi vehicles. According to our records, you own one of the vehicles affected by this recall.

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

In 2014, Suzuki initiated a safety and emissions recall (**Recall VG / 14V-464**) for certain 2010 - 2013 model-year Kizashi vehicles. The reason for the safety and emissions recall was that a spider could enter the evaporative emissions canister air vent line and weave a web, causing a restriction in the vent line.

The repair for the safety recall in 2014 involved the installation of a vent line, which incorporated a filter to prevent the entry of spiders.

Suzuki has determined that vehicles equipped with the canister vent hose spider filter (or the original unfiltered vent hose) and operated on non-paved roads or under dusty conditions can accumulate dust in the vent hose filter, causing a restriction. If the vent hose filter becomes restricted, it could result in excessive negative pressure in the fuel tank, causing deformation and possible cracking of the fuel tank, resulting in a fuel leak. A fuel leak in the presence of an ignition source can cause a fire.

### **IMPORTANT NOTICE FOR CALIFORNIA RESIDENTS**

The California Air Resources Board requires that all applicable emission recall campaigns be completed prior to California registration renewal. If you do not have this recall campaign performed, you will not be able to renew your California vehicle registration.

After completing the recall service, your California Suzuki dealer will give you a "Proof of Correction" certificate. If required, present this certificate to the Department of Motor Vehicles when renewing your California registration.

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

Your Suzuki Service Provider will replace the fuel tank and fuel cap, and if necessary, the canister set. Depending on whether your Kizashi is a two-wheel drive or four-wheel drive model, the repair procedure will take approximately 3 - 5 hours 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 notice 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 repairs prior to this Safety Recall Notification:**

If your vehicle is included in this recall and you have paid for repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. 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 this notice.
- 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 apply for reimbursement, contact Suzuki's Customer Service Department at (714) 572-1490.

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

Your Suzuki Service Provider can provide you the fastest response to your questions or concerns about this safety recall campaign. If you have any difficulty with this recall campaign, you may contact Suzuki's Customer Service Department for assistance at (714) 572-1490 during the hours of 7:00 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling. The VIN for your vehicle is listed at the top of this notice.

If you need to locate your nearest Suzuki Service Provider, please visit **www.suzuki.com**, click on **Automotive**, followed by the **Service Provider** tab at the top of the web page.

If you believe that Suzuki has failed to provide the safety recall campaign 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 us.

Sincerely,

Suzuki Motor of America, Inc.