

## IMPORTANT SAFETY RECALL NOTICE

Dear Suzuki Owner:

This notice is being 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 all 1999 through 2003 Suzuki Grand Vitara, Grand Vitara XL-7 and certain 2004 Vitara vehicles. According to our records, you own one of the vehicles affected by this recall.

Under extremely cold ambient temperature conditions, (-13 degrees Fahrenheit), moisture can freeze in the fuel pressure regulator. As a result, fuel system pressure may increase at the time of engine start up, resulting in fuel loss at the fuel pipe/fuel hose connection. Fuel loss in the presence of an ignition source could result in a fire.

This Important Safety Recall supercedes any previous recalls of a similar nature regardless of whether the previous recall was performed.

To correct the problem, your Suzuki dealer will replace the fuel pressure regulator and any related parts. This service will be performed at no cost to you for parts and labor.

Please contact your Suzuki dealer to schedule an appointment for this Important Safety Recall. To locate your nearest Suzuki dealer, please call toll free (877) 697-8985 or visit our website at [www.suzuki.com](http://www.suzuki.com). The online dealer locator includes driving instructions and maps. Recall instructions and parts have already been sent to your dealer and depending on the vehicle model year, the recall can be completed in 30 minutes or one hour and 15 minutes if you have an appointment. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. If you no longer own this vehicle, please complete the enclosed postage paid reply card and return it to us.

If your dealer does not complete the recall process without charge and within a reasonable period of time, we recommend that you contact the American Suzuki Customer Relations Department at (800) 934-0934. If you are still not satisfied that American Suzuki and your dealer have done their best to complete the recall process, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590 or call the toll-free Auto Safety Hotline at (888) 327-4236.

## ATTACHMENT A

If your vehicle is included in the recall and you have paid for repairs caused by moisture freezing inside the fuel pressure regulator, you may be eligible for a full or partial reimbursement. Please note the following for which Suzuki may exclude reimbursement.

- Only repairs that are the subject of the safety recall are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate labor time allowance.
- 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 last owner notification letter sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Your authorized Suzuki dealer will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

To obtain information or request reimbursement, contact your Suzuki dealer or the American Suzuki Motor Corporation, Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call toll free (800) 934-0934.

We sincerely regret any inconvenience this Important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki.

### **NOTICE TO LESSORS**

Under Federal law, the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s). The lessor must also keep a record of the lessee(s) to whom this letter is sent and the applicable Vehicle Identification Number. (For the purposes of this notice, a lessor means a person or entity that in the last twelve months prior to this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION