



**SUZUKI MOTOR OF AMERICA, INC.**

VIN  
NAME STREET  
CITY, STATE, ZIP

## **SPECIAL COVERAGE EXTENSION NOTICE**

Dear Suzuki Owner:

This letter is to announce Special Coverage Extension Code: **ZL**

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

Suzuki Motor Corporation has determined that certain 2013 Suzuki Grand Vitara, Kizashi and SX4 vehicles may have a condition where the in-dash Garmin Navigation radio exhibits one or more of the following conditions:

- Constant reboots or display freezes at initial start-up
- Random reboots
- The touch screen calibration mode initiates at start-up
- The “Image not found” message appears
- The “Can’t unlock maps” message appears
- The text displayed for pre-set stations is incorrect
- Radio volume is very high at initial startup
- The system intermittently reboots when removing USB memory with media

Suzuki will provide a special coverage extension for the above conditions for 6 years from the vehicle in-service date regardless of the vehicle’s mileage. Upon inspection by an authorized Suzuki Service Center, updating the software or a complete replacement of the Garmin Navigation unit may be necessary. These repairs will be performed at a Suzuki Service Provider at no cost to you for parts and labor.

Please keep this letter for future reference or to provide it to the future owner. Diagnosis or repairs for conditions other than those specified above 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, nor the 7 year, 100,000 mile powertrain limited warranty. According to our records, the subject vehicle will be eligible for this repair through [expiration date of customer’s warranty].

**No action is required by you unless one or more of the conditions identified above is present.**

If one of the above conditions currently exists, please contact your Suzuki Service Provider to schedule an appointment for this special coverage extension. To locate your nearest Suzuki Service Provider, please visit our website at <http://www.suzukiauto.com> or call (714) 572-1490. The online Service Provider locator includes driving instructions and maps.

If your Suzuki Service Provider has a number of vehicles awaiting service, there may be additional time required.

If your Suzuki Service Provider does not make the correction without charge and within a reasonable period of time, contact the Suzuki Automotive Customer Relations Department at (714) 572-1490.

If your vehicle is included in the special coverage extension and you have paid for repairs after the expiration of the 3-year, 36,000-mile warranty caused by any of the conditions identified 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 Garmin navigation 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 a reasonable hourly rate in your area.
- An owner is not 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 be excluded if inadequate documentation is submitted by the claimant. Repair date, repair mileage, replaced part number, Vehicle Identification Number (VIN), and diagnostic documentation of specific conditions 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 (714) 572-1490. We will request an original receipt or copy of the receipt for the special service extension repair or replacement, and your owner notification letter.

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

Sincerely,

Suzuki Motor of America, Inc.