



SUZUKI MOTOR OF AMERICA, INC.

## IMPORTANT SAFETY RECALL

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

October 25, 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 certain 2012 - 2013 model-year Suzuki SX4 vehicles. According to our records, you own one of the vehicles affected by this recall.

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

In 2015, Suzuki Motor of America, Inc. (Suzuki) initiated a safety recall (**Recall 15V-587**) for certain 2012 - 2013 model-year SX4 vehicles, which involved replacing the power steering pump assembly. The reason for the safety recall was that under certain operating conditions, insufficient clearance between the power steering pump body and the fluid control valve may cause improper movement of the valve, which can lead to seizure of the power steering pump. If the power steering pump seizes, the pump system cannot provide steering assist, which could increase the risk of a crash.

Suzuki Motor Corporation has now determined that, even with the Recall 15V-587 countermeasure power steering pump, during cold-weather starting conditions, the internal hydraulic pressure inside the power steering pump may rise, resulting in steering operation becoming heavy, and the pump potentially seizing. As with the safety recall noted above, if the power steering pump seizes, it will require the driver to use increased steering effort, increasing the risk of a crash.

**This new recall repair must be performed on all affected vehicles, even if previously repaired under the safety recall as noted above.**

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

Your Suzuki Service Provider will replace the power steering pump assembly and the power steering fluid. This procedure will take approximately two 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 letter 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 the last owner notification letter sent by Suzuki Motor of America, Inc.
- 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](http://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.

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 vehicle.

Sincerely,

Suzuki Motor of America, Inc.