VIN
NAME
STREET
CITY, STATE, ZIP
BARCODE

SPECIAL COVERAGE ADJUSTMENT NOTICE

Dear Suzuki Owner,

As the owner of a 1999-2004 model year Suzuki Vitara, 1999-2005 Suzuki Grand Vitara or 2001-2006 Suzuki XL-7, your continued satisfaction with our product is very important to us.

Some of the models listed have a front suspension frame cross-member that did not receive adequate corrosion protection. The effect may be most noticeable on vehicles originally sold, registered or principally operated in areas where rust is common, such as where salt is used to control snow and ice. According to our records, you own one of the affected vehicles.

Corrosion may advance and cause rust-through perforation of the cross-member in the area of the left and/or right front lower control arm attachment brackets. The cross-member may become thinner and develop perforations if corrosion progresses. If there are a substantial number of large perforations, the left and/or right front lower control arm attachment brackets will be weakened and can flex. If this occurs, the driver may notice front tire wobble, steering looseness, vehicle pull to one side, front end noises (clunk, bang, rattle, etc.), vehicle shaking, or steering wheel movement when shifting from reverse to drive, and drive to reverse. The corrosion may even progress until the front lower control arm bracket separates from the cross-member.

Suzuki will provide special coverage for corrosion failures of the front cross-member. If this condition occurs on listed Suzuki models within 10 years of the date that your vehicle was originally placed in service, or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired at no cost to you for parts and labor.

If the cross-member shows signs of advanced corrosion or perforation caused by corrosion, the cross-member will be replaced by your Suzuki dealer. If the inspection indicates that the cross-member does not need replacement, you may return your vehicle back to your Suzuki dealer once every 12 months for another inspection, at no cost to you, for up to 10 years or 150,000 miles, whichever comes first. Keep this letter with your other important glove box literature for future reference. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

Please contact your Suzuki dealer to schedule an appointment for this special coverage adjustment campaign. To locate your nearest Suzuki dealer or service point, please see the dealers listed below or call toll free (877) 697-8985 or visit our website at *http://www.suzukiauto.com*. The online

locator includes driving instructions and maps. Inspection and replacement instructions have already been sent to your dealer or service point, and the inspection can be completed in less than 30 minutes, if you have an appointment. Additional time may be required if it is necessary to replace the cross-member. If your dealer has a large number of vehicles awaiting service, there also may be additional time required.

If your vehicle is included in this special coverage adjustment and you have paid for repairs due to cross-member corrosion, you may be eligible for a full or partial reimbursement. Please note the following qualifiers:

- Only repairs that are the subject to this specific coverage adjustment 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 on this campaign by Suzuki.

- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant.

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 will request an original or copy of your receipt for the repair or replacement, and your owner notification letter.

We will try to minimize your inconvenience in getting this inspection performed. Continued satisfaction with your Vitara, Grand Vitara or XL-7 is important to all of us here at Suzuki.

Sincerely,
AMERICAN SUZUKI MOTOR CORPORATION

Chuck Halper
Vice President, Service and Quality