



SUZUKI MOTOR OF AMERICA, INC.

## IMPORTANT SAFETY RECALL

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

November 9, 2018

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 certain 2006 Suzuki Grand Vitara vehicles. According to our records, you own one of the vehicles affected by this recall.

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

The outer ring on the pulley that is used to adjust the tension of the power steering pump drive belt may break. If this happens, you may hear an abnormal noise when turning the steering wheel. The power steering pump drive belt can come off, resulting in a sudden loss of power steering assist, which could result in a crash.

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

Your Suzuki Service Provider will inspect and replace the power steering tensioner pulley on your vehicle, unless it has been previously replaced with an improved part. Parts are available now and repair instructions have been sent to your Suzuki Service Provider.

This service will take less than one hour to complete and will be performed at no cost to you for parts and labor.

### **What you should do:**

- Before taking your vehicle to your Suzuki Service Provider, contact them to set up an appointment for the recall repair.
- We suggest that you bring this letter and the enclosed card to your Suzuki Service Provider to help them process your warranty claim.

### **What to do if you receive this notice in error:**

This notice was mailed to you according to the latest information that is available to us. If you no longer own the vehicle described in this notice, please complete and return the attached Change of Address/Ownership card to Suzuki Motor of America, Inc., and forward this recall information to the current owner (if known).

### **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 the Suzuki Motor of America, Inc. 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 the Suzuki Motor of America, Inc., 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 Motor of America, Inc., 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.