



SUZUKI MOTOR OF AMERICA, INC.

August 20, 2013

Mr. D. Scott Yon, Chief
Vehicle Integrity Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC. 20590

2013 AUG 21 P 4: 28

OFFICE OF DEFECTS &
INVESTIGATIONS

NVS-212mjl
PE13-021

Dear Mr. Yon:

Following is Suzuki's partial response to the National Highway Traffic Safety Administration's (NHTSA's) information request relating to a Preliminary Evaluation (PE 13-021) to investigate reported problems with the occupant classification system in model year (MY) 2006-2011 Suzuki Grand Vitara and MY 2007-2011 Suzuki SX4 vehicles.

On July 2, 2013, in response to Suzuki's request for relief from information collection that would be burdensome and would likely produce information of little additional value, NHTSA's Office of Defects Investigation (ODI) agreed to narrow the PE13-021 information request to allow Suzuki to provide field data only for vehicles produced for sale in the continental United States and Puerto Rico (i.e. field data for vehicles produced for sale in Hawaii, Guam/Saipan, and American Samoa does not have to be provided). Accordingly, this response is based on information collected from Suzuki Motor Corporation (SMC), Suzuki Motor of America, Inc. (SMAI), and Suzuki Del Caribe, Inc. (SDC).

On August 2, 2013, in response to an additional request from Suzuki, ODI agreed to modify the deadline for submission of Suzuki's response to the PE13-21 information request. It was agreed that Suzuki would submit a partial response that includes production data and warranty claim data by August 20, 2013, and would submit the balance of the requested information by August 27, 2013.

Suzuki notes that some of the information provided in this response is personal information such as names, addresses, telephone numbers, and complete Vehicle Identification Numbers (VINs). Suzuki is producing this personal information with the understanding that NHTSA will protect this information from public disclosure in accordance with the provisions in 5 U.S.C. 552(b)(6).

Your requests and our corresponding replies for Requests 1, 5, 6, and 11 are provided below.

1. *State, by model and model year, the number of the subject vehicles that Suzuki has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Suzuki, state the following:*
 - a. *Vehicle identification number (VIN);*
 - b. *Make;*
 - c. *Model;*
 - d. *Model Year;*
 - e. *Date of manufacture;*
 - f. *Date warranty coverage commenced; and*
 - g. *The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).*

Provide the data in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

The number of subject vehicles, by model and model year, manufactured for sale or lease in United States (including Hawaii, Guam/Saipan, and American Samoa) is shown in the table below.

Model Year	Number of Vehicles	
	Grand Vitara	SX4
2006	36,733	--
2007	22,484	15,445
2008	18,003	42,516
2009	6,475	24,859
2010	7,294	12,760
2011	5,703	13,280
Total	96,692	108,860
Grand Total	205,552	

Enclosed is a DVD containing a Microsoft Excel file entitled "PRODUCTION DATA" which includes the requested information for each of the identified affected vehicles. Information for vehicles manufactured for sale in Hawaii,

Guam/Saipan, and American Samoa does not include identification of the date that warranty coverage commenced.

The information sources for this request are SMC production records and distributor master vehicle records. The last date that information was gathered to respond to this request was August 19, 2013.

5. *State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Suzuki to date that relate to, or may relate to, the alleged defect in the subject vehicles including all claims for repairs of the subject components: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a TSB or customer satisfaction campaign. Also, state, by model and model year, a total count for all claims that relate to repairs related to any TSBs involving the subject components. Exclude in your response claims related to the special coverage campaign (warranty extension for DTC B1312).*

Separately, for each such claim, state the following information:

- a. Suzuki's claim number;*
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;*
- c. VIN;*
- d. Repair date;*
- e. Vehicle mileage at time of repair;*
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;*
- g. Labor operation number;*
- h. Problem code;*
- i. Diagnostic trouble code;*
- j. Which warning light(s) illuminated;*
- k. Whether or not the repair is related to a TSB (and if so identify the TSB number);*
- l. Replacement part number(s) and description(s);*
- m. Concern stated by customer; and*
- n. Comment, if any, by dealer/technician relating to claim and/or repair.*

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data collection Disc, for a pre-formatted table that provides further details regarding this submission.

The table below provides a total count, by model and model year, of the requested categories of claims that relate to, or may relate to the alleged defect in the subject vehicles.

Model Year	Number of Claims	
	Grand Vitara	SX4
2006	1,004	--
2007	394	614
2008	326	1,540
2009	153	11,735
2010	95	298
2011	17	71
Total	1,989	14,258
Grand Total	16,247	

The enclosed DVD contains a Microsoft Excel file entitled "WARRANTY DATA" which provides the requested claim details.

Suzuki does not systematically collect information about which warning light(s) illuminated or whether claims relate to a TSB in its warranty claim records, and is unable to reliably determine this information using text searches of technician comments, so the information requested in items (j) and (k) is not included. Since the information requested in item (k) is not available, Suzuki is also not providing a total count, by model and model year, of "... all claims that relate to repairs related to any TSBs involving the subject components." Although Suzuki also does not systematically collect information concerning diagnostic trouble codes (DTCs), we have conducted text searches of technician comments and used some judgment to identify DTCs from the information that is available.

The information sources for this request are distributor warranty records and distributor master vehicle records. The information provided is for warranty claims processed through June 30, 2013.

6. Describe in detail the search criteria used by Suzuki to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used.

Provide lists of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by model and model year, the terms of the new vehicle warranty coverage offered by Suzuki on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Suzuki offered for the subject vehicles, and state by model and model year, the number of vehicles that are covered under each such extended warranty.

The enclosed DVD contains a Microsoft Excel file entitled “SEARCH CRITERIA FOR REQUEST 5”, which includes the following information provided under separate tabs:

- a. A detailed description of the search criteria used to identify the claims provided in response to Request 5.**
- b. A list of labor operation codes and associated descriptions.**
- c. A list of problem codes and associated descriptions.**

The new vehicle warranty coverage offered by Suzuki for the subject vehicles (all affected models and model years) extends for 36 months or 36,000 miles, whichever comes first. The new vehicle limited warranty covers all components other than the powertrain, battery, emission control systems, and parts and accessories, all of which are covered by separate warranties. Suzuki did not offer any extended warranty coverage options for the affected vehicles.

The primary source of information for this request is the SMAI statistician that conducted the SMAI data search.

- 11. State, by model and model year, a total count for all repairs associated with the special coverage campaign (warranty extension for DTC B1312). Explain how Suzuki searched and identified the repairs responsive to this request.*

Separately, for each repair, state the following information:

- a. Suzuki’s identification number;*
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;*
- c. VIN;*
- d. Repair date;*
- e. Vehicle mileage at time of repair;*
- f. Repairing dealer’s or facility’s name, telephone number, city and state or ZIP code;*

- g. Labor operation number;
- h. Problem code;
- i. Diagnostic trouble code;
- j. Which warning light(s) illuminated;
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer;
- m. Comment, if any, by dealer/technician relating to the repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "SPECIAL COVERAGE CAMPAIGN DATA."

The table below provides a total count, by model and model year, of all repairs associated with Suzuki's ZA special coverage campaign (warranty extension for DTC B1312).

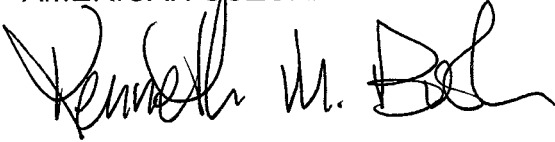
Model Year	Number of Claims	
	Grand Vitara	SX4
2006	2,144	--
2007	1,075	1,291
2008	740	2,621
2009	169	1,038
2010	107	262
2011	15	57
Total	4,250	5,269
Grand Total	9,519	

The enclosed DVD contains a Microsoft Excel file entitled "SPECIAL COVERAGE CAMPAIGN DATA" which provides the requested claim details. As explained in the response to Request 5, Suzuki does not systematically collect information about which warning light(s) illuminated in its warranty claim records, so the information requested in item (j) is not included. The enclosed Microsoft Excel file entitled "SEARCH CRITERIA FOR REQUEST 5" includes a description of how the claims provided in response to Request 11 were identified.

The information sources for the warranty claim data provided are distributor warranty records and distributor master vehicle records. The claim

information is for warranty claims processed through June 30, 2013. The primary source of the search criteria information is the SMAI statistician that conducted the SMAI data search.

Sincerely,
AMERICAN SUZUKI MOTOR CORPORATION

A handwritten signature in black ink, appearing to read "Kenneth M. Bush". The signature is fluid and cursive, with the first name being the most prominent.

Kenneth M. Bush
Department Manager, Government Relations