



AMERICAN SUZUKI MOTOR CORPORATION

RECEIVED
OCT 12 11:34
DEFENSE INVESTIGATION

October 12, 2004

Mr. Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 7th Street, S.W.
Washington, D.C. 20590

Dear Mr. Weinstein:

Subject: Recall Campaign No. 04V-396

Enclosed is a revised copy of American Suzuki Motor Corporation's Service Bulletin for the subject recall campaign. This bulletin was sent to all Suzuki automotive dealerships in the continental U.S.

Please contact me if you have any questions concerning this matter.

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION

Nikki Purcell
Regulatory Affairs Analyst
Government Relations Department

Service Bulletin

NUMBER: SC-25R

PAGE: 1 of 3

SUBJECT: SAFETY RECALL NOTICE No. KE
ECM Update-Reprogram for Stalling

MODEL: All 2004 Suzuki Verona

American Suzuki Motor Corporation has decided to conduct a Voluntary Safety Recall Campaign involving all 2004 Suzuki Verona vehicles.

The Engine Control Module (ECM) has a program fault which could cause the fuel to air ratio to become too lean in some circumstances, resulting in engine stalling.

ASMC is requesting that Suzuki dealers reprogram the ECM on affected customer vehicles at no charge to the owner. In the near future, ASMC will be sending you a reprogramming tool and instructions so that you can begin reprogramming the ECM in customer vehicles instead of replacing the ECM.

When this KE Recall is completed, check the vehicle to see if the vehicle is included in the KC Recall and whether the KC Recall has already been completed. If the KC Recall has not been completed be sure to affix both the KE and KC completion stickers to the radiator support as shown in TS 02 08234. For California vehicles be sure to provide the customer with a Proof of Correction certificate as explained in the KC Emission Recall Bulletin No. SC-24.

When the KE Recall is completed on an affected KC Recall vehicle as referred to in TS 01 04304R it is no longer necessary to perform the KC Recall.

1. Affected Vehicles

All 2004 Suzuki Verona
KL5VJ52L_4B092733~KL5VJ52L_4B137099
KL5VM52L-4B092736~KL5VM52L_4B137098

2. Owner Notification

Suzuki Verona owners have been notified by mail on September 4, 2004 of this Voluntary Safety Recall Campaign. Please refer to the attached owner notification letter, ATTACHMENT A.

ISSUED: 10/07/04

3. Dealer Safety Recall Campaign Responsibility

Dealers are to perform this Voluntary Safety Recall on all affected vehicles upon customer request regardless of vehicle age, mileage or date of visit.

All affected in-dealer stock inventory, if any, subject to this Voluntary Safety Recall Campaign must be completed prior to the retail sale or lease of the affected vehicle.

If the affected vehicle is currently in your Service Department or is brought in for other service, use this opportunity to perform this safety recall and notify the customer of the campaign completion.

This safety recall may have been previously performed by another dealer or at the port. Refer to Verona Technical Bulletin TSB No. TS 02 08234, for reprogramming procedure or other technical instructions. If the subject vehicle displays a KE sticker on the radiator core support, the recall has been completed.

4. Parts Information

No parts are required for this Important Safety Recall.

5. Labor Hours and SCAT on the Net (SOTN) Submission Procedures

Basic Information

Reprogram ECM

Campaign Code: KE

Operation Code : FB9999

Complaint Code: 99

Defect Code : KE

Labor Hours : 0.4

6. SCAT on the Net (SOTN) Submission Procedures

- A) Basic Campaign Completion. Reprogram the ECM on an affected vehicle.
Refer to page 11-7, revised 06/01/03, Suzuki Service Policy and Procedures Manual.

Claim type number 2-Short Campaign Claim

Campaign : KE

Variation : JA

- B) Repairs and/or sublets above the scope of the campaign. Refer to page 11-8, revised 06/01/03, Suzuki Service Policy and Procedures Manual.

Claim type number 3-Long Campaign Claim
Campaign : KE
Variation : JK
Actual hours: To be determined by the DSPM
Sublets : To be determined by the DSPM

7. Special Procedures

All claims with variation code JK must have DSPM authorization.

8. Notes

- A) Only SCAT claims will be accepted for this Voluntary Safety Recall.
B) Only one variation code per vehicle will be allowed. If you are unsure, please contact the Warranty Assistance Helpline at (800) 568-9968 prior to submitting the claim.
C) Courtesy Vehicle Program does not apply, recall parts are expected to be in dealer parts stock at all times.

9. Time and Mileage Limits

Applicable time and mileage limits do not apply.

10. Warranty Parts Retention

Replaced ECM on variation code JK parts must be returned to the ASMC Auto Technical Department, 3251 E. Imperial Highway, Brea, CA 92821. Use the part return label, Suzuki part number 99963-01501-078, supplied with the part. Replaced parts must be received within 30 days from the claim submission date or the claim may be subject to debit.

Please inform all Service, Parts and Warranty Personnel accordingly.

If you have questions, please contact your Suzuki District Service and Parts Manager or the Warranty Assistance Helpline at (800) 568-9968.

AMERICAN SUZUKI MOTOR CORPORATION
Automotive Service Division

Attachments: A Sample Owner Notification Letter

IMPORTANT SAFETY RECALL NOTICE

Dear Suzuki Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

American Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in all 2004 Suzuki Verona passenger cars. According to our records, you own one of the vehicles affected by this recall.

The Engine Control Module (ECM) has a program fault which could cause the fuel to air ratio to become too lean in some circumstances, resulting in engine stalling. If stalling occurs, this can result in loss of control of the vehicle and a crash could occur without prior warning.

To correct the stalling problem, your Suzuki dealer will either reprogram the existing ECM or replace the ECM on your vehicle at no cost to you for parts or labor.

Please contact your Suzuki dealer to schedule an appointment for this Important Safety Recall. To locate your nearest Suzuki dealer, please call toll free (877) 697-8985 or visit our website at www.suzuki.com. Recall instructions have already been sent to your dealer and the recall can be completed in about 30 minutes if you have an appointment. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. If you no longer own this vehicle, please complete the enclosed postage paid reply card and return it to us.

If your dealer does not complete the recall process without charge and within a reasonable period of time, we recommend that you contact the American Suzuki Customer Relations Department at (800) 934-0934. If you are still not satisfied that American Suzuki and your dealer have done their best to complete the recall process, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590 or call toll-free Auto Safety Hotline at (888) 327-4236.

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 new Suzuki.

NOTICE TO LESSORS

Under Federal law, the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s). The lessor must also keep a record of the lessee(s) to whom this letter is sent and the applicable Vehicle Identification Number. (For the purposes of this notice, a lessor means a person or entity that in the last twelve months prior to this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION