

SAMPLE

IMPORTANT SAFETY RECALL NOTICE

Dear SUZUKI Owner,

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

Suzuki Motors Corporation has recognized that a defect relating to vehicle safety exists in certain Vitara, Grand Vitara and Grand Vitara XL-7 vehicles manufactured from February 1995 through August, 2005. According to our records, you are the owner of one of these vehicles.

Suzuki Motors Corporation has determined that the front brake discs of the identified vehicles may break under severe driving conditions. The breakage can occur in conditions where the vehicle is driven on a regular basis on extremely steep down-slopes while continuously applying the brakes. In the worst case, the front brakes may become un-operative and the vehicle may pull to one side. This could result in a crash without prior warning.

To minimize the risk of injury or death, do not ride, your Suzuki dealer will perform the necessary inspection and repair for your vehicle. The repair consists of replacing the front brake discs. This service will be performed at no cost to you for parts and labor.

We kindly request you to contact your authorized Suzuki dealer to schedule an appointment for this safety recall. Instructions have already been sent to your dealer. The recall service, if you have an appointment, can be completed in about one hour(1.0) depending on the vehicle's condition. 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. Please ask your dealer how much additional time may be needed. If it is necessary for your dealer to order parts to perform the recall service, you may have to leave your vehicle with the dealer overnight, so check with your dealer. When you pick up your repaired vehicle, please allow a few extra minutes for your dealer to prepare and complete the necessary warranty paperwork with you.

If you no longer own this vehicle, please inform Suzuki del Caribe, Inc. at 787-622-0600, fax 787-622-0669 or authorized Suzuki dealer of change of ownership information.

If your dealer does not make the inspection/repair free of charge and/or within a reasonable period of time, we recommend you to contact Suzuki del Caribe, Inc. at 787-622-0600. You will need to have your Vehicle Identification Number ready when calling.

If you believe that (1) Suzuki del Caribe, Inc. or your Suzuki dealer has failed to or is unable to perform the recall service without charge, or (2) you believe Suzuki del Caribe, Inc. has failed to or is unable to perform the recall procedure to your vehicle within reasonable period of time after you first brought your vehicle to your Suzuki dealer, you may submit a complaint to the Administrator, National Highway Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If your vehicle is included in the safety recall campaign and you have paid for the repair or replacement of the front brake discs, you may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers Suzuki Vitara, Grand Vitara, and Grand Vitara XL-7 vehicles produced from February, 1995 to August, 2005. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of the safety recall 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 time allowance.
- An owner will not be eligible for reimbursement if the expenses for repairs are performed more than 10 days after the date of the last owner notification letter sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Your authorized Suzuki dealer will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

To obtain information or request reimbursement, contact your Suzuki dealer or (insert information about how to contact Suzuki del Caribe).

We sincerely regret any inconvenience this safety recall campaign may cause, but we are certain you understand our interest in your safety and your continued satisfaction with Suzuki products.

NOTICE TO LESSORS

Under Federal law, the lessor of a vehicle who receives this letter must provide a copy of it to vehicle lessee(s). The lessor must also keep a record of the lesse(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 person for a term of at least vehicles. A leased vehicle to another person for the term of at least four months

Sincerely,

Suzuki del Caribe, Inc.