



AMERICAN SUZUKI MOTOR CORPORATION

NOV 15 10:15  
DEFECT INVESTIGATION

November 10, 2005

Mr. Ronald Medford  
Senior Administrator for Vehicle Safety  
National Highway Traffic Safety Administration  
400 7th Street, S.W.  
Washington, D.C. 20590

Dear Mr. Medford:

Subject: Recall Campaign No. 05V-507

Enclosed are copies of American Suzuki Motor Corporation's Service Bulletin and Technical Bulletin for the subject recall campaign. These documents were mailed to all authorized Suzuki automotive dealers in the mainland U.S. on November 10, 2005.

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

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION

Kenneth M. Bush  
Associate Director  
Government Relations

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# Service Bulletin

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NUMBER: SC-30

PAGE: 1 of 3

SUBJECT: SAFETY CAMPAIGN NOTICE No. KJ  
Power Steering Pump Pulley

MODEL: Certain 2005~2006 Verona

Suzuki Motor Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain 2005~2006 Suzuki Verona vehicles.

Affected vehicles may have an improperly manufactured pulley flange on the power steering pump which might separate from the pulley assembly. This condition may cause the engine drive belt to disconnect, which could cause the steering wheel operation to become heavy, the engine to overheat or the engine to stall if the battery becomes discharged. These conditions could result in a motor vehicle crash.

ASMC is requesting that Suzuki dealers inspect and replace, if necessary, the power steering pump pulley on affected vehicles without cost to the customer.

## 1. Affected Vehicles

Only the specified vehicle identification numbers (VIN's) on **ATTACHMENT A**.

## 2. Owner Notification

Suzuki owners will be notified by mail on or around November 30, 2005 of this Important Safety Recall. Please refer to the attached sample owner notification letter **ATTACHMENT B**.

## 3. Dealer Safety Recall Campaign Responsibility

Dealers are to perform this 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 Safety Recall Campaign must be completed prior to the retail sale or lease of the affected vehicle. It is a violation of Federal law for a dealer to deliver a new motor vehicle until the defect or noncompliance is remedied.

If an 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.

ISSUED: 11/10/05

This safety recall may have been previously performed by the factory or another dealer. Refer to Verona Technical Service Bulletin Engine TSB No. 09 11095 for installation instructions.

#### 4. Parts Information

Each dealer should stock an adequate supply of recall parts to meet the demand at their specific location.

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QUANTITY</u>	<u>DEALER NET</u>
49111-86Z00	Power Steering Oil Pump Pulley	1	\$8.48

Note: Dealer Net Price subject to change but is current at bulletin publication.

#### 5. Basic Information

Campaign Code: KJ  
 Operation Code: LJ9999  
 Complaint Code: 99  
 Defect Code : KJ  
 Labor Hours : 0.2 hrs. Inspection only.  
                   : 0.7 hrs. Inspection and required replacement.

#### 6. SCAT PLUS and SCAT on the Net Claim Procedures

- A) Basic Campaign Completion. Inspection only. Replacement not required.  
 Refer to page 11-7, revised 06/01/03, Suzuki Service Policy and Procedures Manual.

Claim type number 2-Short Campaign Claim

Campaign : KJ  
 Variation : JA

- B) Basic Campaign Completion. Inspection and required replacement.  
 Refer to page 11-7, revised 06/01/03, Suzuki Policy and Procedures Manual.

Claim type number 2-Short Campaign Claim

Campaign : KJ  
 Variation : JB

- C) Replacement, 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 : KJ  
 Variation : JK  
 Actual hours: To be determined by the DSPM  
 Sublets : To be determined by the DSPM

**7. Special Procedures**

Contact your Suzuki District Service and Parts Manager with claims with special procedures and Variation Code JK which require authorization.

**8. Notes**

- A) Only SCAT claims will be accepted for this Important Safety Recall.
- B) Only one variation code per vehicle will be allowed. Please submit with the correct variation code.
- C) Courtesy Vehicle Replacement Program does not apply same day recall repairs.

**9. Time and Mileage Limits**

Applicable time and mileage limits do not apply.

**10. Warranty Parts Retention**

Parts for the standard campaign do not have to be retained for the normal retention period. If the repair requires parts above and beyond the scope of the campaign Variation Code JK, those parts must be retained by the dealer for the normal parts retention period which is 60 days from the paid credit memo.

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

ATTACHMENT: A) Affected Vehicle VIN List  
B) Sample Owner Notification

## AFFECTED VIN's

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## ATTACHMENT B

### 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.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2005 and 2006 Suzuki Verona vehicles. According to our records, you own one of the vehicles affected by this recall.

Affected vehicles may have an improperly manufactured pulley flange on the power steering pump which could separate from the pulley assembly. This condition may cause the engine drive belt to disconnect, which could cause the steering wheel operation to become heavy, the engine to overheat or the engine to stall if the battery becomes discharged. These conditions could cause a motor vehicle crash.

To correct this condition, your Suzuki dealer will inspect and, if necessary, replace the power steering pulley on your vehicle at no cost to you for parts and labor.

Please contact your Suzuki dealer to schedule an appointment for this Important Safety Recall. To locate your nearest Suzuki dealer, please see below or call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online dealer locator includes driving instructions and maps. Recall instructions have already been sent to your dealer and the recall can be completed in about 15 minutes for inspection and 30 minutes for replacement 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 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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.

## **ATTACHMENT B**

### **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

# Technical Bulletin

Division: Automotive  
 Category: Technical

Section Title: Engine  
 TSB No. TS 09 11095

**SUBJECT: RECALL CAMPAIGN "KJ" POWER STEERING (PS) PUMP PULLEY REPLACEMENT**  
**MODEL(S): VERONA**  
**YEAR: 2005~2006**  
**AFFECTED VIN(S): SEE VIN LIST, PAGES 6 THRU 10**

**CONDITION:** During engine operation the Power Steering (PS) Pump Pulley flange may separate from its hub.

**CAUSE:** Improper manufacturing.

**CORRECTION:** Please inspect the PS Pulley according to the attached instructions on vehicles with VIN numbers from the attached VIN list. If the PS Pulley is found to be defective please replace it with the updated part. Use the attached instructions for inspection and replacement.

**WARRANTY:** Please refer to the Campaign Bulletin SC-30 for claim submission instructions and labor times.

**PART(S) INFORMATION:**

Part Numbers	Description	QTY	Notes
49111-86Z00	Power Steering Pulley	1	Refer to attached picture for identification.

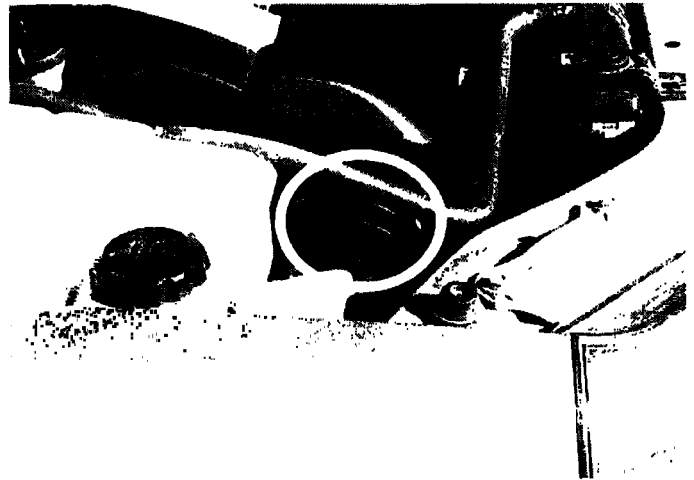
Technical Service Department  
 Dealership Circulation - Initial and file:

Service Manager	Parts Manager	Service Advisor	Technicians						

Suzuki bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your authorized Suzuki dealer for information on whether your vehicle may benefit from the information. Suzuki reserves the right to change technical specifications at any time without prior notice.

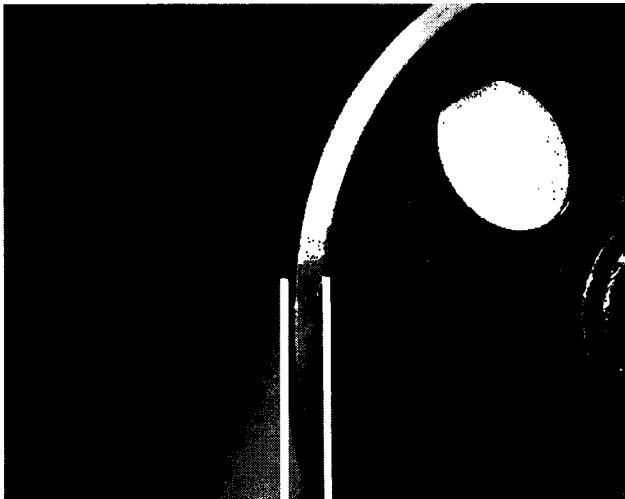
## Inspection Instructions

1. Open the engine compartment hood.  
With the engine off inspect the PS Pump Pulley at the indicated location.



2. If the outer face of the pulley (away from the engine) has a flat surface on the circumference (pulley at the left) the pulley must be replaced. Follow the Replacement Instructions below. If the pulley does not have a flat surface around the circumference (pulley at the right) do not replace the pulley. This pulley passed the inspection. Go to step 7.

**BAD**



**FLAT SURFACE**

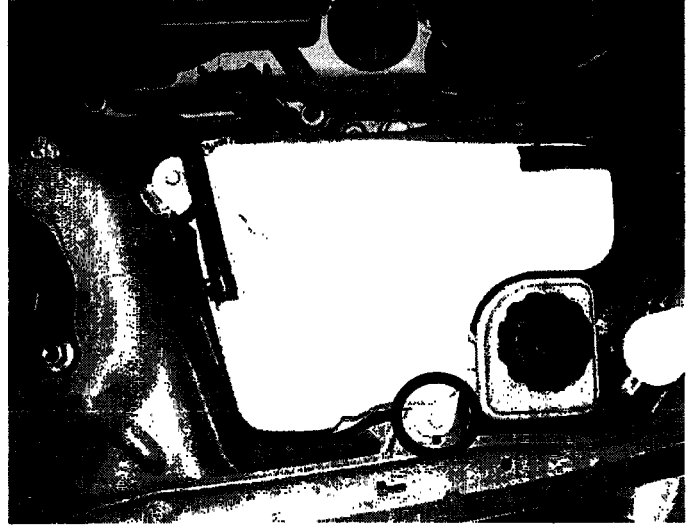
**GOOD**



**NO FLAT SURFACE**

## Replacement Instructions

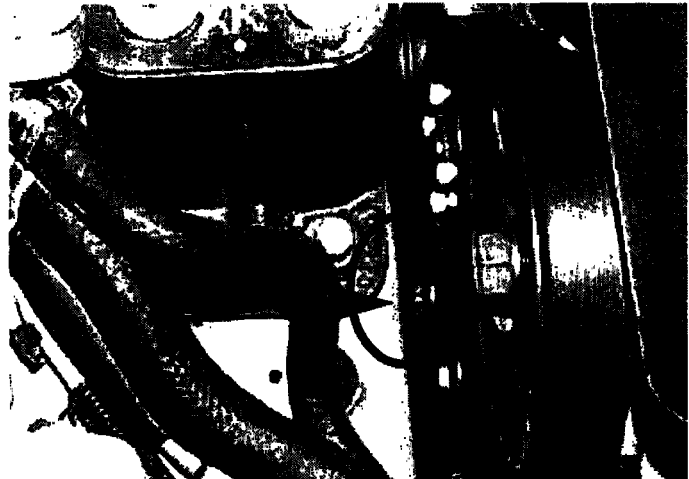
1. Remove the coolant reservoir and set it on top of the intake manifold cover. Do not open the reservoir cap or disconnect the hoses.



2. Before removing the serpentine belt loosen the PS Pulley mounting nut by wedging 1/4 inch drive extension thru the pulley opening between the pump housing and high pressure line mounting nut. This will stop the pulley from moving. Then turn the nut counterclockwise to loosen but do not remove.



3. Locate the self adjusting belt tensioner and attach a wrench to the 14mm bolt head.



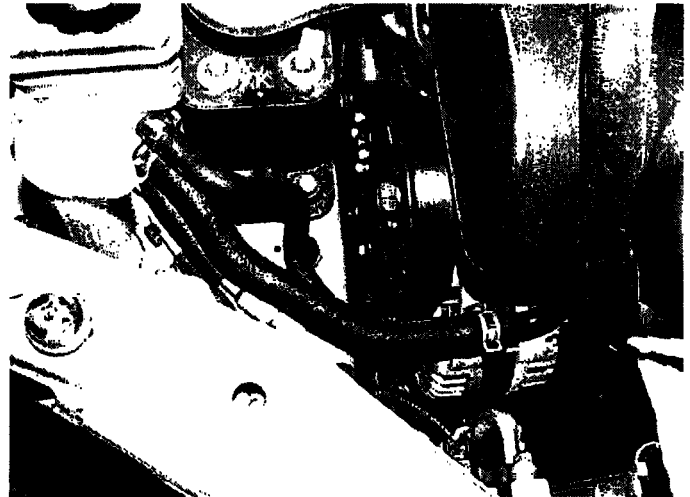
4. Move wrench handle toward the front of the vehicle to release the tension on the serpentine belt. Carefully remove the belt from the PS Pump Pulley.



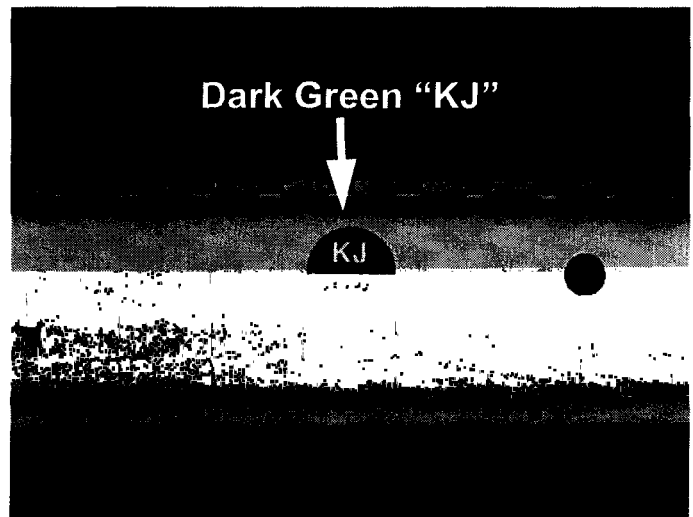
5. Keep the tensioner released and slip the defective pulley off of the PS Pump shaft. Then install the new Pulley onto the PS Pump shaft. Hand tighten the nut. Allow the tensioner to re-tension the belt and torque the PS Pulley nut to 60 Nm (44 lb-ft).



6. Visually check to be sure the belt is aligned properly on all of the pulleys. Re-install the coolant reservoir. Torque the coolant reservoir bolts to 6 Nm (53 lb-in). Start the engine to make sure the belt seats into all pulleys.



7. Fill out the "KJ" label with the dealer number and affix it to the core support.





## AFFECTED VINs

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## AFFECTED VINs

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