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# Service Bulletin

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NUMBER: SC-41

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SUBJECT: SAFETY RECALL NOTICE No. NB  
DAYTIME RUNNING LIGHT SPLICE PACK REPAIR

MODEL: All 2004~2005 Forenza Sedan/Wagon, Reno  
Certain 2006 Forenza Sedan/Wagon, Reno

American Suzuki Motor Corporation has decided to conduct a safety recall campaign on the above models. The campaign code is "NB".

Possible high resistance in the S201 splice pack located on the instrument panel wire harness may cause the low beam headlights and DRL to not operate.

To correct the problem, Suzuki dealers are requested to repair the instrument panel wire harness with an approved repair. Refer to Forenza Technical Bulletin Section: Body, Cab and Accessories TSB No. TS 11 10057

## 1. Affected Vehicles

All 2004~2005 Forenza Sedan/Wagon, Reno

Certain 2006 Forenza Sedan/Wagon, Reno  
Up to VIN# ~6K369367

## 2. Owner Notification

Suzuki owners will be notified by mail starting around October 29, 2007 of this customer satisfaction campaign. Mailing will proceed in multiple phases. Please refer to the attached owner notification letter, ATTACHMENT A.

## 3. Dealers Campaign Responsibility

Dealers are to perform this safety recall campaign on any new, as well as all in-stock used and customer affected vehicles regardless of vehicle age or mileage.

According to federal law, 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.

ISSUED: 10/29/07

This safety recall campaign may have been previously performed by another dealer or in the aftermarket. Refer to Forenza Technical Bulletin, Body, Cab and Accessory TSB No. TS 11 10057 for complete instructions.

#### 4. Parts Information

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>DEALER NET</u>
99963-85ZSC	Connector	1	\$ 0.63

**Note:** Price is current as of 10/29/07. Connectors will come in packs of 10. ASMC will send an initial quantity of 20 connectors to launch the recall. Once those parts are depleted, please reorder enough campaign parts to meet the demand at your location. Do not source a connector locally, as the specifications may vary,

#### 5. Labor Hours and Claim Information

Basic Information-Replacement required

Campaign Code : NB  
 Operation Code : SD9999  
 Complaint Code : 99  
 Defect Code : NB  
 Labor Hours : 0.7 HRS.

#### 6. SUZUKI CONNECT Submission Procedures

A) Basic Campaign Completion. Repair harness assembly.  
 Refer to page 11-7, revised 06/01/03, Suzuki Service Policy and Procedures Manual.

Claim type number 2-Short Campaign Claim  
 Campaign No. : NB  
 Variation Code : JB

B) 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 No. : NB  
 Variation Code : JK  
 Actual hours : To be determined by the DSPM  
 Sublets : To be determined by the DSPM

#### 7. Notes

A) Only SUZUKI CONNECT claims will be accepted for this customer satisfaction campaign.  
 B) Courtesy Vehicle Program does not apply. Owners are requested to schedule an appointment so vehicle is not down overnight.

## **8. Time and Mileage Limits**

Applicable time and mileage limits do not apply.

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 1-(800) 568-9968.

Chuck Halper, Vice President, Service and Quality

Attachment(s): 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.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in 2004, 2005 and certain 2006 Suzuki Forenza and Reno vehicles. According to our records, you own one of the vehicles affected by this recall.

Affected vehicles were produced with an instrument panel harness which included a splice pack (connector) which may have high resistance at the headlamp splice. It is possible for this high resistance to generate enough heat to melt the splice pack, eventually causing the low beam headlights and daytime running lights to suddenly stop working. This could result in a crash. The high beams will still function, if needed.

To correct this condition, your Suzuki dealer will repair the wire harness on your vehicle at no cost to you for parts and labor. The recall repair should be done, even if a previous repair was performed.

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, tools and parts have already been sent to your dealer and the recall can be completed in less than one hour if you have an appointment. If your dealer has a number of vehicles awaiting service, there may be additional time required. 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 make the correction 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 after contacting our Customer Relations Department, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE., 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>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If your vehicle is included in the recall and you have paid for repairs caused by a melted splice pack on the instrument panel wire harness, you may be eligible for a full or partial reimbursement. Please note the following qualifiers:

- 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 labor time allowance.
- An owner will not be eligible for reimbursement if the expenses for the 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.

To obtain information or request reimbursement, contact your Suzuki dealer or the American Suzuki Motor Corporation, Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call toll free (800) 934-0934. We will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

We will try to minimize your inconvenience in getting this recall performed. Continued satisfaction with your Forenza/Reno is important to all of us here at Suzuki.

Sincerely,  
AMERICAN SUZUKI MOTOR CORPORATION

A handwritten signature in black ink that reads "Chuck Halper". The signature is written in a cursive, flowing style.

Chuck Halper  
Vice President, Service and Quality