



AMERICAN SUZUKI MOTOR CORPORATION
AUTOMOTIVE

October 5, 2007

Important New "NB" Recall Campaign Notice

To: All Suzuki Dealers
All Suzuki Dealership General Managers
All Suzuki Dealership Sales Managers
All Suzuki Dealership Service Managers
All Suzuki Dealership Parts Managers

Subject: Safety Recall Notice No. "NB" (Forenza/Reno Splice Pack)

Reference: 2004, 2005 and 2006 Forenza and Reno models, produced through
January 18, 2006

Suzuki has decided to affect a voluntary safety recall on the referenced vehicles. Possible high resistance in the S201 Splice Pack located in the instrument panel of affected vehicles could cause the headlamp low beams, and Daytime Running Light system, to be inoperable. High beams will continue to function. Attached to this message are the following:

- (1) Technical Service Bulletin TS 11 10057
- (2) Campaign Bulletin SC-41
- (3) Sample Suzuki Owner Letter
- (4) Stop Sale List (Only 26 units new and unsold in dealer inventory)

American Suzuki Motor Corporation will be automatically shipping to dealerships a splice pack repair kit (part number- SPK10057 (shipped directly from supplier)) containing two ten-packs of electrical connectors (20 total count), a ratchet-type wiring crimp tool, and a heat gun, to affect the repair (dealers will only be charged for the two electrical connector ten packs). Kit shipments begin around October 15, 2007.

Customers will be notified in three to four mailing waves beginning at the end of October, allowing time for all dealerships time to receive the necessary repair kit.

Finally, since the affected vehicle universe partially overlaps with the current Forenza Seat Belt Buckle Campaign (KY), we will "force feed" additional buckles to match the overlapped vehicle count in the first mailings. Please ensure that any customers needing both campaigns are serviced in one visit.

We will confirm kit shipment, and the actual release dates of owner's letters and additional "overlap" seat belt buckles, when each occurs.

Thank you,

Chuck Halper
VP, Service & Quality

Technical Bulletin

Division: Automotive

Section Title: Body, Cab & Accessories

Category: Technical

TSB No. TS 11 10057

SUBJECT: SAFETY RECALL CAMPAIGN “NB” LOW BEAM HEADLIGHT AND DAYTIME RUNNING LIGHT (DRL) SPLICE PACK REPAIR

MODEL(S): FORENZA SEDAN/WAGON, RENO (RQ420)

YEAR: 2004~2006

AFFECTED VIN(S): ALL 2004, 2005, AND CERTAIN 2006 MY UP TO ~6K369367

CONDITION: Possible high resistance in the S201 splice pack may cause low beam headlights and DRL to not operate.

CAUSE: Affected vehicles were produced with splice packs which may have high resistance at the headlight lamp splice. It is possible for this high resistance to generate enough heat to melt the splice pack eventually causing the circuit for the low beam headlights and DRL to open. The low beam and DRL may not function if the circuit opens. A burning smell may also be present from the instrument cluster area.

CORRECTION: Please follow the instructions below to bypass the S201 splice pack on vehicles in the affected VIN range. The circuit for the headlights will be joined with a special crimp connector. This will join the circuit with mechanical force, a solder welded joint, and adhesion of the wire insulation. The same procedure is used for all listed models. Note that the cluster bezels may differ in appearance, Forenza sedan is shown.

WARRANTY: Please refer to the Campaign Bulletin SC-41 for claim submission instructions and labor times

PART(S) INFORMATION:

Splice Pack Repair Kit Part Number	Part Numbers	Description	QTY	Notes
SPK10057*	35084MA	Ratchet Crimper	1	Recommended tool
	99963-85ZSC	Crimp Solder Connector	1	10 crimp connectors per package. Connector shrinks, solders, and seals when heated. Additional crimp connector packs can be ordered from parts.
	AKS1400	Heat Gun	1	Heat gun for tight locations

* The Splice Pack Repair Kit will automatically be shipped to each dealer. The heat gun and crimper will be at no charge. Each kit will also include 2 packages of 10 crimp connectors. Additional crimp connector packages can be ordered through parts. Additional tools can only be ordered from Suzuki Pitstop. Normal charges apply for any additional kits, tools, or crimp connector packages.

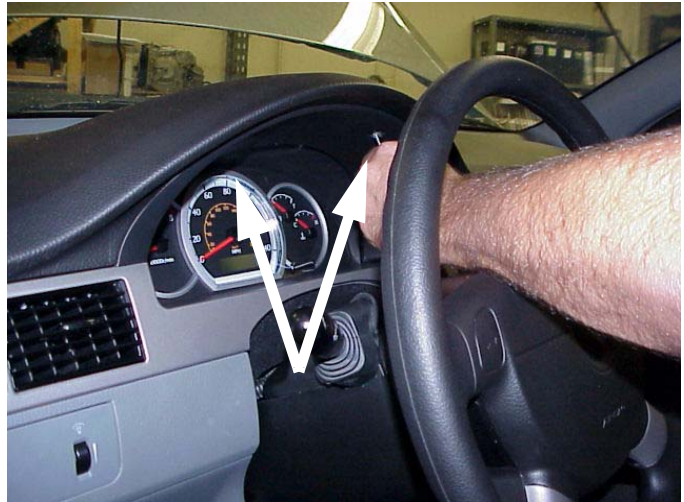
Technical Service Department
Dealership Circulation - Initial and file:

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.

Splice Pack Repair Procedure

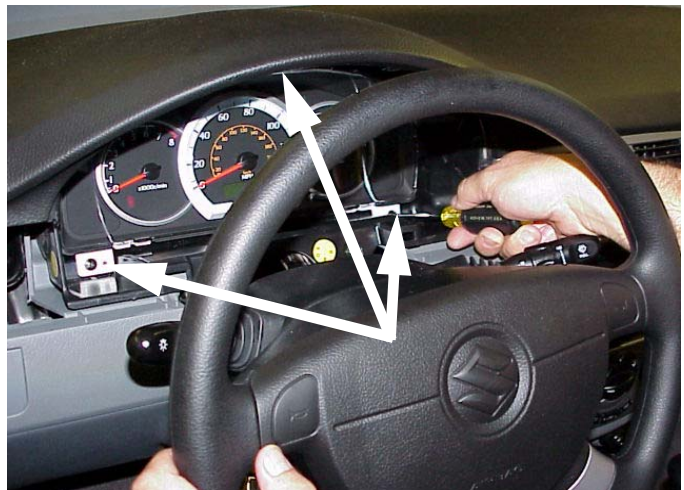
1. Disconnect the battery negative cable. Tilt wheel to the max down position. Remove instrument cluster bezel by removing the two screws.



2. The bezel is secured along the bottom with clips. Some force is required to release clips. Remove the bezel by sliding towards you and tilting up behind steering wheel.



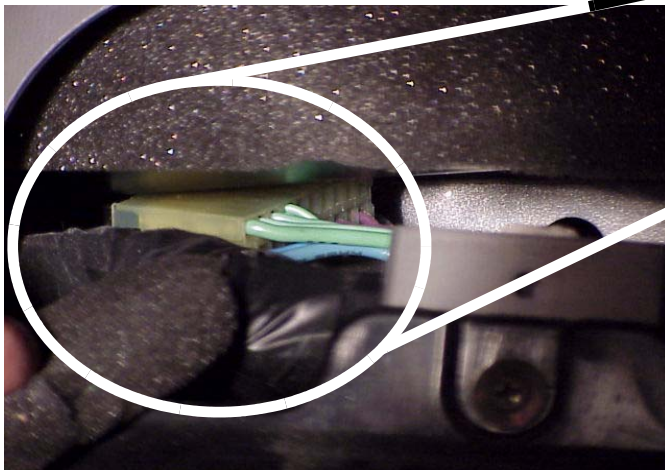
3. Remove the three instrument cluster screws.



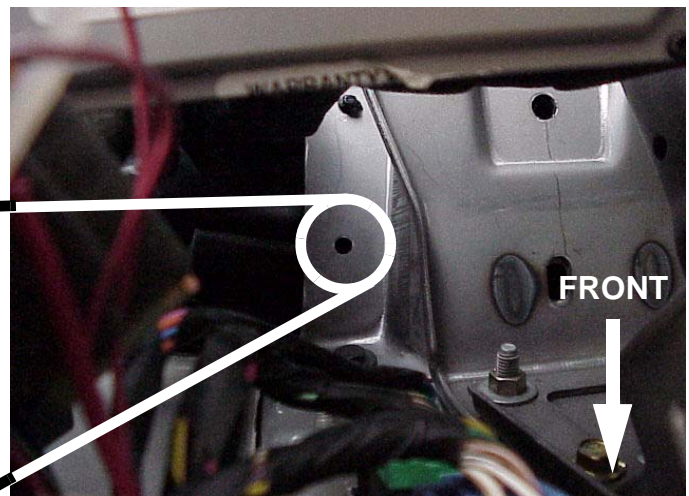
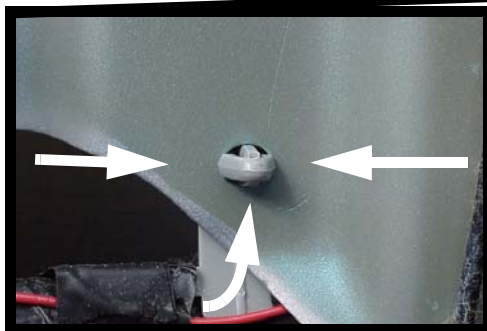
- Slide instrument cluster forward enough to remove the three electrical connectors. Then remove and set the instrument cluster aside.



- The splice pack with the low beam head light circuit (S201) will need to be removed from its anchor.



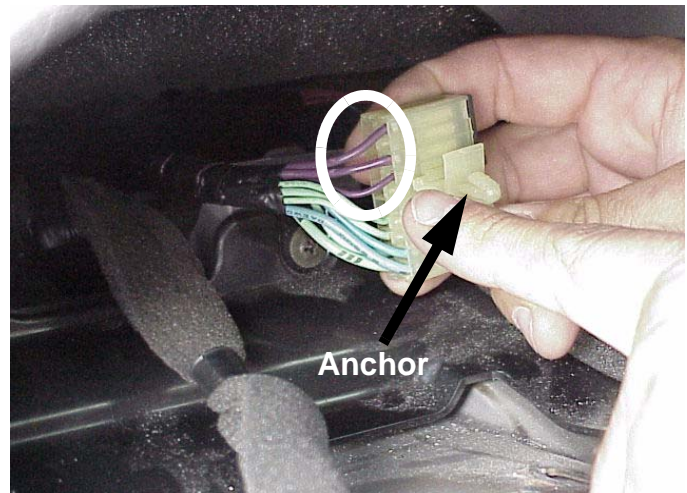
- Under the dash to the left of the steering column directly under the splice pack, release the anchor of the splice pack by squeezing the anchor catches. Then, push the anchor through the hole.



7. Back up at the instrument panel opening, pull the splice pack out from in between the A/C duct and dash support structure. Inspect the splice pack for the three violet wires shown. If present continue to step 8. If they have been cut off, a repair attempt has been made which will have to be removed and then repaired as described starting with step 8.

NOTE:

With the splice pack anchor facing you as shown, the three violet wires will be on top.



8. Cut the three violet wires just behind any heat damage if it exists. If a repair has already been attempted remove the repair by cutting the wires as close to the repair as possible.



9. Strip about half an inch of insulation off the end of each violet wire and twist the stripped ends together. (It may be necessary to remove some of the harness wrap to expose enough of the violet wires to work with.)

NOTE:

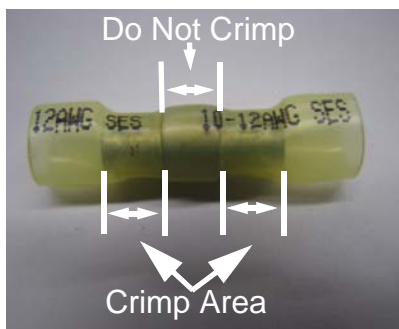
Hands must be clean of any grease when preparing wires for connection. Any grease or foreign matter on the wires will prevent solder from adhering to the copper wire strands.



10. Insert the twisted wire end fully into the specified crimp connector. The exposed copper wire should be completely inserted in the metal barrel of the crimp connector. The wire insulation should be inside of the clear area of the connector touching the barrel.



11. Fully crimp the connector using the ratchet crimper. Note the crimper will release automatically if crimped properly.



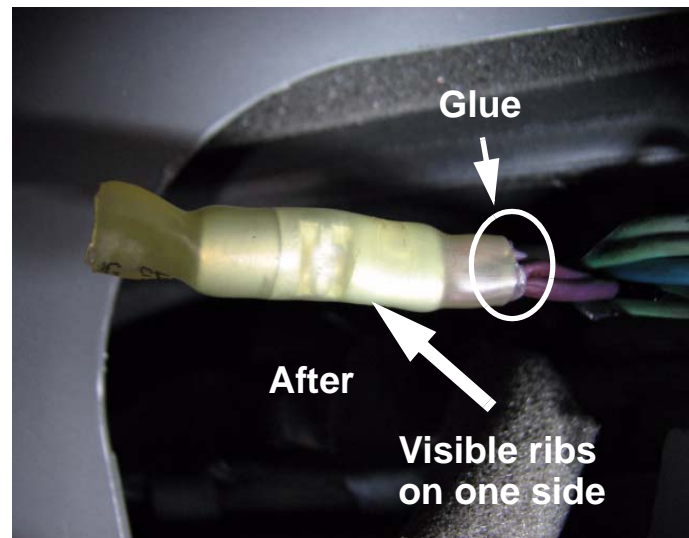
12. Shrink the crimp connector with the specified heat gun. Start at the open end off the connector. DO NOT use an open flame.
13. Once the end shrinks, gently squeeze it flat with a pair of needle nose pliers before it cools. Continue to heat the crimp connector until the solder has melted and wicked into the wire.

CAUTION:

Do not allow the heat gun shield to contact any of the plastic or foam in the dash area you are working in.




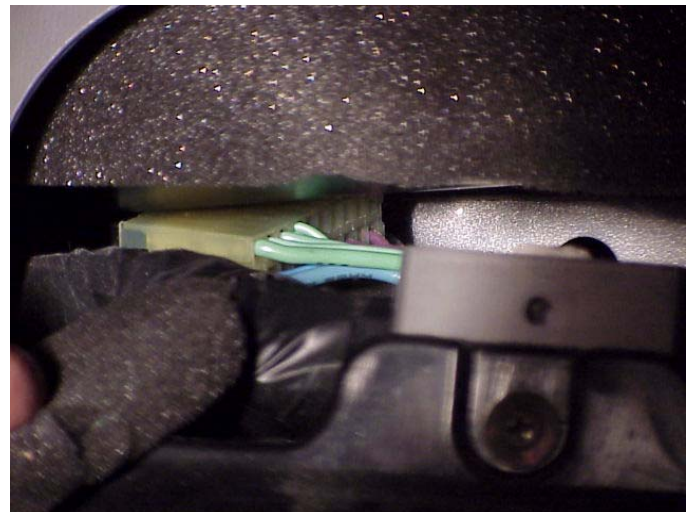
14. When the solder has melted you will see the centering ribs on one side of the crimp connector and the glue should start coming out around the wires.



15. Temporarily connect the three instrument cluster connectors to the instrument cluster. Connect the battery negative terminal and test the headlight operation. The key must be in the ON position for the headlights to operate. If the headlights do not operate further circuit diagnosis will be required. Please contact the Suzuki Techline if assistance is required. If headlights operate, continue to step 16.



16. Turn ignition OFF. Disconnect battery negative cable. Remove instrument cluster.
17. Re-install the splice pack back into its original position to prevent dash rattles. It is not necessary to insulate the wires on the splice pack they are no longer powered.
18. Re-install the instrument cluster and bezel. Re-connect the battery negative terminal.
19. If the "Air Bag"  warning light is ON after repair, clear the DTCs. The light will not go OFF until the ignition key is cycled OFF then ON.



Service Bulletin

NUMBER: SC-41

PAGE: 1 of 3

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

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