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# Service Bulletin

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NUMBER: SC-44

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SUBJECT: SAFETY RECALL NOTICE No. PE

MODEL: All 2006 and Certain 2007 Grand Vitara Vehicles Equipped With  
Automatic Transmission

Suzuki Motor Corporation has decided that 2006 and certain 2007 Suzuki Grand Vitara vehicles equipped with an automatic transmission fail to conform to Federal Motor Vehicle Standard No. 114, Theft Protection. Suzuki has decided to conduct a recall campaign for these vehicles. The campaign code is "PE".

On affected vehicles, the automatic transmission selector lever "Park" lock function may be inoperative due to a sticking shift lock arm. As a result, the shift lever may be able to be shifted out of "Park" with the key removed and without depressing the brake pedal. This can give rise to increased incidents of crashes resulting from the rollaway of parked vehicles as a result of inadvertently moving the shift lever from the "Park" position when the parking brake is not fully engaged.

To correct the problem, Suzuki dealers are requested to replace the shift lock module. Refer to Grand Vitara Technical Bulletin Section: Transmission TSB No. TS 05 12057

## 1. Affected Vehicles

All 2006 Grand Vitara models equipped with automatic transmission

Certain 2007 Grand Vitara's equipped with automatic transmission  
JS3T\_94\_\_74200001~JS3T\_94\_\_74201871

## 2. Owner Notification

Suzuki owners will be notified by mail starting around January 07, 2008 of this important safety recall. 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.

ISSUED: 12/05/07

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.

The National Traffic and Motor Safety Act provides that each vehicle involved in a recall of this type must be repaired within a reasonable time after the customer tenders it for repair. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. Effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact Suzuki Customer Relations, and the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This safety recall campaign may have been previously performed by another dealer. Refer to Grand Vitara Technical Bulletin, Section: Transmission TSB No. 05 12057 for complete instructions.

#### 4. Parts Information

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QUANTITY</u>	<u>DEALER NET</u>
28610-64J10	Unit Assy, Shift Lock	1	\$ 18.15

**Note:** Price is current as of 11/2707. ASMC will send an initial quantity of parts to correct in-stock vehicles and launch the recall. You will be advised when that control shipment is made. Once those parts are depleted, please reorder enough campaign parts to meet the demand at your location.

#### 5. Labor Hours and Claim Information

Basic Information-Replacement required

Campaign Code: PE  
 Operation Code : GH9999  
 Complaint Code: 99  
 Defect Code : PE  
 Labor Hours : 0.5 HRS.

#### 6. SUZUKI CONNECT Submission Procedures

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

Claim type number 2-Short Campaign Claim

Complaint Code: PE  
 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

Complaint Code : PE

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.
- C) Replaced parts for variation code JB can be scrapped immediately.

## 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 2006 and certain 2007 Suzuki Grand Vitara vehicles equipped with an automatic transmission fail to conform to Federal Motor Vehicle Standard No. 114, Theft Protection. According to our records, you own one of the vehicles affected by this recall.

On affected vehicles, the automatic transmission selector lever "Park" lock function may be inoperative due to a sticking shift lock arm. As a result, the shift lever may be able to be shifted out of "Park" with the key removed and without depressing the brake pedal. This can give rise to increased incidents of crashes resulting from the rollaway of parked vehicles as a result of inadvertently moving the shift lever from the "Park" position when the parking brake is not fully engaged.

To correct this condition, your Suzuki dealer will replace the shift lock module 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 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 malfunctioning shift lock mechanism, 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.

ATTACHMENT A

- 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 Grand Vitara 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