



**RECEIVED**

By delia.lopez at 12:08 pm, Oct 19, 2010

**AMERICAN SUZUKI MOTOR CORPORATION**

October 18, 2010

10V-513  
(5 Pages)

Daniel C. Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Dear Mr. Smith:

The following information is submitted in accordance with the defect reporting regulations in Title 49 of the Code of Federal Regulations, Part 573.

1. Name of Manufacturer and Importers

Manufacturer: Suzuki Motor Corporation  
Importers:

Continental U.S. - American Suzuki Motor Corp.  
Hawaii - Servco Pacific, Inc.  
Puerto Rico - Suzuki Del Caribe, Inc.  
Guam / Saipan - Triple J Auto Distributors, Inc.  
American Samoa - Pacific Products, Inc.

2. Identification of Motor Vehicles Involved

Affected vehicles are certain 2007 model year Suzuki SX4 hatchback model passenger cars, all 2008 and 2009 model year Suzuki SX4 hatchback and sedan model passenger cars, and certain 2010 model year SX4 hatchback and sedan model passenger cars. Refer to the attached table for details.

The reported condition involves the outside rear view mirrors. These parts (part numbers 84701-80JA0, 84702-80JA0, 84701-80JB0, and 84702-80JB0) are manufactured by:

Tokai Rika Co., LTD.  
3-260 Toyota, Oguchi-cho, Niwa-gun, Aichi 480-0195,  
Japan  
TEL: (0587) 95-5211  
FAX: (0587) 95-1917

3. Total Number of Motor Vehicles Involved

69,587

4. Percentage of Motor Vehicles Estimated to Contain the Defect

100%

5. Description of Defect

The three screws that secure each of the outside rear view mirrors to the mirror base can come loose due to vibration. In the worst case, a mirror can become completely separated from the vehicle.

6. Chronology of Principal Events

*December, 2008* - Suzuki Motor Corporation (SMC) received a report from a distributor concerning a door mirror rattling because it had partially separated from its base due to loose screws.

*May, 2009* - SMC received a report from a distributor about a door mirror becoming separated from its base such that the mirror was left hanging by the connected power adjustment wiring harness.

After investigation, it was determined that the cause of the reported condition was that the supplier had eliminated use of adhesive (thread lock) on the screws that secure the mirror to the mirror base.

7. Description of Corrective Action

Suzuki distributors will conduct a safety recall campaign to replace the three screws that secure each of the outside rear view mirrors to the mirror base with adhesive (thread lock) pre-coated screws. American Suzuki Motor Corporation (ASMC) is planning to notify dealers about the recall on October 25, 2010, and currently expects to notify owners about the recall on November 10, 2010. We expect that other Suzuki distributors will follow a similar schedule.

Enclosed is a copy of ASMC's plan for reimbursing owners who may have paid for repairs to remedy the condition in advance of recall notification.

8. Copy of Notices

Attached is a copy of the initial notice that ASMC received from SMC. Copies of other notices will be provided when they have been finalized.

9. Suzuki Campaign Number

SK

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION

A handwritten signature in black ink, appearing to read "Kenneth M. Bush". The signature is written in a cursive style with a long, sweeping tail on the final letter.

Kenneth M. Bush  
Associate Director, Government Relations

Attachment  
Suzuki Part 573 Report  
October 18, 2010

**IDENTIFICATION OF VEHICLES INVOLVED  
BY MAKE, MODEL, MODEL YEAR, AND INCLUSIVE DATES OF MANUFACTURE**

SUZUKI MODEL	MODEL YEAR	INCLUSIVE DATES OF MANUFACTURE	TOTAL NO. OF VEHICLES
SX4	2007	5/31/07	1
	2008	6/01/07 - 5/30/08	42,513
	2009	6/02/08 - 3/05/09	24,864
	2010	7/10/09 - 9/22/09	2,209
		TOTAL	69,587

**CUSTOMER REIMBURSEMENT PLAN**  
**American Suzuki Motor Corporation**

If your vehicle is included in the recall and you have paid for repairs resulting from the screws securing the side rear view mirrors to the vehicle coming loose, you may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers the following affected vehicles: 2007 Suzuki SX4 vehicles produced on May 31, 2007; all 2008 and 2009 Suzuki SX4 vehicles; and 2010 SX4 vehicles produced from July 10, 2009 to September 22, 2009. 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 incurred 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 Service Department, PO Box 1100, Brea, CA 92822-1100, or call 1-800-934-0934. We will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.