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# Service Bulletin

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NUMBER : SC-54

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**SUBJECT:** SAFETY CAMPAIGN NOTICE No. SK  
Outside Rear View Mirrors

**MODEL:** SX4  
**YEARS:** Certain 2007  
All 2008-2009  
Certain 2010

**Condition:**

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2007, all 2008-2009 and certain 2010 Suzuki SX4 vehicles. The recall code is SK.

**Cause:**

Due to the absence of a pre-coated adhesive, known as thread lock on the three (3) mounting screws on the outside rear view mirror base, the screws may loosen and cause vibration of the mirror itself resulting in decreased visibility performance and increasing the risk of a crash.

**Correction:**

Suzuki dealers will replace both outer rear view mirror base screws on affected vehicles. This service will be performed at no cost to the owner for parts and labor

**1. Affected Vehicles**

Certain 2007~JS2YB413575112258  
All 2008~2009 SX4 Vehicles  
Certain 2010 SX4 Vehicles

**Note: Verify affected 2007 and 2010 SX4 vehicles in Suzuki Connect>Service>Vehicle Master Inquiry-Claims History for affected recall status.**

**2. Owner Notification**

Suzuki owners will be notified by mail starting on or around 11/05/10 of this Important Safety Recall. Please refer to the attached owner notification letter.

### 3. Dealer Safety Recall Campaign Responsibility

Dealers are to perform this important Safety Recall on all affected retail and used in-stock vehicles upon customer request regardless of vehicle age, mileage, date of visit or the existence of a branded title.

**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.**

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.

This safety recall may have been previously performed by another dealer or at the port. Refer to Technical Service Bulletin SX4 Body Cab Accessories TSB No: TS 06 10250 for complete inspection and repair instructions.

### 4. Parts Information

Parts are required for this important Safety Recall. Each dealer and service point will receive a small quantity of parts automatically from ASMC to ensure parts are available. 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>
84715-73K00-RX0	Screw	1	\$ 2.54

Note:

1). Dealer net price is current as of 10/25/10. Price could be subject to change.

2). A quantity of 1 of part number 84715-73K00-RX0 includes 6 pieces which is enough to service both outside rear view mirrors on one vehicle.

### 5. Basic Information-Supplied to Close Out Your Repair Order

Campaign Code : SK  
Operation Code : QJ9999  
Complaint Code : 99  
Defect Code : SK  
Labor Hours : 0.7 hrs. Replacement

## 6. Suzuki Connect Submission Procedures

- A) Basic Campaign Completion. Replace 6 Screws-Outside Mirrors  
Refer to Page 6-11, Warranty Service Policies and Procedures Manual

Short Campaign

Campaign : SK  
Variation : JB  
Labor : 0.7 hrs.

- B) Repairs Above the Scope of the Campaign  
Refer to Page 6-12, Warranty Policies and Procedure Manual

Long Campaign

Campaign : SK  
Variation Code : JK  
Labor : TBD by ASMC Field Staff

## 7. Notes:

- A) Only one variation code per vehicle will be allowed. Do not submit a claim with variation code JB if the vehicle requires repairs above the scope of the campaign inspection. If you are unsure, please contact the Warranty Assistance Helpline at (714) 996-7042 prior to submitting the claim.
- B) Courtesy Vehicle Program does not apply as with an appointment the vehicle would not be required to be down overnight.
- C) Claim submitted with Variation Code JK will require ASMC Field Staff authorization if dealer is not self-authorized.
- D) Replaced parts for variation code JB do not need to be retained.
- E) Always verify that the VIN on customer's owner notification letter matches the vehicle in your service drive.
- F) Should an owner request reimbursement for a customer pay repair outside of the warranty period, please direct the owner to the ASMC Customer Relations Department at 800-934-0934



# CAMPAIGN

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## 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 Technical Manager or the Warranty Assistance Helpline at (714) 996-7042.

AMERICAN SUZUKI MOTOR CORPORATION  
Automotive Service Division



AMERICAN SUZUKI MOTOR CORPORATION  
 P.O. Box 1100  
 Brea, California, 92822-1100

## 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 2007, all 2008-2009 and certain 2010 Suzuki SX4 vehicles. According to our records, you own one of the vehicles affected by this recall. The recall code is SK.

Due to the absence of a pre-coated adhesive, known as thread lock on the three (3) mounting screws on the outside rear view mirror base, the screws may loosen and cause vibration of the mirror itself resulting in decreased visibility performance and increasing the risk of a crash.

Your Suzuki dealer will replace the base screws on both outer rear view mirrors on your vehicle. This service will be performed 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) 284-8301 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 Suzuki 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 (877) 284-8301. 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>.



SK

### NAME OR ADDRESS CORRECTION

If you own the vehicle shown in the box below, and the name and address is incorrect, please enter your correct name and address here.

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_

STATE \_\_\_\_\_ ZIP \_\_\_\_\_

### - IMPORTANT -

If you no longer own the vehicle identified below, or if the name or address shown are incorrect, please fill out this card and mail - no postage necessary. Please do not mail if you own the vehicle and your name and address is correctly shown in the box below. *Thank you.*

### CHANGE OF OWNERSHIP

If you do not own the vehicle shown in the box to the left, please fill in the following information as applicable.

- |  |  |
|--|--|
| <input type="checkbox"/> Never owned this vehicle.           | <input type="checkbox"/> Vehicle Stolen.               |
| <input type="checkbox"/> Vehicle sold / transfered / traded. | <input type="checkbox"/> Vehicle exported.             |
| <input type="checkbox"/> Other _____                         | <input type="checkbox"/> Vehicle scrapped / Total loss |

If you have sold or traded the vehicle and know the name of the new owner, please enter the name and address in the space above.

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 this important safety recall and you have paid for repairs due to the lower mounting screws coming loose on the outside rear view mirrors, you may be eligible for a full or partial reimbursement. Please note the following qualifiers:

- Only repairs that are the subject to this specific safety recall are reimbursable. Additional expenses such as bringing the vehicle up to a repairable standard, normal wear and tear, fuel expense, towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- Reimbursement will 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 on this recall by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant.

To obtain information or request reimbursement, contact the American Suzuki Motor Corporation, Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100. ASMC will request an original or copy of your receipt for the repair or replacement, and your owner notification letter.

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 Suzuki vehicle.

Sincerely,  
AMERICAN SUZUKI MOTOR CORPORATION



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 107 BREA CA

POSTAGE WILL BE PAID BY ADDRESSEE

**AUTOMOTIVE DIVISION / WARRANTY  
AMERICAN SUZUKI MOTOR CORPORATION  
PO BOX 1100  
BREA, CA 92822-9988**

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

