



AMERICAN SUZUKI MOTOR CORPORATION
AUTOMOTIVE

September 1, 2010

To: Dealer Principal, General Manager, Service Manager, Parts Manager

Subject: Pending Service Action

The purpose of this letter is to inform you that American Suzuki Motor Corporation (ASMC) was notified by Garmin™ about an issue with its nüvi GPS devices and is implementing a voluntary recall to address the concern. The issue is that the batteries can cause the GPS unit to overheat and ultimately become a fire hazard in rare circumstances. While this only affects a small percentage of Suzuki owners with Garmin navigation systems, we are working quickly to resolve the issue, and will require that the steps outlined in this letter be taken immediately by your dealership.

The action will require that all 2008 and 2009 Suzuki SX-4 and Equator vehicles, and certain 2010 SX-4, Equator and Grand Vitara models (VIN list attached), equipped with portable Garmin™ nüvi GPS devices in dealer inventory be identified. A Repair Order must be opened on each and every vehicle, noting the VIN, date, mileage, and the Serial Number from the Garmin™ nüvi GPS head unit.

Check the status of all Garmin™ nüvi GPS head units by going to the Garmin™ website, www.garmin.com/nuvibatterypcbrecall and entering the unit serial number, or call a toll free exchange number (866) 957-1981 to see if the nüvi GPS device is subject to recall.

If the Garmin™ nüvi GPS unit is ***not*** subject to the recall action, label the navigation head unit with the specific VIN of the vehicle it is to be returned and installed into. Once inspected and verified to not require battery replacement, the navigation head unit and vehicle are now ready for sale and can be returned to normal dealer inventory controls.

If the Garmin™ nüvi GPS unit is found to be part of the recall, label the device with the specific VIN of the vehicle that it came out of. Follow the instructions found on the Garmin™ website to complete the recall process. Any vehicle found to have had a recalled device cannot be sold with the affected Garmin™ nüvi GPS unit installed. It may however be returned to dealer inventory and sold or driven, **without the Garmin™ nüvi GPS unit**, until recall repairs on the Garmin™ nüvi GPS unit have been performed and the unit can be reinstalled.

If needed for customer satisfaction or to complete the pending sale of a vehicle, a Garmin™ nüvi GPS unit that is not part of the recall can be installed in an alternate vehicle identified as having a recalled device. The Repair Order for each vehicle must be adjusted to reflect the specific Serial Number of the Garmin™ nüvi GPS unit that is now to be associated with each vehicle. This is critical for Campaign reporting purposes. The RO must contain the Serial Number of the Garmin™ nüvi GPS unit that was returned to the specific vehicle, and the comments reflect whether or not the Garmin™ nüvi GPS unit was part of the recall action, and if needed that it was returned to Garmin™ for completion of the recall.

Note: Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.

While federal law applies only to new vehicles, Suzuki strongly encourages dealers to correct any used vehicles in their inventory before the vehicles are retailed.

Please accept our sincere apologies for any inconvenience this notification may cause, and thank you for your continued support.

Sincerely,

A handwritten signature in black ink, appearing to read "Dennis Blough". The signature is fluid and cursive, with a large, stylized initial "D" and "B".

Dennis Blough
Senior Manager – Technical Quality
American Suzuki Motor Corporation