



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 2008-2010 SX4, 2009-2010 Equator, and 2010 Grand Vitara vehicles equipped with an original-equipment navigation system. The navigation systems installed in these vehicles are nüvi model 750, 760 and 765 navigation systems manufactured by Garmin. Garmin has identified potential overheating issues when certain batteries manufactured by a third-party battery supplier, within a limited date code range, are used in these units. The interaction of the batteries and the printed circuit board (PCB) design can increase the possibility of overheating, which may lead to a fire hazard. According to our records, you own one of the vehicles affected by this recall.

If your nüvi has a serial number that is in the affected range, Garmin will replace the unit's battery with a new one and will install a spacer on top of the battery, next to the PCB, to provide a uniform enclosure space for the replacement battery.

The quickest, easiest way to determine whether your nüvi is affected and to get the recall service performed is by using the website that Garmin has set up specifically for this purpose ([www.garmin.com/nuvibatterypcbrecall](http://www.garmin.com/nuvibatterypcbrecall)). When using the website, you will need to provide the serial number of your nüvi (located at the bottom of the unit near the electrical connection), an accurate Vehicle Identification Number (VIN), and the current mileage of your vehicle. If your nüvi is affected, you will be able to print a return label from the website to return your nüvi to a Garmin-authorized service center for repair. The service will be performed at no cost to you for shipping, parts, and labor. Garmin estimates that it will take approximately two weeks to return your unit to you after it has been sent in for repair. For assistance with this process, you can contact Garmin toll-free at (866) 957-1981.

If you are uncomfortable contacting Garmin directly for this recall, you can contact your Suzuki dealer to schedule an appointment for the recall, or can contact American Suzuki toll-free at (877) 697-8985 for assistance. To locate your nearest Suzuki dealer, call toll-free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online dealer locator includes driving instructions and maps. Dealers have already been advised of how to identify affected units and of the process for returning affected units to Garmin to have the recall service performed. The serial number inspection can be performed in a short period of time if you have an appointment. When you arrive for your pre-scheduled appointment, please present this letter to your Suzuki dealer. If your dealer has a number of vehicles awaiting service, there may be additional time required.



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### - 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.*

#### 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 \_\_\_\_\_

#### 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.

- Never owned this vehicle.     Vehicle Stolen.  
 Vehicle sold / transferred / traded.     Vehicle exported.  
 Other \_\_\_\_\_     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.

If it is determined that your nüvi is affected by this recall, you must immediately stop using the device until after Garmin has completed the recall service. Do not attempt to remove the battery yourself. Promptly discharge the battery in any recalled unit to eliminate the possibility of overheating. To safely discharge the battery, perform the following actions in order:

- (1) Disconnect the unit from the mounting on the dash.
- (2) Turn on the unit. The top right corner of the main menu displays the battery symbol and indicates the current battery charge level.
- (3) With the unit in the on position, allow the unit to completely discharge until the unit shuts off.
- (4) Do not recharge or continue to use the recalled unit.

If Garmin or 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 (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.

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

