
Service Bulletin

NUMBER : SC-53

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SUBJECT: SAFETY CAMPAIGN NOTICE No. SJ
Garmin nüvi® Model Number 750, 760 and 765 Navigation Unit

MODEL: Certain 2008-2010 SX4, 2009-2010 Equator, and 2010 Grand Vitara vehicles equipped with an original-equipment navigation system.

Condition:

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.

Cause:

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.

Correction:

If the Garmin 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.

Owners can contact Garmin directly via the internet at www.garmin.com/nuvibatterypcbrecall or a toll free exchange number (866) 957-1981. Upon owner request Suzuki dealers are required to perform this service for owners. The Garmin website will require dealers to provide the vehicle identification number (VIN), accurate mileage at the time of the repair and the serial number of the unit located at the bottom of the unit near the electrical connection.

If it is determined by unit serial number that the nüvi is affected, a printable return label will be generated through the website or the toll free number, so that the unit can be shipped to a Garmin-authorized service center for replacement of the battery in the unit. The owner has the option of requesting shipment of the repaired unit back to the dealer or the owner's mailing address. This service will be performed at no cost to the owner for shipping, parts and labor.

1. Affected Vehicles

Certain 2008-2010 SX4, 2009-2010 Equator, and 2010 Grand Vitara vehicles equipped with an original-equipment navigation system.

Refer to Suzuki Connect, Vehicle Claim Master Inquiry to verify if the VIN is affected. A list of in-dealer inventory vehicles is attached to the dealer notification announcement.

2. Owner Notification

Suzuki owners will be notified by mail starting on or around 09/21/10 of this Important Safety Recall. Please refer to the attached owner notification letter, ATTACHMENT A.

3. Dealers 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.

4. Parts Information

Parts are not required for this important Safety Recall as the failed affected units will be shipped back to the Garmin authorized service center for the battery replacement

5. Basic Information

Causal/Failed Part Number	: 990B0-35011-SJR
Campaign Code	: SJ
Operation Code	: SK9999
Complaint Code	: 99
Defect Code	: SJ
Labor Hours	: 0.2 hrs. Inspection/Shipping

6. Suzuki Connect Submission Procedures

- A) Basic Campaign Inspection. Inspect only-Serial number shows no defect.
Refer to Page 6-11, Warranty Service Policies and Procedures Manual

Short Campaign
Campaign : SJ
Variation : JA
Labor : 0.2 hrs.

- B) Basic Campaign Inspection. Inspect only-Serial number is affected. Ship part to
Garmin authorized service center.
Refer to Page 6-11, Warranty Service Policies and Procedures Manual

Short Campaign
Campaign : SJ
Variation : JB
Labor : 0.2 hrs.

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

Long Campaign
Campaign : SJ
Variation : 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 JA if the unit requires repairs shipment to Garmin or the repair 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 normally apply. Owners are requested to schedule an appointment so vehicle is not down overnight.
- C) Claim submitted with Variation Code JK will require ASMC Field Staff authorization if dealer is not self-authorized.
- D) Always verify that the VIN on customer's owner notification letter matches the vehicle in your service drive.



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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

Attachments: 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 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). 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 (887) 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.

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