
Service Bulletin

NUMBER : SC-55

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SUBJECT: SAFETY CAMPAIGN NOTICE No. SM
Tension Adjuster Pulley

MODEL: All 2009~2010 Suzuki Grand Vitara vehicles 4-cylinder (JB424)
2011 Suzuki Grand Vitara vehicles produced prior to October 17, 2010
All 2010 Suzuki SX4 vehicles (RW420)
2011 Suzuki SX4 vehicles produced prior to October 14, 2010

Condition:

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in all 2009~2010 Suzuki Grand Vitara multipurpose passenger vehicles equipped with 4-cylinder engines; 2011 Suzuki Grand Vitara multipurpose passenger vehicles produced prior to October 17, 2010; all 2010 Suzuki SX4 passenger vehicles; and 2011 Suzuki SX4 passenger vehicles produced prior to October 14, 2010. The recall designator code is SM.

Cause:

The tension adjuster pulley for the drive belt that operates the alternator, water pump, air conditioner compressor and power steering pump, has an improperly manufactured internal spring that can break due to repeated stress. If the spring breaks, the drive belt will not be adjusted properly and can slip, causing a squeaking noise. In the worst case, the drive belt can come off, requiring the driver to use increased steering effort. This can increase the risk of a crash. This condition can also cause the coolant temperature indication to rise, which can lead to engine overheating, or can cause the charging system indicator light to come on, which can lead to battery discharge and engine stall.

Correction:

Suzuki dealers are required replace the tension adjuster pulley with a countermeasure part. This service will be performed at no cost for parts and labor.

1. Affected Vehicles

All 2009~2010 Suzuki Grand Vitara vehicles 4 cylinder (JB424)
2011 Suzuki Grand Vitara vehicles produced prior to October 17, 2010
All 2010 Suzuki SX4 vehicles (RW420)
2011 Suzuki SX4 vehicles produced prior to October 14, 2010

Note: To verify, go to 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 February 16, 2011 of this Important Safety Recall. Please refer to the attached owner notification letter.

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.

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 Grand Vitara Technical Service Bulletin Engine, TSB No: TS 30 02011 and SX4 Engine TSB No. 09 020211 for complete inspection and repair instructions.

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.

4. Parts Information

Parts are required for this important Safety Recall. Each dealer will receive a quantity of parts to repair inventory vehicles and a few additional startup parts automatically from ASMC. After the initial order is depleted, 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>
17540-54L00-RX0	Tensioner Assy	1	\$40.92
17541-54810-RX0	Bolt & Washer Set	1	1.17

NOTE: Dealer net price is current as of 02/02/11. Price could be subject to change in the future.

5. Basic Information

Campaign Code : SM
Operation Code : AH9999
Complaint Cod : 99
Defect Code : SM
Labor Hours : 0.9 hrs. SX4 Replacement
 : 0.7 hrs Grand Vitara Replacement

6. SUZUKI CONNECT Submission Procedures**SX4**

- A) Basic Campaign Completion-Updated Part Installed
Refer to Page 6-11, Warranty Service Policies and Procedures Manual

Short Campaign

Campaign No. : SM

Variation Code : JB

Labor : 0.9 hrs.

Grand Vitara

- B) Basic Campaign Completion- Updated Part Installed
Refer to Page 6-11, Warranty Policies and Procedure Manual.

Short Campaign Claim

Campaign No. : SM

Variation Code : JM

Labor : 0.7 hrs.

SX4 and GRAND VITARA

- C) Repairs above the scope of the campaign
Refer to Page 6-12, Warranty Policies and Procedure Manual

Long Campaign Claim

Campaign No. : SM

Variation Code : JK

Actual hours : TBD by ASMC Field Staff

Sublets : Such as owner reimbursements for the exact repair prior to the start of the recall.

7. Notes

- A) Courtesy Vehicle Program does not apply.
- B) Claim submitted with Variation Code JK will require ASMC Field Staff authorization if dealer is not self-authorized.
- C) Replaced parts must be retained by the dealer for 60 days from the paid Monthly Warranty Summary (Credit Memo). JK Variation Codes only.

8. Time and Mileage Limits

Applicable time and mileage limits do not apply.

9. Owner Reimbursements

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 all 2009~2010 Suzuki Grand Vitara multipurpose passenger vehicles equipped with 4-cylinder engines; 2011 Suzuki Grand Vitara multipurpose passenger vehicles produced prior to October 17, 2010; all 2010 Suzuki SX4 passenger vehicles; and 2011 Suzuki SX4 passenger vehicles produced prior to October 14, 2010. According to our records, you own one of the vehicles affected by this recall. The recall designator code is SM.

The tension adjuster pulley for the drive belt that operates the alternator, water pump, air conditioner compressor and power steering pump, has an improperly manufactured internal spring that can break due to repeated stress. If the spring breaks, the drive belt will not be adjusted properly and can slip, causing a squeaking noise. In the worst case, the drive belt can come off, requiring the driver to use increased steering effort. This can increase the risk of a crash. This condition can also cause the coolant temperature indication to rise, which can lead to engine overheating, or can cause the charging system indicator light to come on, which can lead to battery discharge and engine stall.

To correct this condition, your Suzuki dealer will replace the tension adjuster pulley on your vehicle with an improved part. 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) 697-8985 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 about 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 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.

If your vehicle is included in this recall and you have paid for repairs resulting from a defect of the tension adjuster pulley, you may be eligible for full or partial reimbursement. Please note the following qualifiers:

- Only repairs that are the subject of this specific safety recall are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, fuel expense, etc will not be reimbursed.
- Reimbursement may 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 was sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. The repair order must state the Vehicle Identification Number, repair date, and the actual mileage at the time of the repair.

To obtain information or request reimbursement, contact your Suzuki dealer or the American Suzuki Motor Corporation, Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call toll free (800) 934-0934. We 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