
Service Bulletin

NUMBER : SC-64

PAGE : 1 of 3

SUBJECT: SAFETY RECALL NOTICE No. NZ
Fuel Odor or Spotting on the Ground

MODEL: Certain 2007 Suzuki XL7 (JC636) Vehicles

Condition:

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2007 Suzuki XL7 vehicles originally sold or currently registered in the high temperature states of Arizona, California, Nevada and Texas. The safety recall designator code is "NZ".

Cause:

Some of the subject vehicles have a condition where the plastic supply or return port on the fuel pump module may crack, which could cause a fuel leak. The driver may notice a fuel odor while the vehicle is being driven or after it is parked. If the crack becomes large enough, fuel may be observed dripping onto the ground and vehicle performance may be affected. If an ignition source were present, a fire could occur.

Correction:

Suzuki dealers will replace the fuel pump module on the subject vehicles at no cost to the owner for parts and labor. Refer to XL7 Technical Bulletin Section: Engine TSB No. TS 26 03073

1. Affected Vehicles

Certain 2007 XL7 (JC636) Vehicles
Originally sold or registered in the above states.

NOTE 1: Not all 2007 XL7 vehicles are included. Only vehicles originally sold or registered in the states of Arizona, California, Nevada or Texas. Some of the subject vehicles may have migrated to different states. Refer to Suzuki Connect>Service>Vehicle Master Inquiry>Claim History for affected recall status. Be certain to match the VIN on the vehicle to the Customer Safety Recall owner notification letter. A subsequent coverage extension for 10 years or 120,000 miles for vehicles in the remaining states will be initiated in the future.

NUMBER : SC-64

PAGE : 2 of 3

2. Owner Notification

Suzuki owners will be notified by mail starting around 03/07/13 of this important safety recall. Please refer to the attached owner notification letter, ATTACHMENT A.

3. Dealers Campaign Responsibility

Dealers are required to perform this safety recall campaign on all affected in-stock used and affected customer vehicles regardless of vehicle age or mileage.

This safety recall campaign may have been previously performed by another dealer or in the aftermarket. Refer to XL7 Technical Bulletin TSB No.TS 26 03073 for complete instructions.

4. Parts Information

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QUANTITY</u>	<u>DEALER NET</u>
15100-78J31	Pump Assembly Kit	1	\$ 394.83

NOTE 2:

Price is current as of 03/07/13 but is subject to change in the future. ASMC will send an initial quantity of fuel pump assemblies to dealers in Arizona, California, Nevada and Texas to launch the recall. Once those parts are depleted, please reorder enough campaign parts to meet the demand at your location.

5. Basic Claim Information

Basic Information-Repair Fuel Pump Assembly

Campaign Code : NZ

Operation Code : DF04R0

Complaint Code : 99

Defect Code : NZ

6. SUZUKI CONNECT Submission Procedures

- A) Basic Campaign Completion. Replace fuel pump assembly
Refer to page 6-7, revised 12/21/11, Suzuki Service Policy and Procedures Manual.

Claim type number 2-Short Campaign Claim

Campaign No. : NZ

Variation Code : JA

Labor Hours : 2.6 hrs.

- D) Replacement, repairs and/or sublets above the scope of the campaign
Refer to page 6-7, revised 12/21/11, Suzuki Service Policy and Procedures Manual.

Claim type number 3-Long Campaign Claim

Campaign No. : NZ

Variation Code : JK

Actual hours : To be determined by the DSPM

Sublets : To be determined by the DSPM

7. ADDITIONAL NOTES

- A) Courtesy Vehicle Program does not apply. Owners are requested to schedule an appointment so vehicle is not down overnight.
B) Be certain to match the VIN on the vehicle to the Customer Safety Recall owner notification letter to ensure that the vehicle is included.
C) Normal replaced parts retention applies at 60 days from the paid credit memo date.

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 District Service and Parts Manager (DSPM) or the Warranty Assistance Helpline at 714-996-7042.

Suzuki
Automotive Service Division

Attachments: A Sample Owner Notification Letter



AMERICAN SUZUKI MOTOR CORPORATION
AUTOMOTIVE

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 Suzuki XL7 vehicles originally sold or currently registered in the high temperature states of Arizona, California, Nevada and Texas. According to our records, you own one of the vehicles subject to this recall. The recall designator code is NZ.

The subject vehicles have a condition where the plastic supply or return port on the fuel pump module may crack, which could cause a fuel leak. The driver may notice a fuel odor while the vehicle is being driven or after it is parked. If the crack becomes large enough, fuel may be observed dripping onto the ground and vehicle performance may be affected. If an ignition source were present, a fire could occur.

Although replacement parts are not currently available, to correct this condition when parts are available, your Suzuki dealer will replace the fuel pump module at no cost to you for parts and labor.

We are working as quickly as possible to correct the parts availability situation. Suzuki will send a second letter when parts are available.

When you receive a second letter informing you that recall parts are available, 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. The recall can be completed in less than two hours 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 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 the recall and you have paid for repairs, after the expiration of the 7 year, 100,000 mile powertrain warranty, caused by the exact defect stated above, you may be eligible for a full or partial reimbursement. Please note the following qualifiers:

- Only repairs that are the subject of this specific safety recall are reimbursable. No other fuel pump defects will be considered. Additional expenses such as, but not limited to; restoring the vehicle to a repairable standard to complete this important safety recall because of damage, modification or rust, normal wear and tear, towing, rental, accommodations, etc. will not be reimbursed.
- Reimbursement is limited up to the current Suzuki Manufacturer's Suggested Retail Price (MSRP) on parts and the Suzuki bulletin published flat rate labor time allowance at a reasonable area labor rate for this repair.
- 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 owner notification letter sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Repair date, repair mileage, replaced part number, Vehicle Identification Number (VIN) and diagnostic documentation are required on the repair order to be considered for reimbursement.

To request reimbursement from a previous customer pay repair, contact Suzuki 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 recall repair or replacement, and your owner notification letter.

We sincerely regret any inconvenience that this important safety recall may cause, but we are certain you understand our interest in your continued satisfaction with your Suzuki vehicle.

Sincerely,

SUZUKI
Automotive Service and Quality