



SUZUKI MOTOR OF AMERICA, INC.

October 22, 2015

Attention: Suzuki Automotive Service Providers

RE: VD Recall Project Continuation

Thank you for your cooperation related to the VD Recall Repair Project conducted for Suzuki Motor of America (SMAI) by Stericycle (previously ISG). This project has been extended for the next six months. The goal of this project is to increase Suzuki's recall completion rate of Safety Recall Campaign "VD."

Stericycle continues to be tasked with contacting Grand Vitara & SX4 vehicle owners to assist with making customer service appointments at Suzuki Service Provider locations for the completion of this important Recall. This Campaign replaces the front passenger seat bottom cushion, in accordance with Service Bulletins TS 07 04284 and TS 03 04284.

On behalf of Suzuki, Stericycle will continue to employ a multi-channel communication approach that includes outbound calls, e-mail, and direct mail. STERICYCLE communications will now reference a Suzuki Recall Resolution Team with a new phone number, 844-597-6530.

Please be aware of this continued communication with our Customers. SMAI would appreciate your assistance with service appointments, repair part ordering and vehicle repairs when Stericycle and Suzuki vehicle owners call.

Thank you for your support!

Suzuki Motor of America, Inc.
Automotive Service Department