

Automotive
Campaign Bulletin

Safety Recall "XC"
Body Electrical

November 3, 2014
Bulletin No. SC-69R1

SUBJECT: SAFETY RECALL CAMPAIGN (ID = "XC")
Daytime Running Light (DRL) Module Overheating

Original Release: 08/25/14; An interim Service Campaign Bulletin (SC-69) was released to notify authorized Suzuki Service Providers of the **Interim Owner Notification** required by NHTSA **for the pending "XC" recall**. The bulletin included preliminary information about the "XC" recall and a copy of the Interim Notification Letter sent to the vehicle Owner.

Revisions: 11/3/14; SC-69R1 advises Suzuki Service Providers of the official release of Safety Recall Campaign "XC". Parts are now available and scheduling appointments can begin. Please refer to this bulletin for claim processing, parts and other important information.

MODEL: All 2004~2006 Suzuki Verona (RP625)

Condition: Affected vehicles may generate heat in the DRL Module which could melt the Module. If the heat generated within the DRL Module melts the component, there is an increased risk of a fire.

Cause: Suzuki Motor Corporation has determined that 2004~2006 Suzuki Verona vehicles may generate excessive heat in the DRL Module.

Correction: Authorized Suzuki Service Providers will replace the Headlamp Switch and the DRL Module. This repair will be at no charge to the customer on affected vehicles.

Affected Departments:

The following departments in your facility should be notified of this information:

Management Service Warranty Sales Parts Accessories

1. Affected Vehicles

All 2004~2006 Suzuki Verona (RP625)

Note: Please refer to Suzuki Connect>Service>Vehicle Master Inquiry - Claims History for vehicle recall status.

2. Owner Notification

Suzuki owners will receive a notification of this Safety Recall Campaign by US mail in November - 2014. This notification will explain to the owner that parts are now available and to schedule an appointment. An example of the Owner Letter is attached at the end of this bulletin.

3. Service Providers Campaign Responsibility

Suzuki Service Providers are to perform this important Safety Recall Campaign on all Verona vehicles including Branded Title vehicles. This repair should be performed regardless of vehicle age or mileage and at no charge to the customer.

A TSB outlining complete repair instructions for Verona will be posted to Suzuki Connect and Suzuki PitstopPlus prior to mailing the Owner Notification Letter. The posting of the TSB will mark the release of the recall.

If you have questions, please contact your Suzuki District Service and Parts Manager (DSPM) or the Warranty Assistance Helpline at 714-996-7042.

4. Parts Information

Required Parts will be supplied according to the normal parts order procedure. Please schedule appointments only after parts have been ordered and your shipment has been received and verified.

All current backorders for DRL Modules will be automatically cancelled by Suzuki Motors of America, Inc. Please order the appropriate Recall Part in place of your cancelled order(s).

PARTS INFORMATION			
Part Number	Part Name	Qty	Comments
38860-84Z21-RX0	Module, DRL	1	--

5. Claim Information

Claim submission requires the Long Campaign form because of concerns that the DRL Module connector/wiring may be found to have heat damage, in which case the connector will need to be repaired. You will have to contact your DSPM for authorization and proof of the condition will be required.

Campaign Code:	XC
Failed Part Number:	38860-000XC
Replaced Part:	38860-84Z21-RX0
Operation Code:	SN9999
Labor Hours:	0.4 hours
Complaint Code:	99-XC
Variation Code:	JK

6. SUZUKI CONNECT Submission Procedures

Long campaign form completion:
Refer to Pages 5-7 of the Warranty Policies and Procedures Manual.

7. Notes

- 1) Courtesy Vehicle Programs do not apply to this Safety Recall as owner must schedule an appointment.
- 2) Render replaced modules unusable by removing connector pins from the replaced modules.
- 3) Retain replaced parts for 60 days from the paid credit memo. Should SMAI request the replaced parts, a UPS call tag will be provided with three pick up attempts.
- 4) Owners requesting reimbursements for previous out of warranty customer pay repairs need to be directed to the SMAI Customer Relations Department at 800-934-0934. Refer to the attached Owner Notification Letter for procedures and limitations.

If you have questions, please contact your Suzuki District Service and Parts Manager (DSPM) or the Warranty Assistance Helpline at 714-996-7042.

Suzuki Motor of America, Inc.
Automotive Service Division

Attachments: A Sample Owner Notification Letter

IMPORTANT SAFETY RECALL

This notice applies to your vehicle.

Model: (Year) (MODEL)

VIN: XXXXXXXXXXXXXXXXXXXX

Dear Suzuki Owner,

This notice is sent to you in accordance with 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 2004~2006 Suzuki Verona vehicles.

Affected vehicles may generate heat in the Daytime Running Lamp (DRL) module located under the instrument panel, which could melt the module. If the heat generated within the DRL Module melts the component, there is an increased risk of a fire.

There have been no melting or fire incidents related to the Verona that have been identified by Suzuki. You do not need to stop driving your vehicle, however if local driving rules or driving conditions require the use of your headlamps or DRL lighting, Suzuki cannot recommend you operate the vehicle if the lighting is not operating as designed. If you smell unusual odors associated with possible overheated plastic or wire insulation while driving, please safely drive the vehicle off the roadway and exit the vehicle immediately. In addition, avoid parking the vehicle near permanent structures or in a garage until repairs can be performed.

You may also notice:

- Abnormal operation of the Daytime Running Lamps (DRL) - This may include daytime running lamps that flicker when on, daytime running lamps that do not come on automatically when the Headlamp Switch is in the OFF position, or the DRL Icon Lamp in the Instrument Cluster is either on when headlamps are on or are off when daytime running lamps are on. In addition, daytime running lamps may be on at all times, even when the key is removed from the ignition.
- You may notice that intermittently your vehicle battery has discharged while the vehicle is sitting.

Recall replacement parts are now available to correct this condition. Your authorized Suzuki Service Provider will replace the DRL Module at no cost to you for parts and labor. **Please contact your authorized Suzuki Service Provider to schedule an appointment to have the DRL Module replaced. Please call as soon as you receive this important Safety Recall Notification letter and mention Recall Identification Code "XC".**

To locate your nearest authorized Suzuki Service Provider, please call toll free at (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online Suzuki Service Provider Locator includes driving instructions and maps.

Repair instructions have been sent to your Suzuki Service Provider. Repairs can normally be completed in less than one hour if you have made an appointment. Please be aware, if your Suzuki service provider has a large number of vehicles waiting for repairs, some additional time may be needed for required repairs.

If you no longer own this vehicle, please complete the attached postage-paid Safety Recall Notice Reply Card and return it to us.

If your Suzuki Service Provider 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 that we have done our best to remedy this situation without charge and within a reasonable time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590, or call the toll-free vehicle Safety Hotline at (888) 327-4236 (TTY: (800) 424-9153); or go to <http://www.safercar.gov>.

Federal regulations require 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 caused by the DRL Module as described in this notification, you may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers 2004~2006 Suzuki Verona vehicles. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of this Safety Recall are reimbursable. Additional expenses such as, but not limited to, restoring the vehicle to a repairable standard to complete the recall service repair, normal wear and tear, towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate time allowance.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of the last Owner Notification sent by Suzuki Motor of America, Inc. in connection with Suzuki Recall "XC".
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Repair date, repair mileage, replaced part number, and Vehicle Identification Number (VIN) are required on the repair order to be considered for reimbursement. Copies of the current vehicle registration and payment method are also required to claim reimbursement.

To obtain information or request reimbursement, contact Suzuki Motor of America, Inc., Automotive Customer Service Department, PO Box 1100, Brea, CA 92822-1100, or call (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 recall may cause, but we are certain you understand our interest in maintaining your and your passengers' safety and your continued satisfaction with your Suzuki vehicle.

Sincerely,
SUZUKI MOTOR OF AMERICA, INC.