

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

Original Release 8/20/14; This interim Service Campaign Bulletin is being released to notify authorized Suzuki Service Providers of the **interim owner notification** required by NHTSA **for the pending "XC" recall**. See the attached letter at the back of this bulletin for its content. The interim Owner Notification Letters will be mailed after release of this bulletin. Furthermore, this bulletin includes preliminary information about the XC recall and will be updated upon release of the Recall. Please have all required staff members review this bulletin to help prepare and better serve your Suzuki customers.

THIS RECALL IS PENDING.

Do not schedule or order parts at this time.

Scheduling appointments and ordering parts for the "XC" Safety Recall can begin after the corresponding Technical Service Bulletin has been posted, marking the official release of this recall.

MODEL: 2004~2006 Suzuki Verona (RP625)
Produced from June 2003 to October 2005

Condition: Affected vehicles may generate heat in the DRL Module, located behind the dash panel area to the right of the steering column, 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 certain 2004~2006 Suzuki Verona vehicles may generate excessive heat in the DRL Module.

Correction: Authorized Suzuki Service Providers will replace the DRL control 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

Certain 2004~2006 Suzuki Verona (RP625)
Produced from June 2003 to October 2005

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

2. Owner Notification

Suzuki owners will receive an interim notification of this Safety Recall Campaign by US mail in August, 2014. **The interim notification introduces the owner to the pending recall and explains that parts are not yet available and not to schedule appointments at this time. The notification also explains that a subsequent letter will be sent to them once parts are available and they will then be able to schedule appointments.**

3. Service Providers Campaign Responsibility

Suzuki Service Providers are to perform this important Safety Recall Campaign on all affected Verona vehicles including Branded Title vehicles. This repair should be performed regardless of vehicle age or mileage and, at no cost to the vehicle owner for parts and labor.

A TSB outlining complete repair instructions will be posted to Suzuki Connect and Suzuki PitstopPlus prior to mailing the subsequent owner 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.

Parts information will be provided at the time the recall is released.

5. Claim Information

Claim information will be provided at the time the recall is released.

6. SUZUKI CONNECT Submission Procedures

Claim submission details will be provided at the time the recall is released.

7. Notes

- 1)** Courtesy Vehicle Programs do not apply to this Safety Recall as owner must schedule an appointment.
- 2)** 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.
- 3)** 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. Suzuki has therefore decided to conduct this safety recall.

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.

Vehicles are eligible for repair under this Safety Recall regardless of vehicle age or mileage. Your authorized Suzuki Service Provider will replace the DRL Module at no cost to you for parts and labor.

Recall service parts are not yet available to correct this condition. **Providing repair parts is a top priority, however, their availability is not known at this time.**

You will be notified again by mail when repair parts are available and scheduling appointments can then begin.

The repair procedure has not been finalized. The repair could take an hour or more. 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: 1-800-424-9153); 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 produced from June 2003 to October 2005. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of the safety recall are reimbursable. Additional expenses such as 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 letter sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant.

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 1-800-934-0934. 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.