

Automotive Division

Service Campaign Bulletin  
SC-72

January 8, 2015

## DEALER NOTIFICATION FOR SAFETY RECALL CAMPAIGN 4002 SX4 Shift Select Lever Assembly Replacement

**Condition :** The Shift Select Lever moves from PARK to any other gear position without depressing the brake pedal.

**Cause :** The Shift Select Lever lock mechanism becomes disabled when excessive force is applied to it.

**Correction :** Replace the Shift Select Lever Assembly.

**Affected Departments:** Management, Service, Warranty

### 1. Affected Vehicles:

2010 — 2013 SX4 models equipped with a Continuously Variable Transmission (CVT).

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 January 2015. The notification will describe the parts availability, and recommend to schedule a service appointment. A copy of the Owner Letter is included at the end of this bulletin.

### 3. Service Providers Campaign Responsibility

Suzuki Service Providers will complete this important Safety Recall Campaign on all affected SX-4 vehicles, including Branded Title vehicles. This repair must be performed regardless of vehicle age or mileage and at no charge to the customer. When contacted by the customer, Suzuki Service Providers will need to schedule an appointment to perform the campaign service and order required parts.

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 for a time after the parts have been ordered, received, and verified.

Shift Select Lever parts ordered prior to this recall announcement will be fulfilled with campaign #4002 countermeasure parts (see table below). Only use the new recall shift kit part numbers for all future orders.

PARTS INFORMATION (Campaign 4002)				
Model	Part Number	Part Name	QTY	Notes
SX4	28100-54830-RX0	Lever Set, Select	1	Kit contains: 1) 28110-54L32 (Lever Assy, Select) 1) 28157-54L30 (Cap, Indicator)

## 5. Claim Information

Use the Short Claim Submission form when no additional repairs or parts are required. The Long Claim Submission form can be used if additional repairs and parts are required. DSPM approval will be required for Long Campaign Claim Entry. Refer to Pages 5-7 of the Warranty Policies and Procedures Manual.

<b>WARRANTY INFORMATION (Short Form)</b>	
Claim Number:	XXXXX.X (Dealer creates and enters.)
Entry Type:	Dealer chooses VIN, Model/Frame, or Control.
Repair Date:	Enter date of repair.
Mileage:	Enter mileage at repair date.
Campaign Code:	4002

<b>WARRANTY INFORMATION (Long Form)</b>	
Claim Number:	XXXXX.X (Dealer creates and enters.)
Entry Type:	Dealer chooses VIN, Model/Frame, or Control.
Repair Date:	Enter date of repair.
Mileage:	Enter mileage at repair date.
Campaign Code:	4002
Labor Hours:	0.6 hours plus additional as authorized.
Labor Operation Code:	GH9999 (Auto-entry. Can't be changed.)
Complaint Code:	99-VL (Auto-entry. Can't be changed.)
Variation Code:	JK (Auto-entry. Can't be changed.)
Failed Part Number:	28100-54830-RX0 (Auto-entry. Can't be changed.)
Replacement Part(s):	28100-54830-RX0 plus additional as authorized.
Sublet Amount:	As authorized.
Sublet Invoice Number:	Use Campaign Code.
Sublet Repair Description:	As Authorized.

## 6. Notes

- 1) Courtesy Vehicle Programs do not apply to this Safety Recall as the customer must schedule an appointment.
- 2) After the repair, render the replaced Shift Select Lever Assembly unusable by breaking the Interlock Cam from the assembly.
- 3) Retain replaced parts for 60 days from the paid credit memo date. Should SMAI request the replaced parts, a UPS call tag will be sent and authorized for three pick up attempts.
- 4) Vehicle owners requesting reimbursement for repair costs that were not covered under warranty should be directed to contact the SMAI Customer Relations Department at (800) 934-0934. Refer to the Owner Notification Letter included in this bulletin for related 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.

## 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 2010—2013 Suzuki SX4 and Kizashi models equipped with a Continuously Variable Transmission (CVT).

Affected vehicles have a shift select lever lock that becomes disabled if excessive force is applied. When the lock is disabled, the shift select lever will move from PARK to any other gear position without depressing the brake pedal, increasing the risk of vehicle rollaway and a crash.

Recall parts are now available to correct this condition. Your authorized Suzuki Service Provider will replace the shift select lever assembly at no cost to you for parts and labor. Please contact your authorized Suzuki Service Provider to schedule an appointment to have the shift select lever assembly replaced. Please call as soon as you receive this important Safety Recall Notification letter and mention Recall Campaign Identification Code 4001 for Kizashi or 4002 for SX4 models.

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

Repair instructions have been made available 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 [www.safercar.gov](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 Shift Select Lever as described in this notification, you may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers all Suzuki Kizashi and SX4 models equipped with a CVT. Please note the following for which Suzuki may decline 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 MSRP 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 this Suzuki Recall.
- 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) must be documented 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.