



SUZUKI MOTOR CORPORATION

Overseas Automobile Service Group
Overseas Service Department
300 Takatsuka, Minami, Hamamatsu, JAPAN 432-8611
Tel: 81-53-440-2977, Fax: 81-53-440-2318

Page 1 of 3
Date December 12, 2014
Our ref. VL-141212

To: Selected Suzuki Automobile Distributors
Attn.: Managing Director
Service Director / Manager

Subject: A6B424 (Kizashi) and RW420 (SX4) Vehicle Safety Recall Campaign For Shift Select Lever

Dear Sirs and Mesdames,

We regret to inform you that certain A6B424 (Kizashi) and RW420 (SX4) vehicles had a functional problem results from an operation under certain condition in the shift select lever for left hand drive CVT model.

Due to an improper structure for the shift lock mechanism of the shift select lever, the mechanism might be broken when the lever is operated with excessive force to move it from Parking range to other range without depressing the brake pedal. Consequently the lever could be pulled from Parking range to other range without depressing the brake pedal.

In view of the nature of the problem, SUZUKI MOTOR CORPORATION (SMC) has decided to conduct a safety recall campaign in your market. Details are explained in the following pages.

If you still have affected vehicles in your stock by any possibility, you are required to remedy them before releasing to your dealers. You are also immediately required to instruct your dealers to remedy the affected vehicles if any one is still available in stock, before delivering them to the customers.

Please make sure that no customers will receive a vehicle without appropriate recall remedy once an affected vehicle is brought to your hands for any reason.

We are very sorry for causing inconvenience to you. Your cooperation and assistance will be highly appreciated.

Very truly yours,

A handwritten signature in black ink, appearing to be 'Yasunari Suzuki', is written over a horizontal line.

Yasunari Suzuki, Department General Manager
Overseas Service Department
SUZUKI MOTOR CORPORATION

1. Action

- (1) If you still have affected vehicles in your stock by any possibility, you are required to remedy them before releasing to your dealers.
- (2) Contact the customers of the affected vehicles to let them bring their vehicles to your authorized dealers.
- (3) Perform a corrective work following repair instructions of ANNEX2.

2. Affected Vehicles

- (1) Model: A6B424 (Kizashi) and RW420 (SX4) which have been produced at Japan plants.
- (2) Production Period: From June 03, 2009 through November 01, 2012 for A6B424 (Kizashi).
From June 19, 2009 through November 01, 2012 for RW420 (SX4).
- (3) Vehicles: Refer to VIN list of ANNEX 1

3. Parts Supply Plan

Place orders for Initial Order, 50% of Q'ty (in total of AIR and SEA orders) of affected vehicles number in your market for each models, shown below with our Global Spare Parts & Accessories Marketing Group by using the part order form of ANNEX3 immediately. Please divide the order Q'ty (50% of Q'ty of affected vehicles) into the minimum AIR order and the rest Q'ty SEA order and send us the 2 order forms. SMC will reimburse the additional cost for the initial AIR order by receiving your statement, which calculated the difference of the air freight and the regular SEA freight.

NOTE:

- (1) Use a specified form of ANNEX3 as attached to this letter for the parts order.
- (2) Use e-mail and send your order form **by December 19, 2014** to your window person of Global Spare Parts & Accessories Marketing Group. DO NOT use SCAN.
- (3) For the additional Q'ty order, place a normal order using SCAN after February 12, 2015.
- (4) 50% of parts will be available on middle of January.

Part Name	Part Number	Q'ty/vehicle
Lever set, select For A6B424 (Kizashi)	28100-57830-RX0 This part number contains; 28110-57L31 (Lever Assy, select, 1 pcs.), 28157-57L30 (Cap, indicator, 1 pcs.)	1

Part Name	Part Number	Q'ty/vehicle
Lever set, select For RW420 (SX4)	28100-54830-RX0 This part number contains; 28110-54L32 (Lever Assy, select, 1 pcs.), 28157-54L30 (Cap, indicator, 1 pcs.)	1

4. Warranty Reimbursement Information

Claim Category	2 (Campaign Claim)	
Trouble Code	99-VL	
Basic Code	GH01R0	
Labor Allowance	0.9 H (For A6B424, Kizashi)	
	0.6 H (For RW420, SX4)	
Causal Part No.	Q'ty	Causal Part Name
28100-57830-RX0	1	Lever set, select (For A6B424, Kizashi)
28100-54830-RX0	1	Lever set, select (For RW420, SX4)

5. Implementation Date and Progress on Your Country

We would like to ask you to provide the implementation date and progress attention to SMC Overseas Automobile Group (e-mail : oas@hhq.suzuki.co.jp) and cc. to your window person of Overseas Automobile Service Group.

Implementation Date:

Please fill following information in the ANNEX5 and email to us **by December 19, 2014.**

- (1) Recall Campaign notification date to your authority, if required.
- (2) Recall Campaign notification date to your dealers.
- (3) Start date of mailing Recall Campaign notification to customers.
- (4) Date of ordering parts for initial necessary quantity
- (5) Quantity of parts ordered for initial portion

Implementation Progress :

Please email the following information with your company name to your window person. You are requested to email daily until **March 12, 2015.**

- (1) Latest accumulated number of units completed.
- (2) Original number of affected unit.
- (3) Updated number of affected units, if adjusted.

Attachment

ANNEX1: VIN List

ANNEX2: Repair Instruction

ANNEX3: Parts order form

ANNEX4: Sample of the Announcement Letter to the Owners of the Affected Vehicle

ANNEX5: Recall campaign initiation schedule reporting form