

Automotive Division
Campaign Bulletin

Safety Recall "XA"
Body Electrical

July 22, 2014
Bulletin No. SC-68

**SUBJECT: SAFETY RECALL CAMPAIGN (ID = "XA")
Headlamp Switch or Daytime Running Light (DRL) Module Overheating**

Original Release 07/22/14; 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 "XA" 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 XA 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 Suzuki customers.

THIS RECALL IS PENDING.

Do not schedule or order parts at this time.

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

MODEL: Certain 2004~2008 Suzuki Forenza (RQ420)
Certain 2005~2008 Suzuki Reno (RQ420)

Condition: Affected vehicles may generate heat in the Headlamp Switch or DRL Module, located on or near the left side of the steering column, which could melt the switch or module. If the heat generated within the Headlamp Switch or DRL Module melts the component, there is an increased risk of a fire.

Cause: Suzuki Motor Corporation has determined that certain 2004~2008 Suzuki Forenza and certain 2005~2008 Suzuki Reno vehicles may generate excessive heat in the Headlamp Switch and or DRL Modules.

Correction: Authorized Suzuki Service Providers will replace the Headlamp Switch and the DRL control module. Additionally, a Headlamp Relay Jumper Wiring Harness will be added to the vehicle. 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 2004~2008 Suzuki Forenza (RQ420)
Certain 2005~2008 Suzuki Reno (RQ420)

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 July, 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 Forenza and Reno 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 single TSB outlining complete repair instructions for Forenza/Reno 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)** 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 2004~2008 Suzuki Forenza and 2005~2008 Suzuki Reno vehicles. Symptoms you could experience with your vehicle related to this Safety Recall Campaign are:

- Abnormal operation of the High or Low Beam Headlamps – This may include flickering when in use, headlamps not coming on when turned on or headlamps not turning off when turned off. Typically the Instrument Cluster Lamps and other Interior Lamps are not affected by the recall and will operate normally.
- Abnormal operation of the Daytime Running Lamps - This may include DRLs that flicker when on, DRLs 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 is off when the DRLs are on. In addition, DRLs may be on at all times, even when the key is removed from the ignition.
- You may notice an unusual odor of overheated plastic or wiring insulation.
- You may notice that intermittently your vehicle battery has discharged while the vehicle is sitting.

Affected vehicles may generate heat in the Headlamp Switch or DRL Module, located on or near the left side of the steering column, which could melt the switch or module. If the heat generated within the Headlamp Switch or DRL Module melts the component, there is an increased risk of a fire. 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 can not 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.

Vehicles are eligible for repair under this Safety Recall regardless of vehicle age or mileage. Your authorized Suzuki Service Provider will replace the Headlamp Switch and the DRL Module at no cost to you for parts and labor. Furthermore a sub-harness and circuit control components will be installed to provide circuit stability.

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. Vehicle**

owners will be notified 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.

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 Headlamp Switch or the DRL Module as described in this notification, you may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers 2004~2008 Suzuki Forenza vehicles and 2005~2008 Suzuki Reno vehicles produced prior to July 30, 2008. 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 "XA".
- 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 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.