



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 5, 2015

Mr. Kenneth Bush  
Department Manager, Government Relations  
Suzuki Motor of America, Inc.  
3251 E. Imperial Highway  
Brea, CA 92821

NVS-215SM  
15V-587

**Subject:** Power Steering Pump may Seize

Dear Mr. Bush:

This letter serves to acknowledge Suzuki Motor of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

SUZUKI/SX4/2012-2013

**Mfr's Report Date:** September 18, 2015

**NHTSA Campaign Number:** 15V-587

**Components:**

STEERING:HYDRAULIC POWER ASSIST:PUMP

**Potential Number of Units Affected:** 18,673

**Problem Description:**

Suzuki Motor of America, Inc. (Suzuki) is recalling certain model year 2012-2103 Suzuki SX4 vehicles manufactured September 3, 2011, to April 5, 2013. In the affected vehicles, insufficient clearance between the power steering pump body and the power steering fluid control valve may cause improper movement of the valve, and as a result, the power steering pump may seize.

**Consequence:**

A seizure of the power steering pump would cause a loss of power steering assist, requiring extra steering effort at lower speeds, increasing the risk of a vehicle crash.

**Remedy:**

Suzuki will notify owners, and dealers will replace the power steering pump, free of charge. The recall is expected to begin on October 9, 2015. Owners may contact Suzuki's customer service number at 1-800-934-0934. Suzuki's number for this recall is VS.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Suzuki's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is written in a cursive style with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement