



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

Page 1 of 3
Date Feb. 3, 2017
Our ref. VZ-170203

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

Subject: JB416/JB420/JB424 (Grand Vitara) Vehicle Recall Campaign For MT (Manual Transmission) Gear Shift Shaft

Dear Sirs and Madams,

We regret to inform you that certain JB416/JB420/JB424 (Grand Vitara) vehicles might encounter a functional problem with gear shift shaft during an operation under certain condition. We would like to request you to take the following actions.

1. Condition

Due to insufficient strength of a gear shift rear shaft which is one of components in link mechanism between shift control lever and manual transmission, it could break off during usage and shift operation becomes impossible.

2. Affected Vehicles Information

- (1) Model:
JB416/JB420/JB424 (Grand Vitara) which have been produced at SMC plant in Iwata.
- (2) Production period:
From June, 2008 through June, 2013
- (3) Vehicles:
Refer to VIN list of ANNEX1.

3. Action

- (1) Please plan shortest schedule for notification to authority, dealers and customers, and let us know the plan with ANNEX5 by February 8, 2017 and update weekly as explained below.
- (2) Please make initial order by ANNEX4 as explained below.
- (3) For the affected vehicles after retail sales, contact the customers of the vehicles to let them bring their vehicles to your authorized dealer. In case you can get customer data from your authority, please use the data. Associated cost will be covered by SMC.
- (4) Perform a corrective work following repair instructions of ANNEX2.
- (5) Once the corrective work is done, destroy replaced parts at your responsibility to prevent reuse of the potentially failed parts.
- (6) Please send 2nd, 3rd more notification to customers every 3 month to keep up the execution rate.

4. Parts supply plan

(1) Initial Order: Please fill following information in ANNEX4 and send to your window person of SMC Customer Service Dept. by February 8, 2017.

- Distributor Name
- Parts Distributor Code : 7 digit
- Order Number
- Shipping Method : Air
- Order Quantity : Please refer to "Recommended Order Quantity" on ANNEX4.

(2) Additional Order:

Additional 20% can be ordered through SCAN as regular order on and after February 20, 2017.

Note:

- For distributors, usually sourcing regular parts from SDE, please send your order to SDE as usual.
- For other distributors, please send your order form to your window person of SMC Customer Service Dept.
- If your order Quantity is more than 160, the order quantity should be multiple numbers of 160, because parts will be handled as 160 parts for one case in the following section A to C.
- If your order Quantity is more than 240, the order quantity should be multiple numbers of 240, because parts will be handled as 240 parts for one pallet in the following section D.

Part Name			Part Number	Q'ty / vehicle
A	SHAFT SET, GR SHF REAR SET A	JB424W	28104-78810-RX0	1
B	SHAFT SET, GR SHF REAR SET B	JB424V / JB416V	28104-78820-RX0	1
C	SHAFT SET, GR SHF REAR SET C	JB420W	28104-78830-RX0	1
D	SHAFT SET, GR SHF REAR SET D	JB420W (E96)	28104-78840-RX0	1

5. Warranty Reimbursement

Claim Category			2 (Campaign Claim)	
Trouble Code			99-VZ	
Basic Code			GG9999	
Labor Allowance			2.4 H	
Causal Part No.			Q'ty	Causal Part Name
A	JB424W	28104-78810-RX0	1	SHAFT SET, GR SHF REAR SET A
B	JB424V / JB416V	28104-78820-RX0	1	SHAFT SET, GR SHF REAR SET B
C	JB420W	28104-78830-RX0	1	SHAFT SET, GR SHF REAR SET C
D	JB420W (E96)	28104-78840-RX0	1	SHAFT SET, GR SHF REAR SET D

6. Implementation Date and Progress in Your Country

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

Implementation Date:

Please fill following information in the ANNEX5 and email to us by February 8, 2017 first and update weekly until all notification to authority, dealers and customers will be completed.

- (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 SMC Customer Service Dept. (e-mail : oas@hhq.suzuki.co.jp) and c.c. to your window person. You are requested to e-mail Daily until Recall execution rate reaches 80%.

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

We are very sorry for causing inconvenience to you. Your cooperation and assistance will be highly appreciated. If you have any question, please don't hesitate to contact us anytime.

Very truly yours,



Shinji Ishikawa
Department General Manager
Customer Service Department
SUZUKI MOTOR CORPORATION

Attachment

- ANNEX1: VIN list
- ANNEX2: Repair Instruction
- ANNEX3: Sample of the announcement letter to the owners
- ANNEX4: Initial Parts order form
- ANNEX5: Recall campaign initiation schedule reporting form