

Chronology of Principal Events

July, 2012	<p>Suzuki Motor Corporation (SMC) received a Field Technical Information Report (FTIR) from its Nigerian distributor concerning inability to shift from first gear.</p> <p>SMC investigated the collected parts and found that the gear shift rear shaft was broken.</p>
April, 2013	<p>Due to the increasing number of incidents of broken gear shift rear shafts, SMC discussed the possible root cause and possible countermeasure. SMC could not identify a root cause, and judged that excessive operating force was applied frequently to the shift lever. SMC decided to monitor information from the field. At the same time, SMC decided to change the design of the rear shaft to upgrade its robustness against unusual operation.</p> <p>As of April 2013, SMC had received a total of seven FTIRs.</p>
June, 2013	<p>SMC started production of the upgraded rear shaft.</p>
July, 2015	<p>Due to the increasing number of incidents involving the original rear shaft, SMC investigated the fatigue strength of the original shaft and found that it did not meet SMC's design standard. SMC discussed the necessity of a field remedy.</p> <p>As of July 2015, SMC had received a total of twenty-nine FTIRs.</p>
October, 2015	<p>SMC investigated the fatigue strength of the upgraded shaft and found that it met SMC's design standard but that there was insufficient safety margin. SMC decided to change the design of the shaft to increase fatigue strength.</p>
April, 2016	<p>SMC changed the shaft design to use a square shape rather than a round shape. SMC investigated the fatigue strength of the redesigned square shaft and confirmed that it met SMC's design standard with sufficient safety margin.</p>
August, 2016	<p>SMC began production of the redesigned square shaft.</p>
February 3, 2017	<p>SMC decided to conduct a safety recall to address this issue.</p> <p>As of February 3, 2017, SMC had received a total of one hundred nine FTIRs, none of which were from the U.S. market. Suzuki Motor of America, Inc. has received 10 warranty claims between March 2013 and September 2015 that appear to be related to this issue.</p>