



**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 4  
Date May. 10, 2018  
Our ref. CP-180510

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

## **Subject: A6B424 (Kizashi) and RW420 (SX4) Vehicle Recall Campaign for TCM**

Dear Sirs and Madams,

We regret to inform you that certain A6B424 (Kizashi) and RW420 (SX4) vehicles may have a problem with TCM for CVT model. We would like to request you to take the following actions.

### **1. Condition**

The resistor that is mounted on the circuit board inside the CVT controller may develop a crack in the soldered portion due to the manufacturing error and it may have excessively high resistance in the circuit. Because of the above defect, CVT controller may fail to control the CVT oil pressure properly, resulting in the restricted vehicle speed and poor acceleration.

### **2. Affected Vehicles Information**

(1) Model:

A6B424 (Kizashi) and RW420 (SX4) which have been produced in Japan.

(2) Production Period: From July 19, 2012 through December 19, 2015 for A6B424 (Kizashi).  
From July 19, 2012 through August 28, 2014 for RW420 (SX4).

(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 ANNEX4 by **May 18, 2018** and update weekly as explained below.

(2) Please make order via SCAN as explained below.

(3) For the affected units after retail sales, contact the customer of the units to ask them bring their units to your authorized dealers with considering following points.

- Get customer data from Authority

In case of Europe, ask authority with European wide VIN list to collect data including imported units.

- Send DM by Registered mail.

- Send DM every 3 months.

(4) Repair vehicle 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

#### 4. Parts supply plan

- Please order following parts by normal spare part order via SCAN referring to ANNEX5. All TCM are available approx. 70% of total affected units.
- For distributors, usually sourcing regular parts from SDE, please send your order to SDE as usual.

Note:

- If your order Quantity is more than 8pcs, the order quantity should be multiple numbers of 8, because parts will be handled as 8 parts for one case.

For U.S. and Canadian markets

Part Name	Part Number	Note	Q'ty/vehicle
TCM For A6B424 (Kizashi)	38880-57LE1-RX0	US 2WD 13My	1
	38880-57LF1-RX0	US 4WD 13My	1
TCM For RW420 (SX4)	38880-54LN1-RX0	US 2WD 13My	1
	38880-54LP1-RX0	US 4WD 13My	1

For other markets than U.S. and Canada

Part Name	Part Number	Note	Q'ty/vehicle
TCM For A6B424 (Kizashi)	38880-57L25-RX0	EU 2WD (E22/E24/E50)	1
	38880-57L35-RX0	EU 4WD (E22/E24/E50)	1
	38880-57L85-RX0	EXP 2WD (E10/E30/E43/E96)	1
	38880-57L92-RX0	US 2WD 11My	1
TCM For RW420 (SX4)	38880-54LC3-RX0	EXP 2WD (E43)	1
	38880-54LE3-RX0	ADR 2WD (E06/E24)	1
	38880-54LF3-RX0	ADR 4WD (E24)	1
	38880-54LJ2-RX0	US 2WD 11My (E71)	1
	38880-54LP1-RX0	US 4WD 13My (E28)	1

**5. Warranty Reimbursement**

Claim Category		2 (Campaign Claim)	
Trouble Code		97-CP	
Basic Code		SN10R0	
Labor Allowance		0.5h (Kizashi)/ 0.4h (SX4)	
Causal Part No.	Note	Q'ty	Causal Part Name
38880-57L92-RX0	US 2WD 11My	1	TCM (For A6B424, Kizashi)
38880-57LE1-RX0	US 2WD 13My		
38880-57LF1-RX0	US 4WD 13My		
38880-57L25-RX0	EU 2WD		
38880-57L35-RX0	EU 4WD		
38880-57L85-RX0	EXP 2WD (E10/E30/E43/E96)		
38880-54LJ2-RX0	US 2WD 11My	1	TCM (For RW420, SX4)
38880-54LN1-RX0	US 2WD 13My		
38880-54LP1-RX0	US 4WD 13My		
38880-54LC3-RX0	EXP 2WD		
38880-54LD3-RX0	EXP 4WD		
38880-54LE3-RX0	ADR 2WD		
38880-54LF3-RX0	ADR 4WD		

**6. Implementation Date and Progress in your country**

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

Implementation Date:

Please fill following information in the ANNEX4 and email to us by **May 18, 2018** 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 receiving customer data from your authority.
- (5) Number of customer notification letter

**Implementation Progress:**

Please email the following information with your company name to SMC Overseas Service Dept. (e-mail : [oas@hhq.suzuki.co.jp](mailto:oas@hhq.suzuki.co.jp)) and c.c. to your window person. You are requested to e-mail Daily until 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,



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Shinji Ishikawa  
Department General Manager  
Overseas Service Department  
SUZUKI MOTOR CORPORATION

**Attachment**

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