

Automotive

Safety Recall Campaign 4009
SC-77

November 2, 2018

Safety Recall Campaign 4009 Power Steering Tensioner Pulley

Affected Models: Certain 2006 Grand Vitara Models

Affected Departments: Management, Service, Warranty, Parts

This notice is sent to you in accordance with the requirements of 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 2006 Suzuki Grand Vitara vehicles.

SERVICE PROVIDER CAMPAIGN RESPONSIBILITY

Suzuki Service Providers will complete this important safety recall campaign on all affected vehicles, including branded title vehicles. This repair must be performed regardless of vehicle age or mileage, and at no charge to the customer. When contacted by the customer, Suzuki Service Providers need to schedule an appointment to perform the campaign service and order required parts.

If you have questions, please contact your Suzuki District Service and Parts Manager (DSPM) or the Warranty Assistance Help-Line at (714) 996-7042.

What is the problem?

The outer ring on the pulley that is used to adjust the tension of the power steering pump drive belt may break. If this happens, you may hear an abnormal noise when turning the steering wheel. The power steering pump drive belt can come off, resulting in a sudden loss of power steering assist, which could result in a crash.

Affected Models:

Model	Model Year	VIN
Grand Vitara	2006	Check the Suzuki Connect Vehicle Master Inquiry for affected units in your shop

Verify if the vehicle is affected by the campaign:

Confirm the recall campaign status by checking the VIN on the driver's side dashboard against the Vehicle Master Inquiry in Suzuki Connect to see if the power steering tensioner pulley needs to be replaced. If you have a question regarding vehicle eligibility, contact the Suzuki Motor of America, Inc. (Suzuki) Warranty Department.

What you will do as a Suzuki Service Provider:

- 1) Replace the power steering tensioner pulley with the countermeasure part.
- 2) Submit a warranty claim using the variation codes as instructed on the following page.

What Suzuki Motor of America, Inc. (Suzuki) will do:

During the week of November 5, 2018, Suzuki will mail notification letters to owners of affected vehicles for whom we have information. The letter instructs the customer to contact a Suzuki Service Provider to schedule an appointment.

Parts Ordering:

Model	Model Year	Part Description	Part Number	Qty
Grand Vitara	2006	Pulley, Belt Tension	49160-77E01-RX0	1



*Pulley, Belt Tension
P/N 49160-77E01-RX0*

Warranty Claim Processing:

Submit a warranty claim for each safety recall campaign service immediately upon completion of the repair. This campaign requires you to file a warranty claim using ONE of the methods described below:

Suzuki Connect Short Campaign Claim:

For inspection only – A Short Campaign Claim will reimburse you for labor time of 0.1 hour.

For inspection and replacement – A Short Campaign Claim will reimburse you for replacement of the power steering tensioner pulley and labor time of 0.6 hours.

- Use Variation Code **JA** if the existing pulley is of the late-style steel construction. No replacement is necessary.
- Use Variation Code **JB** if the pulley is of the early-style plastic covered construction, which requires replacement.

CAMPAIGN BELT TENSIONER SUZUKI CONNECT SHORT FORM INSTRUCTIONS	
CLAIM INFORMATION	
CLAIM NUMBER:	XXXXX,X (Service Providers enters number)
ENTRY TYPE:	Vehicle Identification Number (VIN)
VIN:	XXXXXXXXXXXXXXXXXXXX
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	4009
VARIATION CODE:	JA – Inspection only JB – Inspection and replacement of the pulley

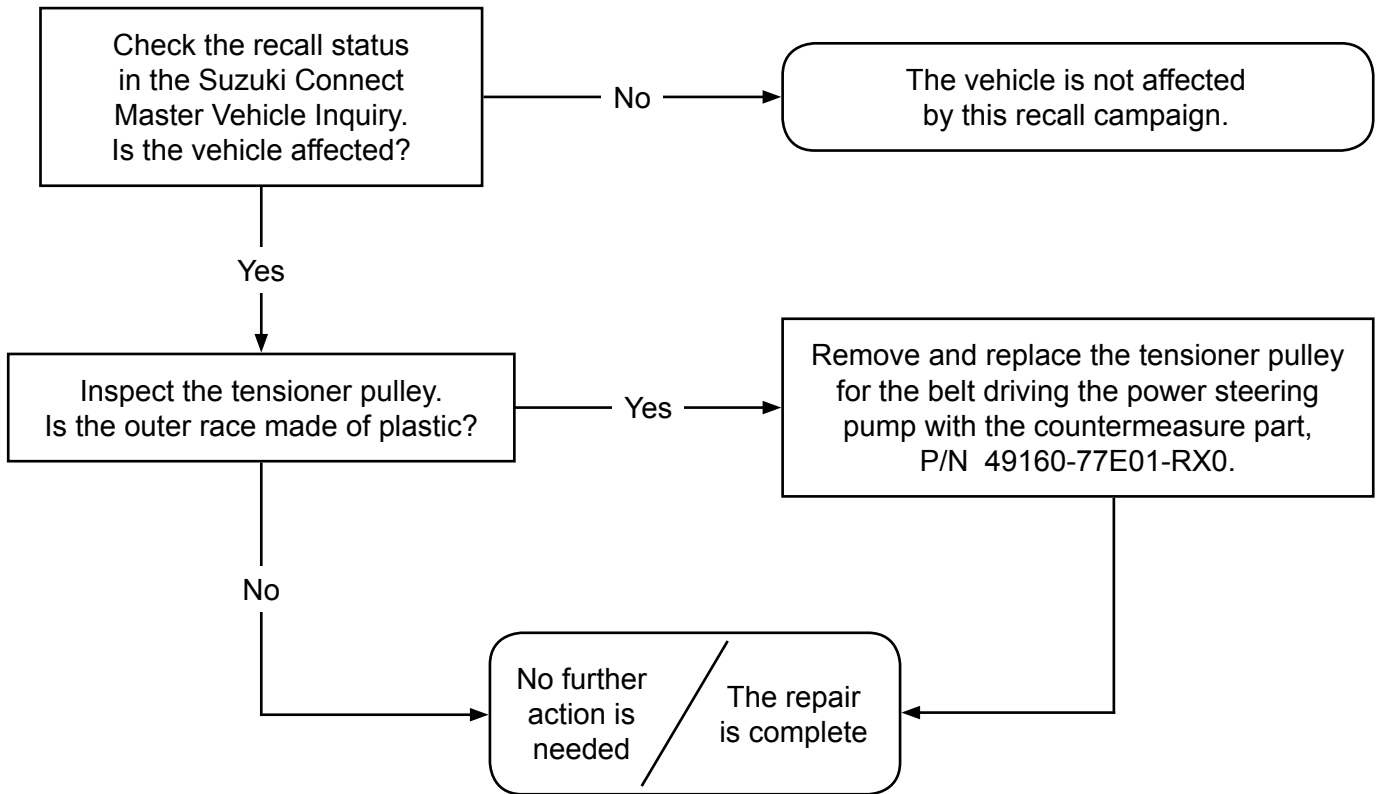
Suzuki Connect Long Campaign Claim:

The Long Campaign Claim entry should **only** be used when additional parts are required for the repair or additional labor is required to complete the recall campaign repair. A Long Campaign Claim requires prior Tech-Line authorization and DSPM authorization (SA-97).

CAMPAIGN BELT TENSIONER SUZUKI CONNECT LONG FORM INSTRUCTIONS	
CLAIM INFORMATION	
CLAIM NUMBER:	XXXXX,X (Service Provider enters number)
ENTRY TYPE:	Vehicle Identification Number (VIN)
VIN	XXXXXXXXXXXXXXXXXXXX
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	4009
VARIATION CODE:	JK
LABOR OPERATION:	Pre-set
LABOR HOURS:	As authorized by your DSPM
PARTS INFORMATION	
FAILED PART NUMBER:	49160-77E01-RX0
REPLACEMENT PARTS AND QUANTITIES:	As authorized by your DSPM
AUTHORIZATION NUMBER:	Pre-set
FAILURE DESCRIPTION	
DEFECT DESCRIPTION:	
REPAIR DESCRIPTION:	
SUBLET INFORMATION:	

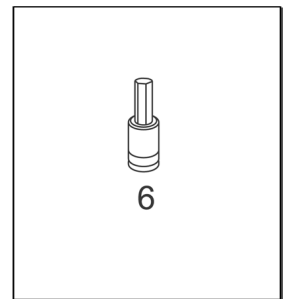
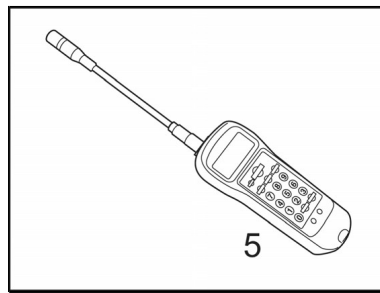
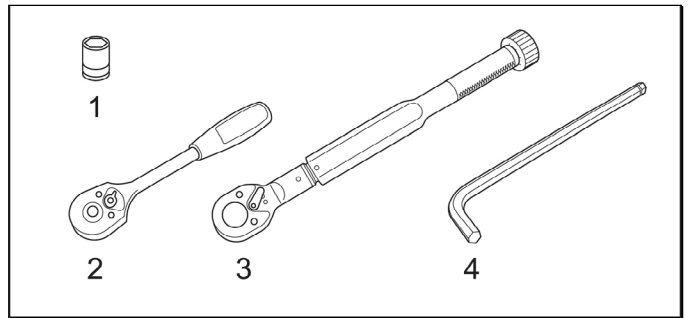
WARRANTY INFORMATION					
Model	Model Year	Spec	Part Desc.	Part Number	Campaign Number
Grand Vitara	2006		Pulley, Belt Tension	49160-77E01-RX0	4009

Workflow:



Necessary Tools:

Ref #	Tool
1	12mm Socket (3/8 drive)
2	Ratchet (3/8 drive)
3	Torque Wrench (3/8 drive) 10 - 25 N·m (7.5 - 18.5 lbf-ft)
4	10mm Hex Wrench (Allen) 5
5	Sonic Tension Meter
6	10mm Hex Socket (3/8 drive)

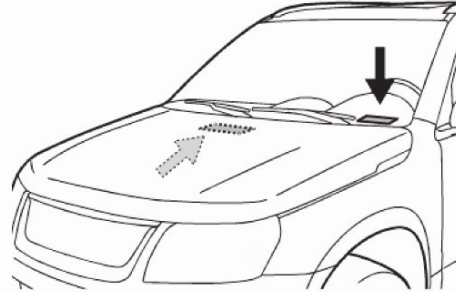


Repair Procedure:

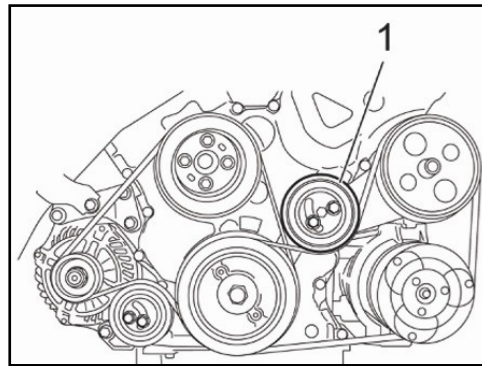
- 1) Check the VIN to verify if the vehicle is eligible.

Vehicle Identification Number

The vehicle identification number is punched on the front dash panel in engine room and it is also attached on the left front top of instrument panel depending on vehicle specification.



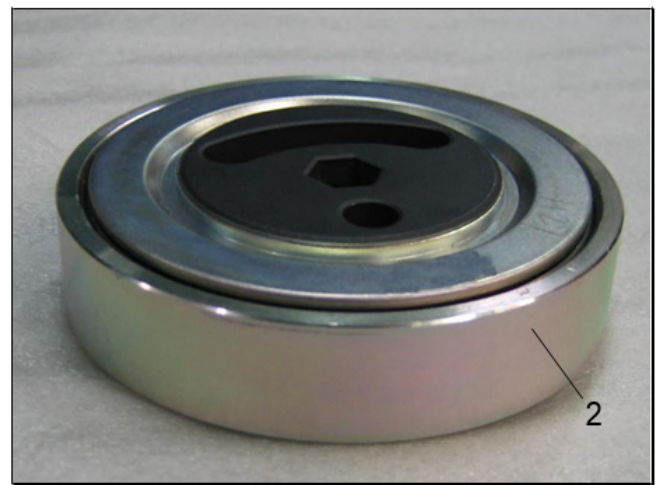
- 2) Visually check the tensioner pulley (1) outer race to determine if it is plastic or steel.



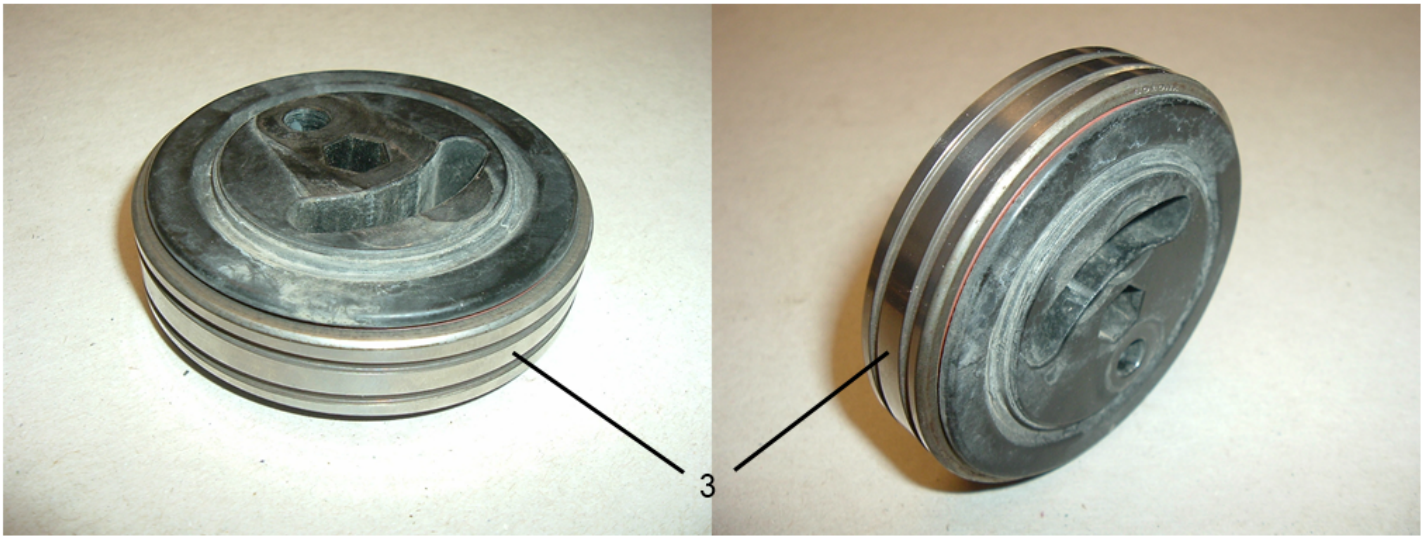
- 3) You can easily identify if it is plastic or steel by the color of the outer race.



Black: Plastic Outer Race (1)
Replace



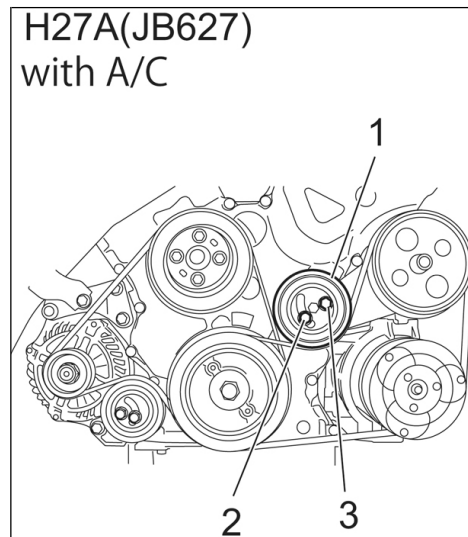
Silver: Smooth Steel Outer Race (2)
Do Not Replace



Failed: Black plastic outer race is missing (3)
Replace

- 4) Remove the plastic tensioner pulley (1) from the engine:

Loosen the tensioner pulley adjusting bolt (2) to relieve the tension on the power steering/AC belt, and remove it along with the tensioner pulley bolt (3). Then remove the tensioner pulley.



- 5) Install the new steel tensioner pulley, tensioner pulley bolt (3) and adjuster bolt, and tighten it by hand.

Use one of the methods on the following pages to adjust the belt tension – **see steps 6, 7 and 8.**

Belt Tension Method

- 6) Insert the 10mm hex wrench in the hexagonal hole (2) on the pulley and turn it counterclockwise, increasing the tension of the belt until "a" reaches the deflection value listed below. Then temporarily tighten the adjusting bolt and pulley bolt.

Using a new belt:

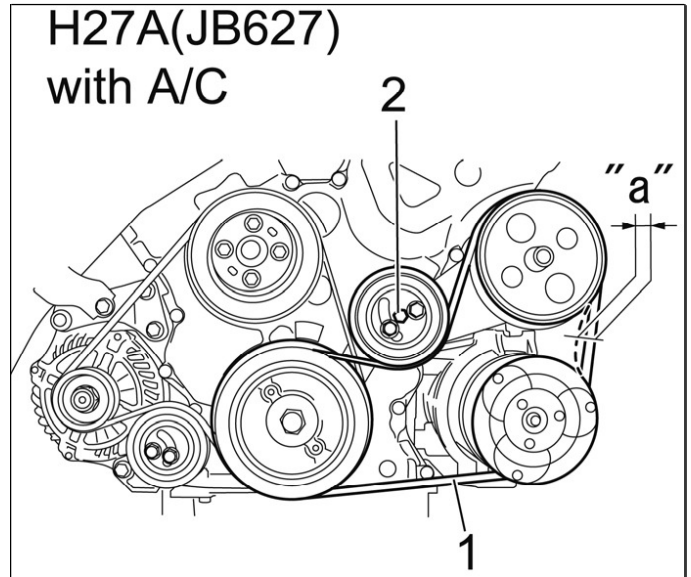
5 - 6mm (0.19 - 0.23 in)

Re-adjustment:

5.5 - 6.5mm (0.21 - 0.25 in)

Measuring condition: When pushing on the belt at the center point between the pulleys with 100N (22.5 lbf-ft) of force as shown to the right.

Proceed to step 10.



Sonic Tension Method

- 7) Set the sonic tension meter to the following frequency filter values:

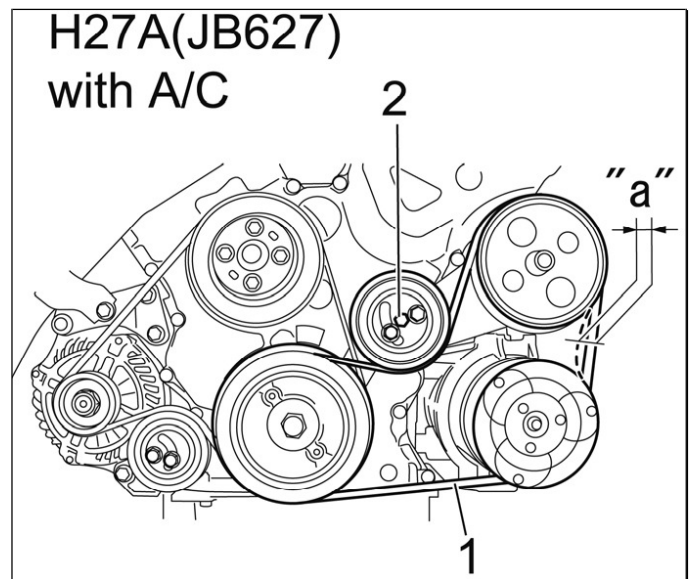
Mass	Width	Span
61.2	1.0	144.4

Insert the 10mm hex tool in the hexagonal hole (2) on the pulley and turn it counterclockwise to increase or clockwise to decrease the tension on the belt to obtain the specified value shown below. Then temporarily tighten the adjusting bolt and pulley bolt.

Using a new belt: 500 ± N

Readjustment: 400 ± N

Proceed to step 10.



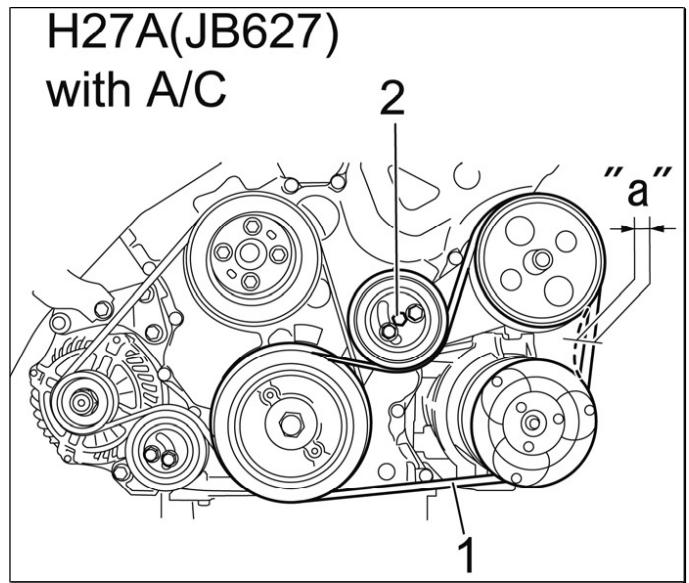
Torque Method

- Using the 10mm hex socket, insert the 10mm hex tool in the hexagonal hole on the pulley and turn it counterclockwise to increase the tension until you obtain the specified torque value as shown below. Then temporarily tighten the adjusting bolt and pulley bolt.

Using a new belt:
17 N·m (12.5 lbf-ft)

Readjustment:
12 N·m (9.0 lbf-ft)

Proceed to step 10.



- Recheck the belt tension to confirm it is adjusted properly. If it is not within the specified value, repeat the applicable adjustment step.
- Use the 12mm socket and torque wrench to tighten the tensioner bolt and adjusting bolt to the specified torque value:

Tensioner pulley bolt:
25 N·m (18.5 lbf-ft)

Tension pulley adjusting bolt:
25 N·m (18.5 lbf-ft)

- Start the engine to stabilize the drive belt tension and stop it after it has run for 2-3 seconds, then measure the deflection or tension again. If it is not within the specified value, repeat the applicable adjustment step.



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)
XXXXXXXXXXXXXXXXXXXX

November 9, 2018

Dear Suzuki Owner:

This notice is being sent to you in accordance with the requirements of 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 2006 Suzuki Grand Vitara vehicles. According to our records, you own one of the vehicles affected by this recall.

What is the problem?

The outer ring on the pulley that is used to adjust the tension of the power steering pump drive belt may break. If this happens, you may hear an abnormal noise when turning the steering wheel. The power steering pump drive belt can come off, resulting in a sudden loss of power steering assist, which could result in a crash.

What is Suzuki Motor of America, Inc. doing to solve the problem?

Your Suzuki Service Provider will inspect and replace the power steering tensioner pulley on your vehicle, unless it has been previously replaced with an improved part. Parts are available now and repair instructions have been sent to your Suzuki Service Provider.

This service will take less than one hour to complete and will be performed at no cost to you for parts and labor.

What you should do:

- Before taking your vehicle to your Suzuki Service Provider, contact them to set up an appointment for the recall repair.
- We suggest that you bring this letter and the enclosed card to your Suzuki Service Provider to help them process your warranty claim.

What to do if you receive this notice in error:

This notice was mailed to you according to the latest information that is available to us. If you no longer own the vehicle described in this notice, please complete and return the attached Change of Address/Ownership card to Suzuki Motor of America, Inc., and forward this recall information to the current owner (if known).

Customer reimbursement for repairs prior to this Safety Recall Notification:

If your vehicle is included in this recall and you have paid for repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

- Only repairs made to address the defect that led to this recall are reimbursable. Additional expenses such as towing, car rental, accommodations, damage repairs, etc., will not be reimbursed. Reimbursement will not be provided for routine scheduled maintenance.
- Reimbursement may be limited to the suggested list price for parts, the Suzuki published flat-rate time allowance for the repair, and the labor rate that an authorized Suzuki Service Provider in the same area would charge for the same repair.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of this notice.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

To apply for reimbursement, contact the Suzuki Motor of America, Inc. Customer Service Department at (714) 572-1490.

Who to contact if you experience problems:

Your Suzuki Service Provider can provide you the fastest response to your questions or concerns about this safety recall campaign. If you have any difficulty with this recall campaign, you may contact the Suzuki Motor of America, Inc., Customer Service Department for assistance at (714) 572-1490 during the hours of 7:00 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling. The VIN for your vehicle is listed at the top of this notice.

If you need to locate your nearest Suzuki Service Provider, please visit **www.suzuki.com**, click on **Automotive**, followed by the **Service Provider** tab at the top of the web page.

If you believe that Suzuki Motor of America, Inc., has failed to provide the safety recall campaign service without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington D.C., 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-424-9153) or go to www.safercar.gov. We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety and satisfaction are important priorities for us.

We sincerely regret any inconvenience this Important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki vehicle.

Sincerely,

Suzuki Motor of America, Inc.