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Date Sep. 27, 2019  
Our ref. CZ-190927

**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

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

**SUBJECT: Commencement Request Of RW420 (SX4) Vehicles Safety Recall Campaign for Power Steering Pump**

Dear Sirs and Madams,

This letter is to request you to commence the remedy work in the safety recall campaign which was previously announced with the notification letter CZ-181107 issued on Nov. 7, 2018 for RW420 (SX4) vehicles as remedy have gotten determined. This letter also provides detail information relate to the remedy work, part supply and reimbursement.  
Please notify your government or entity of the commencement of the recall as needed.

We appreciate your support and cooperation to accomplish all required actions.

**1. Condition**

There are three factors that may contribute to the rotor and front and rear side plates inside the power steering pump coming in contact and causing seizure of the pump.

- The rotor and front and rear side plate clearance measurement method used under the manufacturing process was inappropriate and may have resulted in the delivery of pumps with clearances under the minimum specified value
- The flatness variance of front and rear side plates was not controlled, resulting in some rotors being delivered with convex side plates having low clearances
- After a long period of parking under low ambient temperature, the temperature increase inside the pump resulting from the rapid increase of fluid temperature when the engine is started is much greater than the temperature increase of the power steering pump case. This temperature difference can cause convex-shape front and rear side plates to deform toward the rotor

**2. Action**

- (1) Please order necessary parts immediately and perform the remedy work following repair instructions of ANNEX3.
- (2) Once the corrective work is done, destroy replaced parts at your responsibility to prevent reuse of the potentially failed parts.

**3. Affected Vehicles**

- (1) Model : RW420 2012MY and 2013MY vehicles produced in Japan  
 (2) Production Period : From Sep. 3, 2011 to Apr. 5, 2013  
 (3) Number of Vehicles : Refer to VIN list of ANNEX2.

Remarks: The affected vehicle range for this recall fully covers that for 99-VS recall that was announced by our letter VS-150991. And this recall supersedes the remedy action for 99-VS recall. Therefore you do not have to perform 99-VS recall any longer even if it has not been completed.

**4. Parts supply plan**

Please fill in following information on ANNEX4 and send it to your window person of SMC Overseas Service Dept. immediately.

- Distributor Name
- Parts Distributor Code : 7 digit
- Order Number
- Shipping Method : Air
- Order Quantity

	Part Name	Part Number	Q'ty/vehicle
1	PUMP SET, POWER STEERING	49100-54812-RX0	1
2	FLUID,POWER STEERING	99000-22BA0-RX0	2

**5. Warranty Reimbursement**

Claim Category	2 (Campaign Claim)	
Trouble Code	97-CZ	
Basic Code	LJ02R0	
Causal Part No.	Q'ty	Causal Part Name
49100-54812-RX0	1	PUMP SET, POWER STEERING

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

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

Implementation Date:

Please fill in following information on the ANNEX5 and email to us by **Oct. 11, 2019** first and update weekly until all notification to authority, dealers and customers is 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 procuring customer data from your authority.
- (5) Number of customer notification letter

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,

  
for

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Shinji Ishikawa  
Department General Manager  
Overseas Service Department  
SUZUKI MOTOR CORPORATION

Attachment :

- Annex 1 Sample letter for owners
- Annex 2 VIN list
- Annex 3 Repair instruction
- Annex 4 Parts order sheet
- Annex 5 Recall campaign initiation schedule reporting form