

Automotive

Safety Recall Campaign
SC-79

December 17, 2018

Safety Recall Campaign for SX4 Power Steering Pump

Affected Models: Certain 2012 - 2013 SX4 Vehicles (RX420)

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 2012 - 2013 model-year SX4 vehicles.

What is the problem?

In 2015, Suzuki Motor of America, Inc. (Suzuki) initiated a safety recall (**Recall 15V-587**) for certain 2012 - 2013 model-year SX4 vehicles, which involved replacing the power steering pump assembly. The reason for the safety recall was that under certain operating conditions, insufficient clearance between the power steering pump body and the fluid control valve may cause improper movement of the valve, which can lead to seizure of the power steering pump. If the power steering pump seizes, the pump system cannot provide steering assist, which could increase the risk of a crash.

Suzuki has now determined that, even with the Recall 15V-587 countermeasure power steering pump, during cold-weather starting conditions, the internal hydraulic pressure inside the power steering pump may rise, resulting in steering operation becoming heavy, and the pump potentially seizing. As with the safety recall noted above, if the power steering pump seizes, it will require the driver to use increased steering effort, increasing the risk of a crash.

Affected Models:

2012 - 2013 Model-Year SX4 Vehicles

What is Suzuki doing to solve the problem?

Suzuki is analyzing this issue and is working to develop a repair procedure and the necessary repair parts. As soon as the procedure for inspection, repair and filing a warranty claim becomes available, we will post this information on Suzuki Connect.

In the meantime, if a customer brings a 2012 - 2013 model-year SX4 to your shop complaining that the power steering is becoming heavier or has seized, please contact Tech-Line at (800) 934-1616 for further instructions.

NOTE:

See pages 2 - 3 in this bulletin for a sample of the initial customer notice.



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

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

Dear Suzuki Owner:

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 2012 - 2013 model-year Suzuki SX4 vehicles. According to our records, you own one of the vehicles affected by this recall.

What is the problem?

In 2015, Suzuki Motor of America, Inc. (Suzuki) initiated a safety recall (**Recall 15V-587**) for certain 2012 - 2013 model-year SX4 vehicles, which involved replacing the power steering pump assembly. The reason for the safety recall was that under certain operating conditions, insufficient clearance between the power steering pump body and the fluid control valve may cause improper movement of the valve, which can lead to seizure of the power steering pump. If the power steering pump seizes, the pump system cannot provide steering assist, which could increase the risk of a crash.

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

Suzuki is analyzing this issue and is working to develop a repair procedure and the necessary repair parts. Suzuki will mail you a second notification letter in the near future when the repair procedures and repair parts are available.

This safety recall repair will be performed by a Suzuki Service Provider at no cost to you for parts and labor.

What you should do:

If you notice any condition of the power steering becoming heavy or if the power steering is not providing power steering assist, consult an authorized Suzuki Service Provider for assistance before operating the vehicle.

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, and forward this recall information to the current owner (if known).

Federal regulations require that any vehicle lessor receiving this campaign notice must forward a copy of this notice to the lessee within ten days.

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.
- 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 Suzuki's 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 Suzuki's 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.

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.