
Service Bulletin

NUMBER : SC-65

PAGE : 1 of 4

SUBJECT: CUSTOMER SATISFACTION CAMPAIGN NOTICE No. NX
Loss of Brake Function-Extended Brake Pedal Travel

MODEL: 2008 Suzuki Forenza (RQ420) -Equipped with ABS Brakes

Condition:

Suzuki Motor Corporation has decided to conduct a customer satisfaction campaign on certain 2008 Suzuki Forenza vehicles equipped with ABS brakes.

Cause:

The subject vehicles may experience reduced brake performance and/or a spongy, low brake pedal operation due to the sticking condition of the valve within the ABS module. If two or more valves within the ABS stick, this condition could result in significantly reduced braking performance.

Correction:

Suzuki dealers will inspect the ABS module. If the valve within the ABS module is sticking, the module will be replaced and the braking system will be flushed and filled with new brake fluid at no cost to the owner for parts, brake fluid and labor. If the valve is not stuck, the service will only involve flushing the brake system with new brake fluid at no cost to the owner for brake fluid and labor. Refer to Forenza Technical Bulletin Section Title: Brakes TSB No. TS 03 02283

1. Affected Vehicles

2008 Forenza (RQ420) All equipped with ABS

NOTE: Refer to Suzuki Connect>Service>Vehicle Master Inquiry>Claim History for affected recall status. Be certain to match the VIN on the vehicle to the Customer Safety Recall owner notification letter.

2. Owner Notification

Suzuki owners will be notified by mail starting around 03/06/13 of this important customer satisfaction campaign. Please refer to the attached owner notification letter, ATTACHMENT A.

3. Dealers Campaign Responsibility

Dealers are required to perform this customer satisfaction campaign on all affected in-stock used and affected customer vehicles regardless of vehicle age or mileage.

This customer satisfaction campaign may have been previously performed by another dealer. Refer to Forenza Technical Bulletin TSB No.TS 03 02283 for complete diagnosis and possible replacement instructions.

4. Parts Information

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QUANTITY</u>	<u>DEALER NET</u>
56100-85Z20	ABS Modulator	1	\$332.23
990B0-99900-PKG	DOT 3 Brake Fluid	3	10.40
99963-01501-512	Coolant	1	8.52

NOTE 2: Prices are current as of 02/28/13. Due to a very small number of affected vehicles, please do not order parts for stock. Parts are restricted. Place your order with ASMC Parts then contact the ASMC Tech Hotline at 800 934-1616 to review diagnostics and to have parts manually released.

NOTE 3: Must use DOT3 Suzuki Brake Fluid. Order 1 of part number 990B0-99900-PKG and receive 3 bottles. Bottles are priced by each.

NOTE 4: When replacing ABS, coolant must be topped off. Part number 99963-01501-512 is generic from Warranty Bulletin SW-01. Quantity of 1 equals fill amount.

NUMBER : SC-65

PAGE : 3 of 4

5. Basic Claim Information

Basic Information-ABS Module

Campaign Code : NX

Operation Code : MD9999

Complaint Code : 99

Defect Code : NX

6. SUZUKI CONNECT Submission Procedures

A) Basic Campaign Completion. Inspect, Flush and Cycle ABS Valves
No ABS Replacement
Refer to page 6-7, revised 12/21/11, Suzuki Service Policy and Procedures Manual.

Claim type number 2-Short Campaign Claim

Campaign No. : NX

Variation Code : JA

Labor Hours : 2.3 hrs.

Reimburses 3 bottles of brake fluid and labor

B) Basic Campaign Completion. Inspect, Flush and Replace ABS
ABS Replacement
Refer to page 6-7, revised 12/21/11, Suzuki Service Policy and Procedures Manual.

Claim type number 2-Short Campaign Claim

Campaign No. : NX

Variation Code : JB

Labor Hours : 1.2 hrs.

Reimburses ABS Unit, 3 bottles of brake fluid, coolant fill and labor

NUMBER : SC-65

PAGE : 4 of 4

D) Replacement, repairs and/or sublets above the scope of the campaign
Refer to page 6-7, revised 12/21/11, Suzuki Service Policy and
Procedures Manual

Claim type number 3-Long Campaign Claim

Campaign No. : NX

Variation Code : JK

Actual hours : To be determined by the DSPM

Sublets : To be determined by the DSPM

7. **ADDITIONAL NOTES**

- A) Courtesy Vehicle Program does not apply. Owners are requested to schedule an appointment so vehicle is not down overnight for the inspection process.
- B) Be certain to match the VIN on the vehicle to the Customer Safety Recall owner notification letter to ensure that the vehicle is included.
- C) Replaced parts must be retained 60 days from the paid credit memo.

8. **Time and Mileage Limits**

Applicable time and mileage limits do not apply.

Please inform all Service, Parts and Warranty Personnel accordingly.

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

Suzuki
Automotive Service Division

Attachments: A Sample Owner Notification Letter



AMERICAN SUZUKI MOTOR CORPORATION
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CUSTOMER SATISFACTION CAMPAIGN

Dear Suzuki Owner:

Suzuki Motor Corporation has decided to conduct a special customer satisfaction campaign on 2008 Suzuki Forenza vehicles equipped with ABS brakes. According to our records, you own or lease one of the affected vehicles. The campaign designator code is NX.

The subject vehicles may experience reduced brake performance and/or spongy, low brake pedal operation due to the sticking condition of the valve within the ABS module. If two or more valves within the ABS stick, this condition could result in significantly reduced braking performance.

To correct this condition, your Suzuki dealer will inspect the ABS module. If the valve within the ABS module is sticking, the module will be replaced and the braking system will be flushed and filled with new brake fluid at no cost to you for parts, brake fluid and labor. If the valve is not stuck, the service will only involve flushing the brake system with new brake fluid at no cost to you for brake fluid and labor.

Please contact your Suzuki dealer to schedule an appointment for this customer satisfaction campaign. To locate your nearest Suzuki dealer, call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online dealer locator includes driving instructions and maps. Campaign instructions have already been sent to your dealer and the service can be completed in less than three hours if you have an appointment. Due to such a small number of affected vehicles, parts may have to be ordered. If your dealer has a number of vehicles awaiting service, there may be additional time required. If you no longer own this vehicle, please complete the enclosed postage paid reply card and return it to us.

If your vehicle is included in the special customer satisfaction campaign and you have paid for repairs to the ABS module, you may be eligible for full or partial reimbursement. Please note the following qualifiers:

- Only repairs that are the subject of this specific customer service campaign are reimbursable. Additional expenses such as, but not limited to, restoring the vehicle to a repairable standard to complete the service work, normal wear and tear to the other components in the braking system such as brake pads or brake master cylinders, towing, rental, accommodations, damage repairs, etc. will not be reimbursed.



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- Reimbursement is limited to current Manufacturer's Suggested Retail Price (MSRP) on parts and the Suzuki bulletin published flat rate labor time allowance at a reasonable area labor rate for this repair.
- An owner will not be eligible for reimbursement if the expenses for the repairs are performed more than 10 days after the date of the owner notification letter sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Repair date, repair mileage, replaced part number and Vehicle Identification Number (VIN) and diagnosis are required on the repair order to be considered for reimbursement.

To request reimbursement for a previous customer pay repair, contact the Suzuki Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call toll free (800) 934-0934. We will request an original or copy of your receipt for the repair or replacement, and your owner notification letter.

We sincerely regret any inconvenience that this special customer satisfaction campaign may cause, but we are certain you understand our interest in your continued satisfaction with your Suzuki vehicle.

Sincerely,
SUZUKI