
Service Bulletin

NUMBER : SC-66

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SUBJECT: Special Coverage Extension No. ZC
Fuel Odor or Spotting on the Ground

MODEL: Certain 2007~2009 Suzuki XL7 (JC636) Vehicles-Excluding 2007 Suzuki XL7 originally sold or ever registered in the States of Arizona, California, Nevada and Texas. (Refer to Campaign Bulletin SC-64 for those vehicles)

Condition:

Suzuki Motor Corporation has decided to conduct a special coverage extension on fuel odor or fuel spotting on the ground on vehicles not included in the NZ safety recall. The special coverage extension designator code is "ZC".

Cause:

Some of the subject vehicles have a condition where the plastic supply or return port on the fuel pump module may crack, which could cause a fuel leak. The driver may notice a fuel odor while the vehicle is being driven or after it is parked. If the crack becomes large enough, fuel may be observed dripping onto the ground and vehicle performance may be affected.

Correction:

Suzuki service points will inspect and replace the fuel pump module if a leak is currently present on the subject vehicles, at no cost to the owner for parts and labor, regardless of the vehicles age or mileage. Refer to XL7 Technical Bulletin Section: Engine TSB No. TS 27 07313, for installation instructions.

Note: Do not replace the fuel pump module unless fuel is leaking. The ZC coverage extension does not extend to any other fuel pump module defects.

1. Affected Vehicles

Certain 2007 XL7 (JC636) Vehicles
All 2008~2009 XL7 (JC636) Vehicles

NOTE 1: Not all 2007 XL7 vehicles are included. Some vehicles originally sold or ever registered in the states of Arizona, California, Nevada or Texas are covered under the NZ recall. 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 special coverage extension owner notification letter VIN. The fuel pump module must be leaking to be eligible for replacement within the coverage extension.

2. Owner Notification

Suzuki owners will be notified by mail starting around 08/06/13 of this special coverage extension. Please refer to the attached owner notification letter, ATTACHMENT A.

NOTE 2: No action is required by the owner at this time unless fuel odor is present or fuel is observed spotting on the ground.

3. Service Provider Campaign Responsibility

Service providers are requested to confirm fuel leakage before replacement. Do not replace the fuel pump module unless fuel is leaking. This coverage extension is regardless of age or mileage of the vehicle.

This coverage extension may have been previously performed by another service point. Refer to XL7 Technical Bulletin, Section: Engine TSB No.TS 27 07313 for complete instructions.

4. Parts Information

2007 Model Year

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QUANTITY</u>	<u>NET PRICE</u>
15100-78J31	Pump Assembly Kit	1	\$ 394.83

2008~2009 Model Year

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QUANTITY</u>	<u>NET PRICE</u>
15100-78J50	Pump Assembly Kit	1	\$ 394.83

NOTE 3:

Price is current as of 07/31/13 but is subject to change in the future. Please order enough campaign parts to meet the demand at your location.

5. Basic Claim Information

Basic Information-Replace Fuel Pump Assembly
2007~2009 Model Year
Campaign Code : ZC
Operation Code : DF04R0
Complaint Code : 99
Defect Code : ZC

6. SUZUKI CONNECT Submission Procedures

- A) Basic Campaign Inspection-**No Fuel Leakage Found 2007~2009 Model Year.**
Refer to Page 6-7, revised 04/01/13, Suzuki Service Policy and Procedures Manual.

Claim type number 2-**Short Campaign Claim**
Campaign No : ZC
Variation Code : **JA**
Labor Hours : 0.3 hrs.

- B) Basic Campaign Completion. **Replace fuel pump assembly for leakage on 2007 Model Year. Inspection time included.**
Refer to page 6-7, revised 04/01/13, Suzuki Service Policy and Procedures Manual.

Claim type number 2-Short Campaign Claim
Campaign No. : ZC
Variation Code : **JB**
Labor Hours : 2.6 hrs.

- C) Basic Campaign Completion. **Replace the fuel pump assembly for leakage on 2008~2009 Model Year. Inspection time included.**
Refer to page 6-7, revised 04/01/13, Suzuki Service Policy and Procedures Manual.

Claim type number 2-**Short Campaign Claim**
Campaign No. : ZC
Variation Code : **JM**
Labor Hours : 2.6 hrs.

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- D) **Replacement, repairs and/or sublets above the scope of the campaign**
Refer to page 6-7, revised 04/01/13, Suzuki Service Policy and Procedures Manual.

Claim type number 3-**Long Campaign Claim**

Campaign No. : ZC

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.
- B) Be certain to match the VIN on the vehicle to the customer owner notification letter to ensure that the VIN is the correct vehicle.
- C) Normal replaced parts retention applies at 60 days from the paid credit memo date.
- D) Only one claim will be accepted. Be certain that the claim is submitted with the correct Variation Code.

8. **Time and Mileage Limits**

The special coverage extension applies to subject vehicles regardless of age or mileage.

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



SUZUKI MOTOR of AMERICA, INC.
AUTOMOTIVE

VIN
NAME
STREET
CITY, STATE, ZIP

SPECIAL COVERAGE EXTENSION NOTICE

Dear Suzuki Owner:

Special Coverage Extension Code: ZC

As the owner of a Suzuki product, your continued satisfaction with our product is very important to us.

Suzuki Motor Corporation has determined that some 2007~2009 Suzuki XL7 vehicles may have a condition where the plastic supply or return port on the fuel pump module may crack, which could cause a fuel leak. The driver may notice a fuel odor while the vehicle is being driven or after it is parked. If the crack becomes large enough, fuel may be observed dripping onto the ground and vehicle performance may be affected. According to our records, you own or lease one of the affected vehicles.

Suzuki will provide a special coverage extension for the cracked fuel pump module condition regardless of the vehicle's age or mileage. Your vehicle's fuel pump module will be inspected and replaced if it is leaking by a Suzuki service point at no cost to you for parts and labor. Please keep this letter with your other important glove box literature for future reference or future owners. Diagnosis or repairs for conditions determined to be other than a cracked fuel pump module port are not covered under this special extended coverage program. This specific coverage extension does not extend your basic 36 month, 36,000 mile limited warranty or the 7 year, 100,000 mile power train limited warranty.

No action is required by the owner at this time unless fuel odor is present or fuel is observed spotting on the ground.

Should this condition currently exist, please contact your Suzuki service point to schedule an appointment for this special coverage extension. To locate your nearest Suzuki service point, please see below or call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online service point locator includes driving instructions and maps. The special coverage extension can be completed in about three hours if the fuel pump module requires replacement and if you have an appointment. If your Suzuki service point 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 Suzuki service point does not make the correction without charge and within a reasonable period of time, we recommend that you contact the Suzuki Customer Relations Department at (800) 934-0934.

If your vehicle is included in the special coverage extension and you have paid for repairs, after the expiration of the 7 year, 100,000 mile power train warranty, caused by the exact defect stated above, you may be eligible for a full or partial reimbursement. Please note the following qualifiers:

- Only repairs that are the subject of this special coverage extension are reimbursable. No other fuel pump defects will be considered. Additional expenses such as, but not limited to; restoring the vehicle to a repairable standard to complete this special coverage extension because of damage, modification or rust, normal wear and tear, towing, rental, accommodations, etc. will not be reimbursed.
- Reimbursement is limited up to the current Manufacturer's Suggested Retail Price (MSRP) on parts and the Suzuki bulletin published flat rate labor time allowance for this repair based on an hourly reasonable rate in your area.
- 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; Vehicle Identification Number (VIN) and diagnostic documentation are required on the repair order to be considered for reimbursement.

To request reimbursement from 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 special service extension repair or replacement, and your owner notification letter.

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

Sincerely,

Suzuki