

Loss of Coolant or Burnt Coolant Odor Due to Cracked Block Suzuki Factory Warranty Extended

Affected Models: 2009 - 2010 Grand Vitara (JB424) and 2010 Kizashi (A6B424)

Affected Departments: Management, Service, Parts

If a customer comments that their 2009 - 2010 Grand Vitara or 2010 Kizashi is losing coolant, the engine is running hot, or there is a smell of burning coolant, the concern may be due to a cracked engine cylinder block.

Suzuki has determined that a crack may develop at the base of the cylinder head bolts on either side of the block, which can result in coolant loss and engine overheating.

In addition to checking the cooling system for leaks or failed components, thoroughly check both sides of the engine cylinder block for cracks as shown to the right.

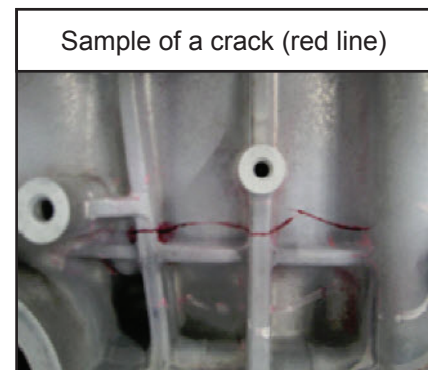
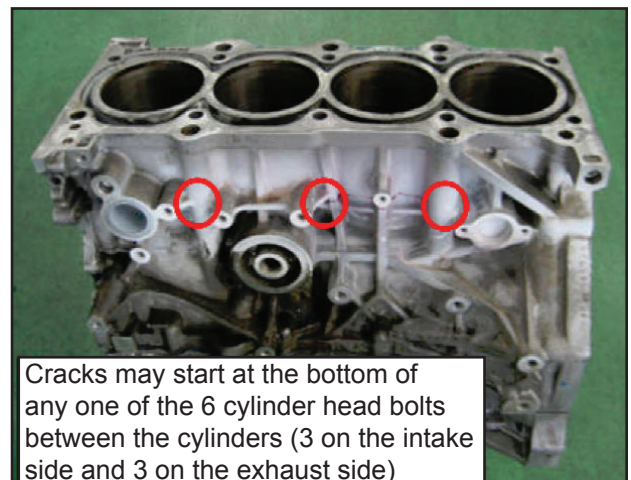
★ SPECIAL NOTE ★

You must contact your District Parts and Service Manager to obtain prior authorization before proceeding with any repairs.

In addition, log into Suzuki Connect, then [click here](#) to open a list of eligible units to see if the VIN (vehicle identification number) of the vehicle is included.

The VINs are listed alpha-numerically, from A to Z. To quickly find the VIN you're researching, press the **Ctrl** and **F** keys on your computer keyboard, type in the VIN, and press the **Enter** key.

If the VIN is not included in the eligibility list, contact your District Parts and Service Manager.



Please note that Suzuki has extended the factory warranty coverage for the cylinder block to 20 years with unlimited mileage from the in-service date. (See the next page for a sample of the customer notice.)

REVISED

If you have any questions about the information in this Technical Service Bulletin, contact the Auto Tech Hotline at 800-934-1616.



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT INFORMATION ABOUT YOUR SUZUKI

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

Dear Suzuki Owner:

Suzuki has determined that on certain 2009 - 2010 Grand Vitara and 2010 Kizashi vehicles, a crack may develop at the base of the cylinder head bolts on either side of the engine cylinder block, which can result in coolant loss and engine overheating.

If you have a concern that your vehicle is overheating, your Suzuki Service Provider can provide assistance in determining if it is the result of a crack in the engine cylinder block.

Please note that Suzuki is also extending the warranty on your vehicle's engine cylinder block to 20 years with unlimited mileage from the in-service date.

If you no longer own this vehicle:

If you no longer own this vehicle, please complete the postage-paid reply card and return it to us so we can update our customer records and contact the new owner.

If you previously paid for repairs to address this problem:

If you have paid for a repair involving the condition described above, you may be eligible for full or partial reimbursement.

To obtain information or request reimbursement, contact Suzuki Motor of America's Customer Support Department at 714-572-1490. Customer Support Representatives are available from 7:00 AM to 4:30 PM Pacific Standard Time. Please have your vehicle identification number (VIN) ready when calling. Your VIN is located at the top of this notice.

If you are requesting reimbursement, we will request an original copy of your receipts for the repair or replacement of the engine cylinder block, and a copy of this letter. Please note the following limitations on reimbursement:

- Only repairs that are the subject of the notice are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, etc., will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat-rate time allowance.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant.

Sincerely,

Suzuki Motor of America, Inc.