



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT INFORMATION ABOUT YOUR SUZUKI

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

Feb. 19th, 2019

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.

2001

3251 E. Imperial Highway, P.O. Box 1100, Brea, CA 92822-1100 • Phone (714) 996-7040

Your Signature _____ Date _____

City _____ State _____ Zip _____

Address _____

Name _____

If you know the name and address of the new owner, please enter them below:

Never owned this vehicle

Vehicle sold/transferred/traded

Vehicle scrapped

Vehicle stolen

Vehicle exported

Other: _____

If you do not own this vehicle, please fill in the following vehicle information as applicable:

VEHICLE STATUS

Vehicle:



If you still own this vehicle, but your name or address was incorrect, please correct the information and return this card.

NAME/ADDRESS CORRECTION

If you no longer own the vehicle below, or if the name or address shown are incorrect, please fill out this card and mail it - no postage is necessary. **Do not mail card if you own the vehicle and your name and address are shown correctly in the box below.** Thank you for your assistance.

— IMPORTANT —



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 107 BREA, CA

POSTAGE WILL BE PAID BY ADDRESSEE

WARRANTY / SERVICE DEPT.
SUZUKI MOTOR OF AMERICA, INC
PO BOX 1100
BREA, CA 92822-9988



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT INFORMATION ABOUT YOUR SUZUKI

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

JS2RE9A58A6100763

Feb. 19th, 2019

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.

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Sincerely,

Suzuki Motor of America, Inc.

2003

3251 E. Imperial Highway, P.O. Box 1100, Brea, CA 92822-1100 • Phone (714) 996-7040

Your Signature _____ Date _____

City _____ State _____ Zip _____

Address _____

Name _____

If you know the name and address of the new owner, please enter them below:

Never owned this vehicle

Vehicle sold/transferred/traded

Vehicle scrapped

Vehicle stolen

Vehicle exported

Other: _____

If you do not own this vehicle, please fill in the following vehicle information as applicable:

VEHICLE STATUS

Vehicle: JS2RE9A58A6100763



CLAYTON NC 27528-1059
PO BOX 1059
PROGRESSIVE CASUALTY INSURANCE
MIXED AADC 900



(LINEOUT INCORRECT INFORMATION AND ENTER CORRECT DATA)

If you still own this vehicle, but your name or address was incorrect, please correct the information and return this card.

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WARRANTY / SERVICE DEPT.
SUZUKI MOTOR OF AMERICA, INC
PO BOX 1100
BREA, CA 92822-9988



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