

Loss of Coolant or Burnt Coolant Odor Due to Cracked Block Extended Warranty Period for Cylinder Block

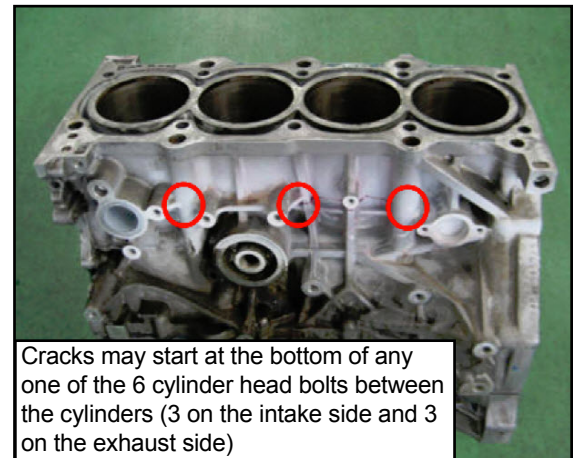
Affected Models: 2009 - 2010 Grand Vitara (JB424) and 2010 Kizashi (A6B424)

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.

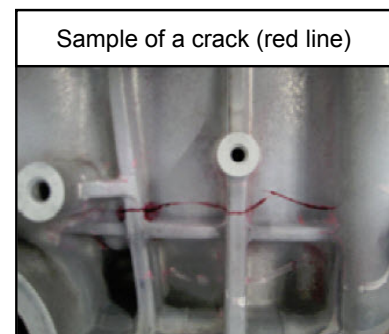
Due to the residual stress of the casting process, a crack might develop at the bottom of the cylinder head bolt threads on either side of the engine cylinder block. This can result in coolant loss and engine overheating.

While diagnosing the complaint, check the cooling system for leaks or failed components; also check both sides of the engine cylinder block for cracks as shown to the right.



NOTES:

- *Until the crack in the block is confirmed, the cooling system diagnosis should be considered Customer Pay. There is no time allowance for block inspection or crack confirmation.*
- *Contact Tech-Line to obtain repair guidelines before proceeding with any repairs.*
- *Only certain vehicles are affected. To see a list of eligible units, log into Suzuki Connect or [click here](#) to check if the VIN (vehicle identification number) of the vehicle is included. VINs are listed alpha-numerically.*
- *To quickly find a VIN, 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 Tech-Line for assistance.*



Please note that Suzuki has extended the 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.)

If you have any questions about the information in this Technical Service Bulletin, contact Tech-Line 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, due to the residual stress of the casting process, a crack might develop at the bottom of the cylinder head bolt threads on either side of the engine cylinder block. This can result in coolant loss and engine overheating.

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

Although your vehicle's warranty period has expired, Suzuki is providing an extended warranty period for your vehicle's engine cylinder block to 20 years with unlimited mileage from the in-service date of the vehicle. This repair program only covers the cylinder block replacement.

PLEASE NOTE THE FOLLOWING:

- If Suzuki determines that your engine cylinder block has experienced this type of failure and you choose to have the vehicle repaired, only the engine cylinder block and the minimum parts needed for the replacement will be covered by this warranty extension program.
- Engine components damaged from misuse or improper maintenance which are required for proper engine reassembly will be replaced with your approval and at your expense.
- During the repair, other components and systems necessary for reliable vehicle operation, which have been subjected to normal wear and deterioration, will also be inspected. This may include such components as the cooling thermostat and radiator cap.
- Your Suzuki Service Provider will provide you with an evaluation of the condition of these components and inform you of any need for replacement. These components will only be replaced with your approval and at your expense.

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.