



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT INFORMATION ABOUT YOUR SUZUKI

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

May 17, 2019

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.

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

Date Your Signature

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: _____

Vehicle: _____

ZF 

*****MIXED AADC 900



(LINEOUT INCORRECT INFORMATION AND ENTER CORRECT DATA)

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

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

VEHICLE STATUS

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 —



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,

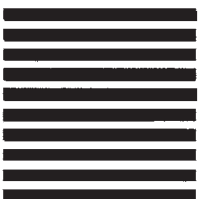
Suzuki Motor of America, Inc.



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

POSTAGE WILL BE PAID BY ADDRESSEE

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

