



**AMERICAN SUZUKI MOTOR CORPORATION**  
AUTOMOTIVE

March 4, 2015

Attention Suzuki Automotive Service Providers

RE: VD Recall Project

Suzuki Motor of America (SMAI) has contracted Impartial Services Group (ISG), a Stericycle Business, to perform an initiative that involves contacting certain Suzuki Grand Vitara and SX4 vehicle owners. The goal of this project is to increase Suzuki's recall completion rate of Safety Recall Campaign "VD."

ISG is tasked with contacting Grand Vitara & SX4 vehicle owners and will assist with making customer service appointments at Suzuki Service Provider locations for the completion of this important Recall. This Campaign replaces the front passenger seat bottom cushion, in accordance with Service Bulletins TS 07 04284 and TS 03 04284.

On behalf of Suzuki, ISG will employ a multi-channel communication approach that includes outbound calls, e-mail, and direct mail. ISG communications will reference a Suzuki Recall Resolution Team with the phone number 855-815-8359.

Please be aware of this communication with our Customers. Suzuki Motor of America would appreciate your assistance with service appointments, repair part ordering and vehicle repairs when ISG and Suzuki vehicle owners call.

Thank you for your support!

Suzuki Motor of America, Inc.  
Automotive Service Department