



**SUZUKI MOTOR CORPORATION**  
Overseas Automobile Service Group  
Customer Service Department  
300 Takatsuka, Minami, Hamamatsu, JAPAN 432-8611  
Tel: 81-53-440-2977, Fax: 81-53-440-2318

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Date Sep. 11, 2015  
Our ref. VS-150911

To: Selected Suzuki Automobile Distributors  
Attn.: Managing Director  
Service Director / Manager

**Subject: RW420 (SX4) Vehicle Safety Recall Campaign For Power Steering Pump**

Dear Sirs and Mesdames,

We regret to inform you that certain RW420 (SX4) vehicles might encounter a functional problem in power steering pump during an operation under certain condition.

Due to insufficient clearance between the valve which controls fluid flow and the pump case of the power steering hydraulic pump, temperature of fluid might rise and the valve could expand causing valve operation to become improper in its movement. Consequently the pressure inside the pump may rise resulting in the steering operation getting heavy with the pump potentially gets seized.

In view of nature of this problem, Suzuki Motor Corporation (SMC) has decided to carry out a safety recall campaign in your market. Please notify this recall action to your government or entity as needed.

If you still have affected vehicles in your stock by any possibility, you are required to remedy them before releasing to your dealers. You are also required to immediately instruct your dealers or service providers to remedy the affected vehicles if anyone is still available in stock, before delivering them to the customers.

Please make sure that no customers will receive a vehicle without appropriate recall remedy once an affected vehicle is brought to your hands for any reason.

We are very sorry for causing inconvenience to you. Your cooperation and assistance will be highly appreciated. If you have any question, please don't hesitate to contact us anytime.

Very truly yours,

A handwritten signature in black ink, appearing to be 'Yasunari Suzuki', written over a horizontal line.

Yasunari Suzuki, Department General Manager  
Customer Service Department  
SUZUKI MOTOR CORPORATION

1. Action

- (1) For the affected vehicles before retail sales, refer to the description in the first page for the action.
- (2) For the affected vehicles after retail sales, contact the customers of the vehicles to let them bring their vehicles to your authorized dealer or service provider.
- (3) Perform a corrective work following repair instructions of ANNEX2.  
NOTE : Repair instruction of ANNEX2 has not been prepared yet. We will provide it to you by September 25, 2015.
- (4) Once the corrective work is done, destroy replaced parts at your responsibility to prevent reuse of the potentially failed parts.

2. Affected Vehicles

Refer to VIN list of ANNEX 1

3. Parts Supply Plan

We basically ship around 25% of Q'ty of affected vehicles number in your market without receiving order from you.

NOTE:

- (1) Additional 20% of parts (total 45%) will be available by September 23, 2015.  
Place an order for additional parts using a specified form of ANNEX5 attached to this letter to your window person of Global Spare Parts & Accessories Marketing Group. **DO NOT use SCAN** in this period.
- (2) After October 10, 2015, order can be done for sea shipment exceeding initial portion of maximum 45% in usual way using SCAN.

Part Name	Part Number	Q'ty/vehicle
PUMP SET, POWER STEERING	49100-54811-RX0	1

4. Warranty Reimbursement Information

Claim Category	2 (Campaign Claim)	
Trouble Code	99-VS	
Basic Code	LJ02R0	
Causal Part No.	Q'ty	Causal Part Name
49100-54811-RX0	1	PUMP SET, POWER STEERING

## 5. Implementation Date and Progress on Your Country

We would like to ask you to provide the implementation date and progress attention to SMC Overseas Automobile Group (e-mail : [oas@hhq.suzuki.co.jp](mailto:oas@hhq.suzuki.co.jp)) and cc. to your window person of Overseas Automobile Service Group.

### Implementation Date:

Please fill following information in the ANNEX4 and email to us by September 18, 2015.

- (1) Recall Campaign notification date to your authority, if required.
- (2) Recall Campaign notification date to your dealers.
- (3) Start date of mailing Recall Campaign notification to customers.

### Implementation Progress:

Please email the following information with your company name to SMC Overseas Automobile Group (e-mail : [oas@hhq.suzuki.co.jp](mailto:oas@hhq.suzuki.co.jp)) and cc. to your window person. You are requested to email daily until Recall execution rate reaches 80%.

- (1) Latest accumulated number of units completed.
- (2) Original number of affected unit.
- (3) Updated number of affected units, if adjusted.

### Attachment

ANNEX1: VIN list

ANNEX2: To be provided separately by September 25, 2015

ANNEX3: Sample of the Announcement Letter to the Owners of the Affected Vehicle

ANNEX4: Recall campaign initiation schedule reporting form

ANNEX5: Parts order form