



CSC-10044041-7833

AMERICAN SUZUKI MOTOR CORPORATION  
P.O. Box 1100  
Brea, California, 92822-1100

## SPECIAL COVERAGE EXTENSION NOTICE

Dear Suzuki Owner,

Special Coverage Extension Code: ZA

As the owner of a Suzuki product, your continued satisfaction with our product is very important to us.

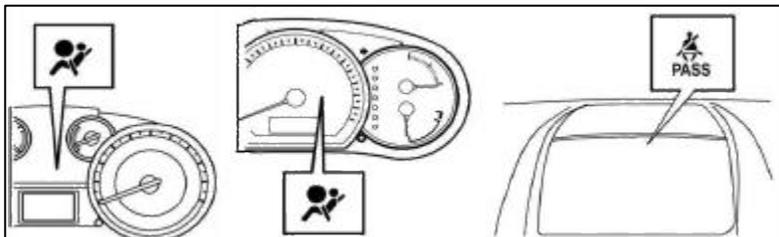
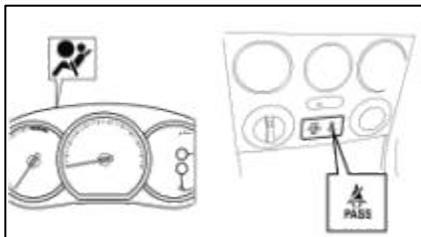
Suzuki Motor Corporation has determined that certain 2006~2011 Suzuki Grand Vitara and 2007~2011 Suzuki SX4 vehicles may develop an electric circuit disconnection, due to flexing, within the Front Passenger Sensing System sensor-mat that is built into the passenger seat bottom cushion assembly. According to our records, you own or lease of one of the affected vehicles.

If this condition occurs, the "AIR BAG" light in the instrument cluster and front passenger's seat belt reminder light will come on. Also, the "PASS AIR BAG OFF" indicator light will remain off because the front passenger airbag will remain active during this malfunction even when a child or infant is sitting in the front seat. Other than the Front Passenger Sensing System, the air bag system will continue to operate as designed. The Diagnostic Trouble Code (DTC) B1312 identifying this condition will be stored in the vehicle on board system

No action is required by the owner at this time unless the "AIR BAG" warning light is illuminated.

Grand Vitara

SX4



Suzuki will provide special extended coverage for passenger seat sensor mat failures for the B1312 DTC condition for 10 years or 120,000 miles from the date of first use according to Suzuki's records. If required, your vehicles right front seat cushion will be replaced by a Suzuki dealer or service point at no cost to you for parts and labor. Please keep this letter with your other important glove box literature for future reference and future owners. Diagnosis or repairs for conditions determined to be other than B1312 DTC are not covered under this special extended coverage program. This coverage extension will not extend your basic 36 month, 36,000 mile limited warranty or the 7 year, 100,000 mile power train limited warranty.



ZA

### NAME OR ADDRESS CORRECTION

If you own the vehicle shown in the box below, and the name and address is incorrect, please enter your correct name and address here.

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_

STATE \_\_\_\_\_ ZIP \_\_\_\_\_

### - IMPORTANT -

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

### CHANGE OF OWNERSHIP

If you do not own the vehicle shown in the box to the left, please fill in the following information as applicable.

- Never owned this vehicle.
- Vehicle sold / transferred / traded.
- Other \_\_\_\_\_
- Vehicle Stolen.
- Vehicle exported.
- Vehicle scrapped / Total loss

If you have sold or traded the vehicle and know the name of the new owner, please enter the name and address in the space above.

To locate your nearest Suzuki dealer or service point, please call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online dealer locator includes driving instructions and maps. Repair instructions have already been sent to your Suzuki dealer or service point, and the repair can be completed in less than one hour, if you have an appointment and parts have been ordered by the dealer. If your dealer has a large number of vehicles awaiting service, additional time may be required.

If your vehicle is included in this special coverage extension for the B1312 DTC and you have paid for repairs due to expired basic warranty coverage, you may be eligible for a full or partial reimbursement up to 10 years or 120,000 whichever occurs first. Please note the following qualifiers:

- Only repairs that are the subject to this specific coverage extension displaying B1312 DTC are reimbursable. Additional expenses such as, but not limited to, restoring the vehicle to a repairable standard to complete the coverage extension, normal wear and tear, towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- Reimbursement will be limited to the Manufacturer's Suggested Retail Price (MSRP) on parts and the Suzuki published flat rate labor time allowance at a reasonable rate for the market area.
- An owner will not be eligible for reimbursement if the expenses for the repairs are incurred more than 10 days after the date of the initial owner notification letter sent on this special coverage extension by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Repair date, repair mileage, replaced part number and Vehicle Identification Number (VIN) are required on the repair order to be considered for reimbursement.
- Vehicles repaired prior to the availability of updated parts may be eligible for a reimbursement and a second campaign repair under the terms of the coverage extension

To obtain information or request reimbursement, contact the American Suzuki Motor Corporation, Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call toll free (800) 934-0934. We will request an original or copy of your receipt for the repair, and your owner notification letter.

We sincerely regret any inconvenience that this special coverage extension may cause, but we are certain you understand our interest in your continued satisfaction with your Suzuki vehicle.

Sincerely,  
AMERICAN SUZUKI MOTOR CORPORATION



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 107 BREA CA

POSTAGE WILL BE PAID BY ADDRESSEE

**AUTOMOTIVE DIVISION / WARRANTY  
AMERICAN SUZUKI MOTOR CORPORATION  
PO BOX 1100  
BREA, CA 92822-9988**

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

