



SUZUKI MOTOR CORPORATION

Overseas Automobile Service Group
Overseas Service Department
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Tel: 81-53-440-2977, Fax: 81-53-440-2318

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

SUBJECT: RW420 (SX4) Vehicles Market Action for Power Steering Pump

Dear Sirs,

We regret to inform you that certain RW420 (SX4) vehicles may experience a steering operation getting heavy under certain condition even after the implementation of previous recall campaign (99VS) on which the notification was given with the attached letter VS-150991. We would like to request you to take the following actions.

1. Condition

Under cold start condition with cold weather, the power steering pump might encounter a function problem. Internal hydraulic pressure inside the pump may rise resulting in the steering operation getting heavy with the pump potentially gets seized. Cause of the abnormal hydraulic pressure is still under investigation,

2. Affected Vehicles Information

- (1) Model : RW420 2012MY and 2013MY vehicles produced in Japan
(2) Production Period : From Sep. 3, 2011 to Apr. 5, 2013
(3) Vehicles : 22,316 units as same as 99VS recall affected VIN
*This number is based on the current investigation result. Therefore, it might be changed.

3. Action

Please notify this information to your authority as needed. We will announce further information upon determination of its root cause. Therefore, please get customer information for ready to sending notification by end of November 2018, however do not send customer notification until the further instruction.

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,

[Signature]
Shinji Ishikawa
Department General Manager
Overseas Service Department
SUZUKI MOTOR CORPORATION