

Automotive

RECALL CAMPAIGN "VZ"
Technical Service BulletinFebruary 27, 2017
Bulletin No. TS 07 02037**(Service Campaign Bulletin SC-74)**

SAFETY RECALL CAMPAIGN "VZ"

2009-2013 GRAND VITARA MANUAL TRANSMISSION GEAR SHIFT REAR SHAFT

Affected Models: Certain 2009 - 2013 Grand Vitara (JB424W) Models**Affected Departments:** Management, Service, Warranty, Sales, Parts, Accessories

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain Model-Year 2009 - 2013 Grand Vitara multi-purpose passenger vehicles.

NOTE:

This Technical Service Bulletin includes a copy of the customer letter, the service repair procedure, and warranty administrative information for Suzuki Service Providers.

SERVICE PROVIDER CAMPAIGN RESPONSIBILITY

Suzuki Service Providers will complete this important safety recall campaign on all affected Grand Vitara vehicles, including branded title vehicles. This repair must be performed regardless of vehicle age or mileage, and at no charge to the customer. When contacted by the customer, Suzuki Service Providers need to schedule an appointment to perform the campaign service and order required parts.

If you have questions, please contact your Suzuki District Service and Parts Manager (DSPM) or the Warranty Assistance Help-Line at (714) 996-7042.

What is the problem?

The gear shift rear shaft, which is part of the linkage structure connecting the shift lever and manual transmission, can break due to repeated right-to-left and left-to-right movement of the shift lever. If the gear shift rear shaft breaks, the driver will not be able to change gears, increasing the risk of a crash.

Affected Models:

All 2009 ~ 2012 Model-Year Grand Vitara (JB424W) Models with Manual Transmissions

Be sure to check the VIN against the Suzuki Connect Vehicle Master as instructed on the following page.

Verify if the vehicle is affected by the safety recall:

Confirm the recall status by checking the VIN on the driver's side dashboard against the Vehicle Master in Suzuki Connect to see if the manual transmission gear shift rear shaft assembly needs to be replaced. If you have a question regarding vehicle eligibility, contact the Suzuki Motor of America, Inc. (SMAI) Warranty Department.

What you will do as a Suzuki Service Provider:

- 1) Replace the manual transmission gear shift rear shaft.
- 2) Submit a warranty claim.

What Suzuki Motor of America, Inc., will do:

During the week of March 1, 2017, SMAI will mail notification letters to owners of affected vehicles for whom we have information. The letter instructs the customer to contact a Suzuki Service Provider to schedule an appointment.

Ordering parts for the safety recall campaign:

- Parts are available now.
- Use the normal parts ordering procedure to order the parts kits needed for vehicles in your inventory or for customer vehicles in your shop for service.
- If you have questions regarding your parts order, please contact Parts Coordination at (714) 854-2165.

PARTS ORDERING INFORMATION			
Model	Part Description	Part Number	Qty. Required
Grand Vitara (JB424W)	Shaft Set, Gr Shf Rear Kit Ring, Exh Pipe Seal ϕ 68.8 (Outside) (1) Ring, Exh Pipe Seal ϕ 76.5 (Outside) (1) Gasket, Muffler (1) Bolt, Exh Pipe 10 x 65 (4) Nut (2)	28104-78810-RX0	1

Warranty Claim Processing:

Submit a warranty claim for each safety recall campaign service immediately upon completion of the repair. This campaign requires you to file a warranty claim using ONE of the methods described below:

Suzuki Connect Short Campaign Claim:

A Short Campaign Claim will reimburse you for replacement of the manual transmission gear shift rear shaft kit and the replacement labor time of 2.4 hours.

GEAR SHIFT REAR SHAFT REPLACEMENT SUZUKI CONNECT SHORT CAMPAIGN CLAIM INSTRUCTIONS	
CLAIM INFORMATION	
CLAIM NUMBER:	XXXXX, X (Service Provider enters number)
ENTRY TYPE:	Vehicle Identification Number (VIN)
VEHICLE IDENTIFICATION NUMBER:	XXXXXXXXXXXXXXXXXXXX
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	VZ
VARIATION CODE:	JB

Suzuki Connect Long Campaign Claim:

The Long Campaign Claim entry should only be used when additional parts or labor are required to complete the Recall Campaign service. A Long Campaign Claim requires prior authorization from your Suzuki DSPM.

GEAR SHIFT REAR SHAFT REPLACEMENT SUZUKI CONNECT LONG CAMPAIGN CLAIM INSTRUCTIONS

CLAIM INFORMATION

CLAIM NUMBER: XXXXX,X (Service Provider enters number)
ENTRY TYPE: Vehicle Identification Number (VIN)
VEHICLE IDENTIFICATION NUMBER: XXXXXXXXXXXXXXXXXXXX

REPAIR DATE: Enter date of repair
MILEAGE: Enter mileage at repair date
CAMPAIGN NUMBER: VZ
VARIATION CODE: JK
LABOR OPERATION: GG9999
LABOR HOURS: AS AUTHORIZED

PARTS INFORMATION

FAILED PART NUMBER:
REPLACEMENT PARTS: AS AUTHORIZED
AUTHORIZATION NUMBER: (Issued by DSPM)

FAILURE DESCRIPTION

DESCRIPTION OF DEFECT:
DESCRIPTION OF REPAIR:

SUBLET INFORMATION: Sublet Expenses (only as authorized by your DSPM)

WARRANTY INFORMATION

Model	Model Year	Part Description	Part Number	Flat Rate	Campaign Number
JB424W	2008-2013	Shaft Set, Gr Shf Rear Kit	28104-78810-RX0	2.4 HR	VZ

Repair Procedure:

GEAR SHIFT REAR SHAFT REMOVAL

1) Remove the gear knob, shift boot cover and boot, then remove the shift control lever as shown below.

1A) Remove the shift knob by turning it counterclockwise.



1B) Remove the chrome shift ring and shift boot by lifting them up.



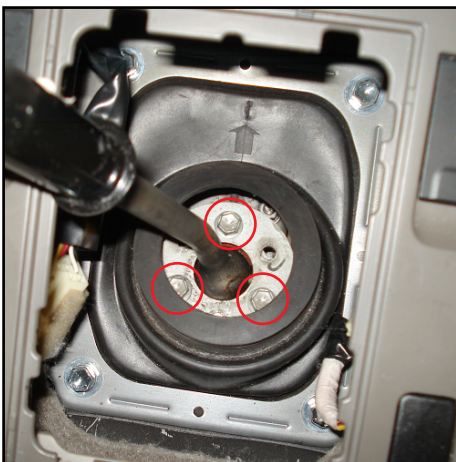
1C) Remove the upper and lower silencer boot and mat (if equipped).



1D) Remove the upper rubber shift boot. Note the indexing tab on the underside of the boot.



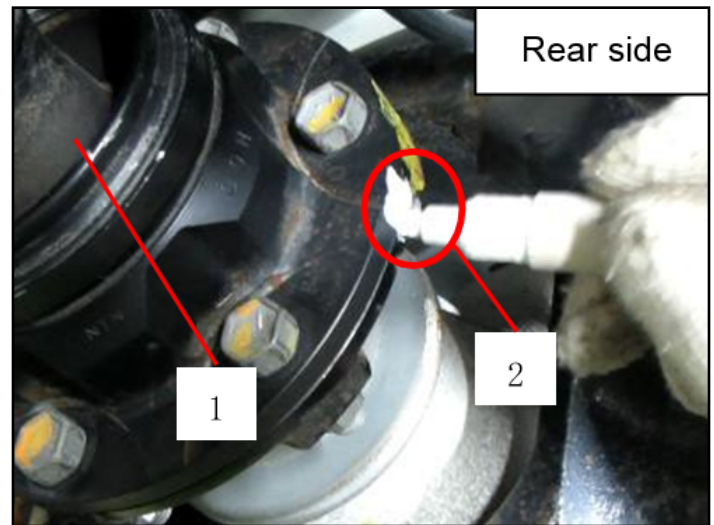
1E) Remove the three bolts securing the shift control lever cover to the shift control arm.



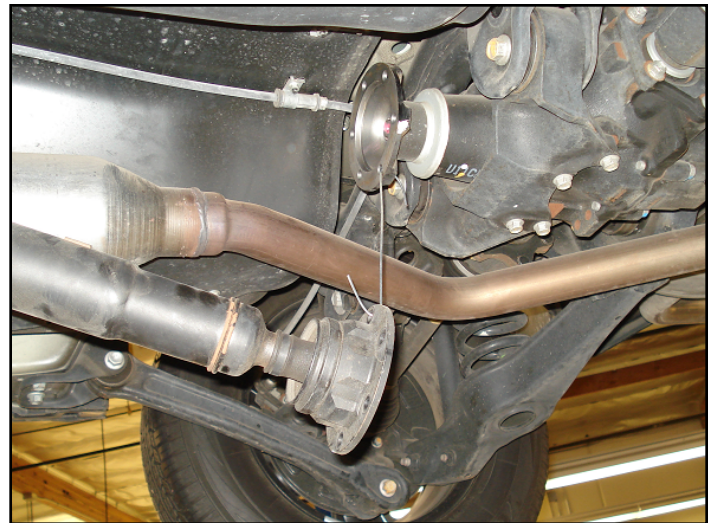
1F) Remove the shift control lever.



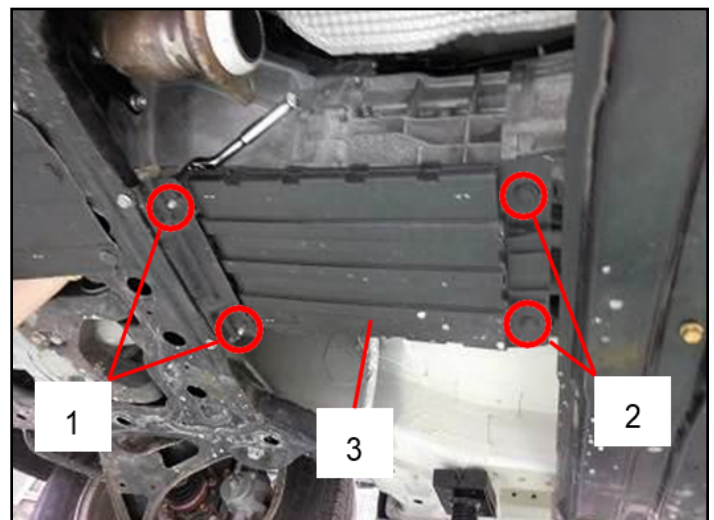
- 2) Remove exhaust pipe No. 2 and the exhaust center pipe. Refer to Service Manual **Section 1K Exhaust System**.
- 3) Mark the joint flange (2) and propeller shaft (1) as shown.



- 4) Remove rear propeller shaft at the rear axle and suspend the propeller shaft from the rear axle as shown.



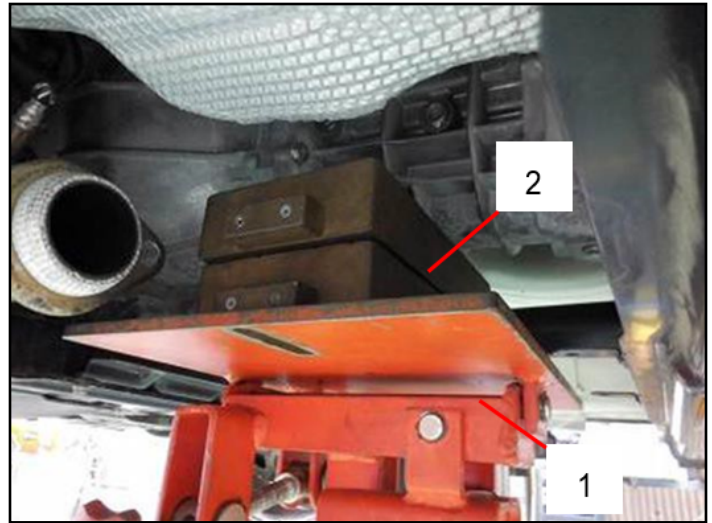
- 5) Remove the bolts (1) and clips (2), then remove the engine splash cover (3).



- 6) Support the transmission using a transmission jack (1) and wood block (2).

NOTE:

If available, use a rubber block or lift pad instead of a wood block.

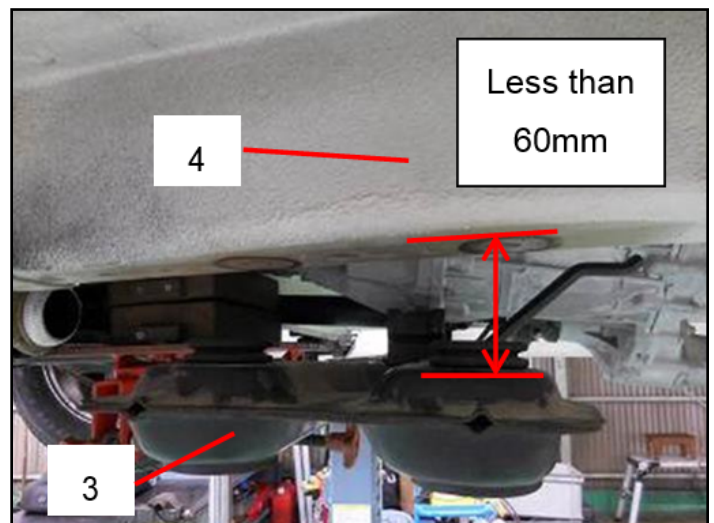


- 7) Remove the rear engine mounting member bolts (1).



- 8) Lower the jack gradually to tilt the transmission rearward until the clearance between the engine rear mounting member (3) and chassis frame (4) is 60mm.

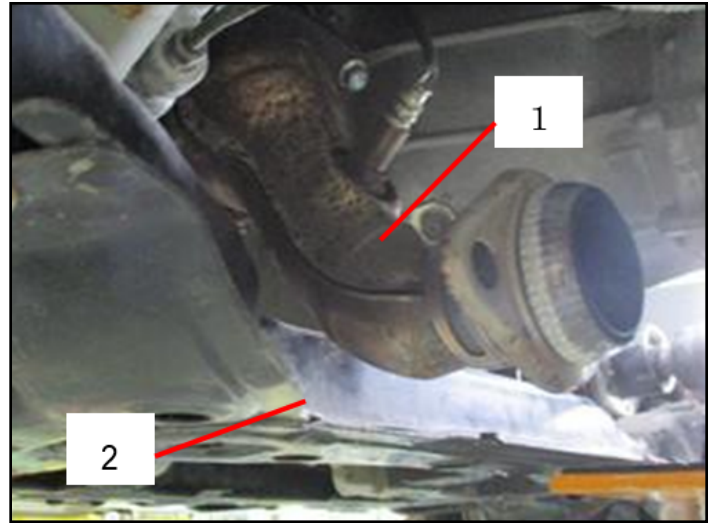
Be careful not to let the exhaust No. 1 pipe (1) come into contact with the suspension frame (2).
(See image and NOTICE on following page.)



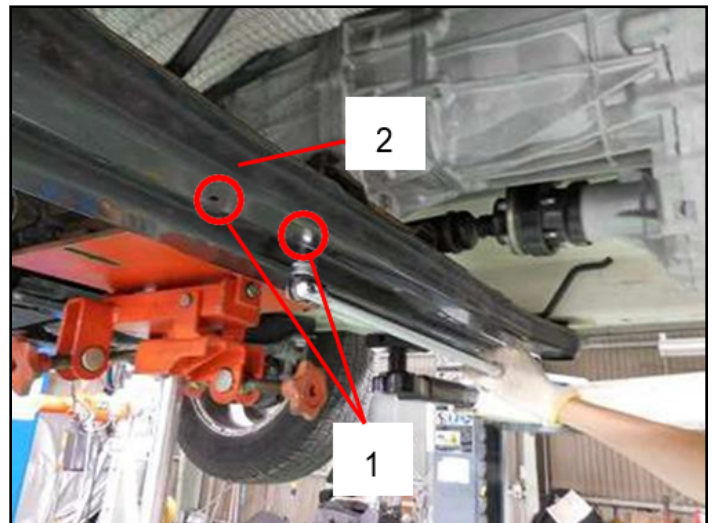
NOTICE

If the transmission is tilted more than specified, it may damage exhaust pipe No. 1 and the suspension frame, etc.

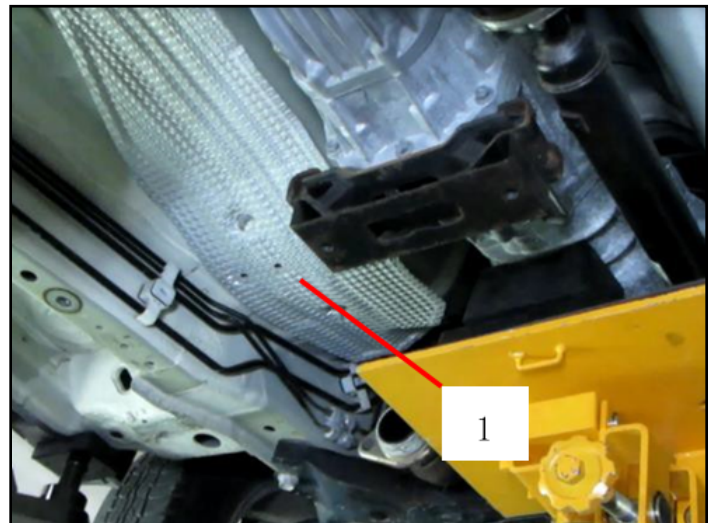
Do not tilt the transmission more than specified above.



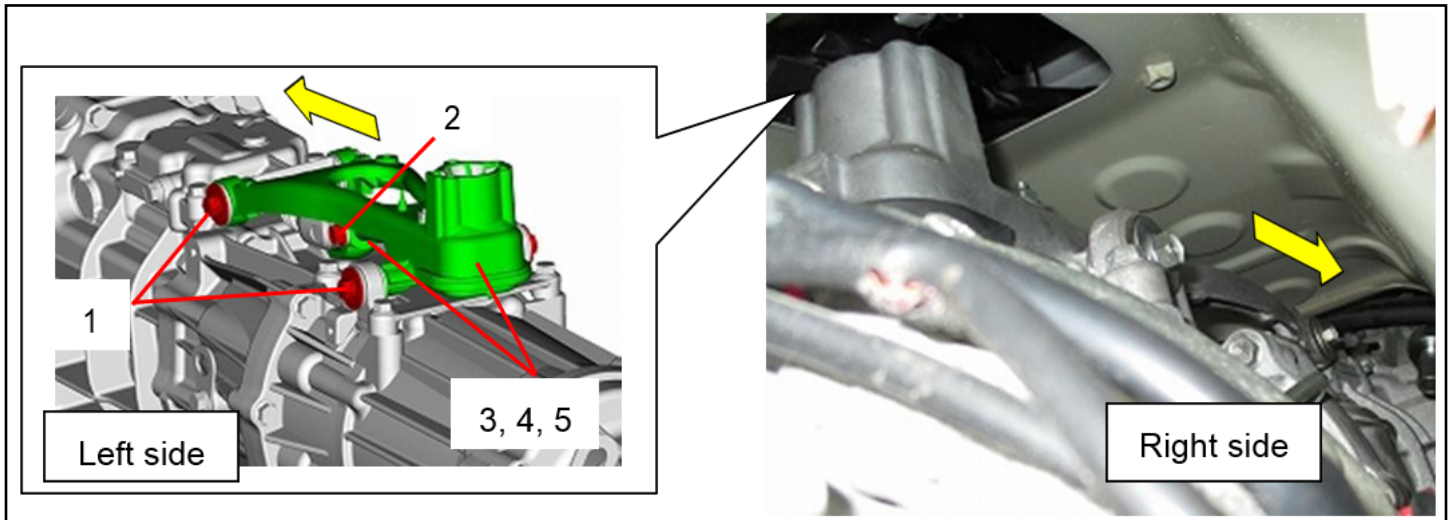
- 10) Remove the engine rear mounting No. 2 bolts (1), then remove the engine rear mounting member (2).



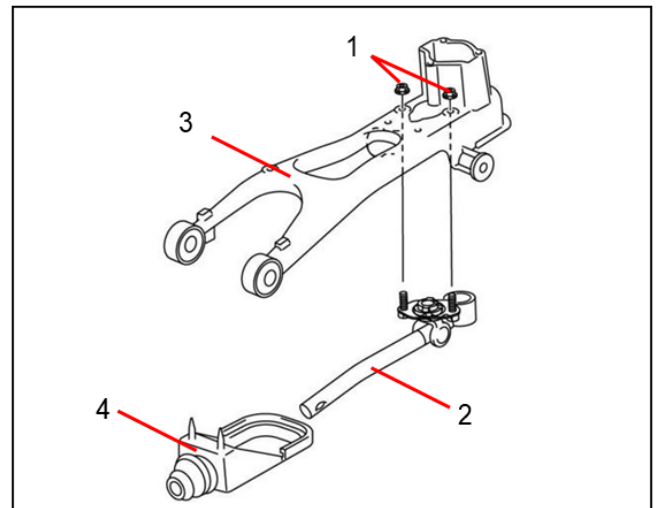
- 11) Remove the heat protector panel (1).



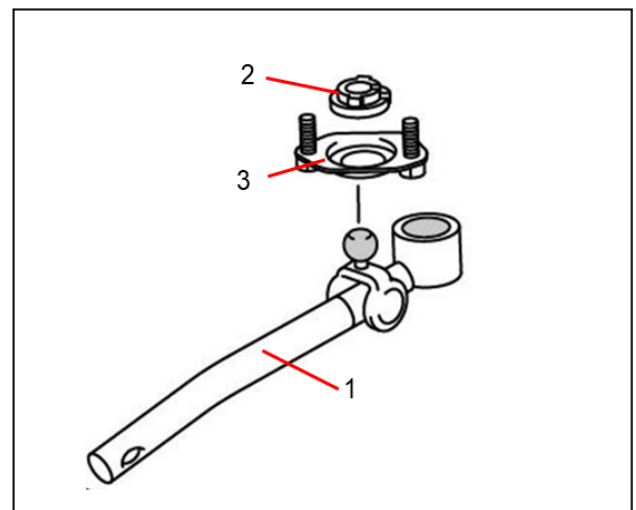
- 12) Remove bolts (1, 2), then remove the gear shift control arm assembly (3), gear shift rear shaft assembly (4) and gear shift control shaft boot (5).



- 13) Remove the gear shift stopper plate nuts (1), then remove gear shift control arm (3) and gear shift control shaft boot (4) from the gear shift rear shaft assembly (2).



- 14) Remove the gear shift control shaft bushing (2) and gear shift stopper plate (3) from the gear shift rear shaft assembly (1).



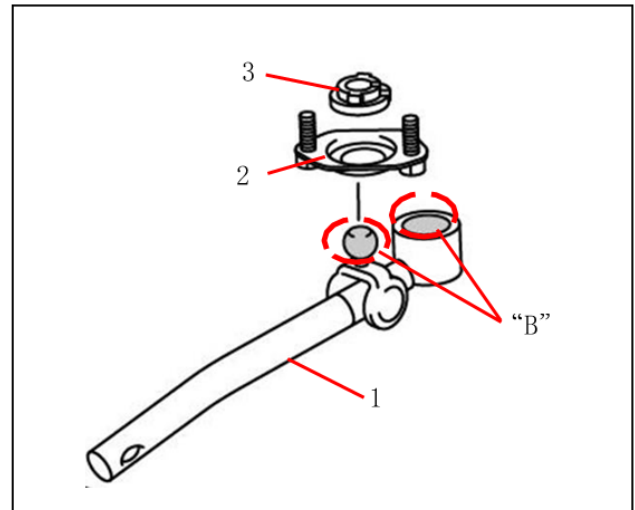
GEAR SHIFT REAR SHAFT INSTALLATION

- 1) Replace the gear shift rear shaft assembly (1) with new one and apply grease to areas B as shown, then install the stopper plate (2) and gear shift control bushing (3) in the gear control shaft.

**B: Grease 99000–25011
(SUZUKI Super Grease A)**

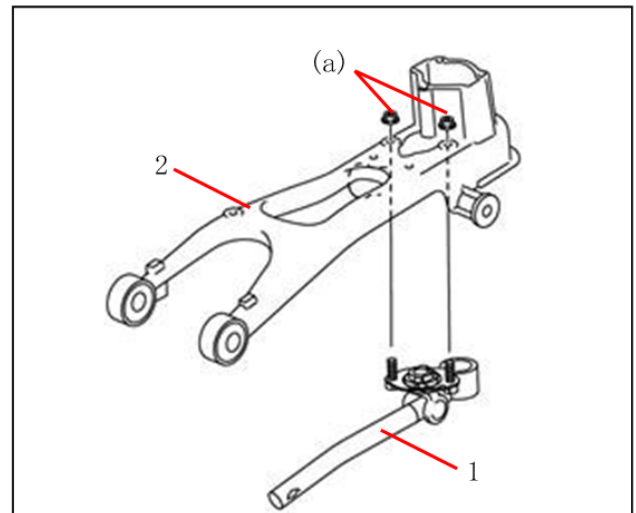
NOTE:

Install the gear shift control shaft bushing so that the surface with the key is facing up.

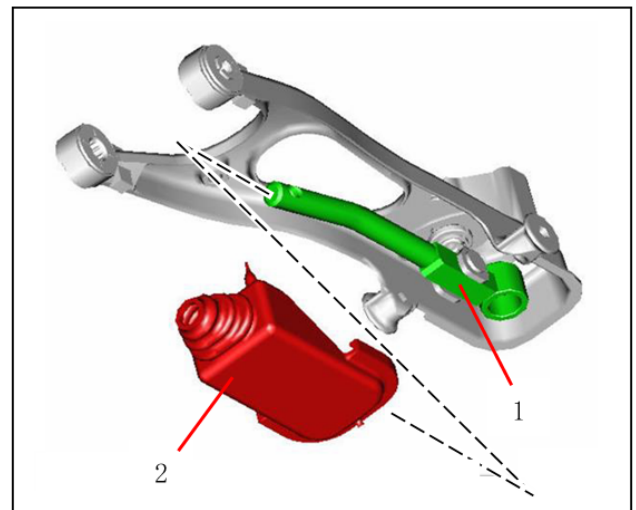


- 2) Install gear the shift rear shaft assembly (1) in gear shift control arm (2) and tighten the gear shift stopper plate nuts to the specified torque.

Tightening Torque:
**Gear shift stopper plate nut (a): 10N·m
(1.0 kgf-m, 7.3 lbf-ft)**



- 3) Install the gear shift control shaft boot (2) in the gear shift rear shaft assembly (1).

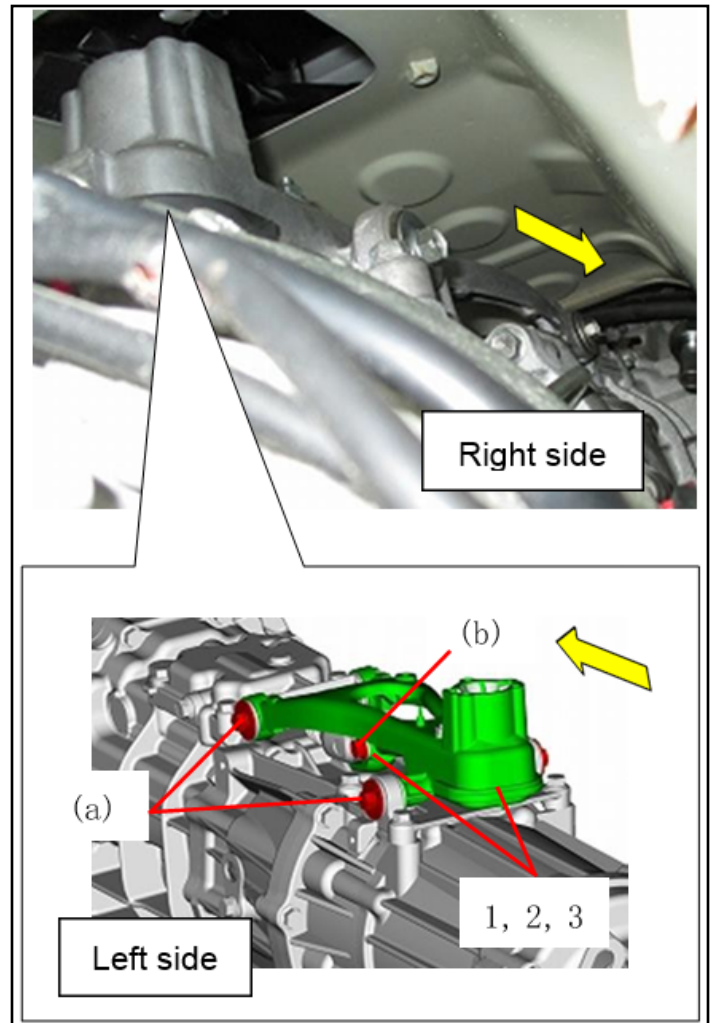


- 4) Install the gear shift control arm assembly (1), gear shift rear shaft (2) and gear shift control shaft boot (3), then tighten bolts in specified torque.

Tightening Torque:

Bolt (a): 13N·m (1.3 kgf-m, 9.5 lbf-ft)

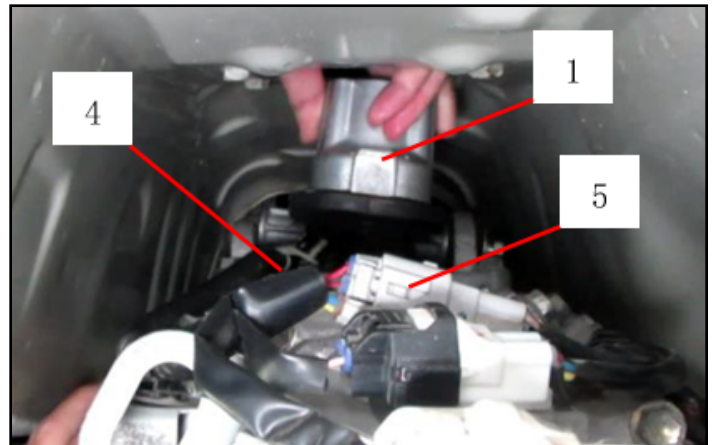
Gear Shift Control Joint Bolt (b): 33N·m (3.3 kgf-m, 24.3 lbf-ft)



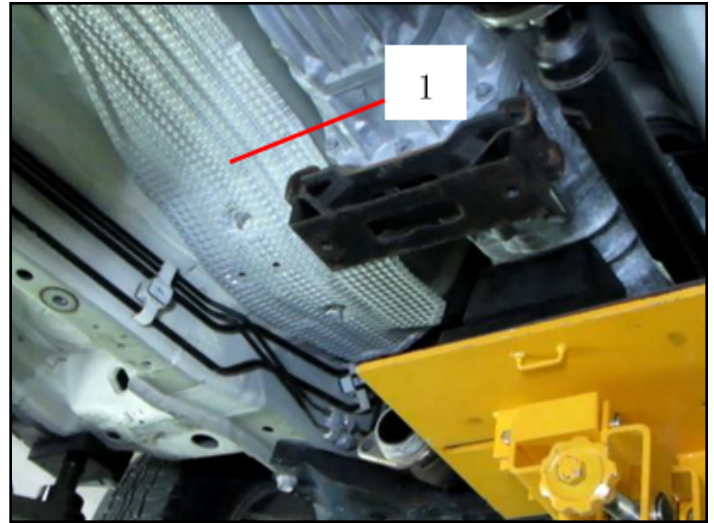
NOTICE

Pinching the wiring harness (4) when installing the gear shift control arm (1) can damage the wires.

Be careful not to pinch the wiring harness (4), and do not forget to reconnect the connector (5) if it is disconnected during the repair.



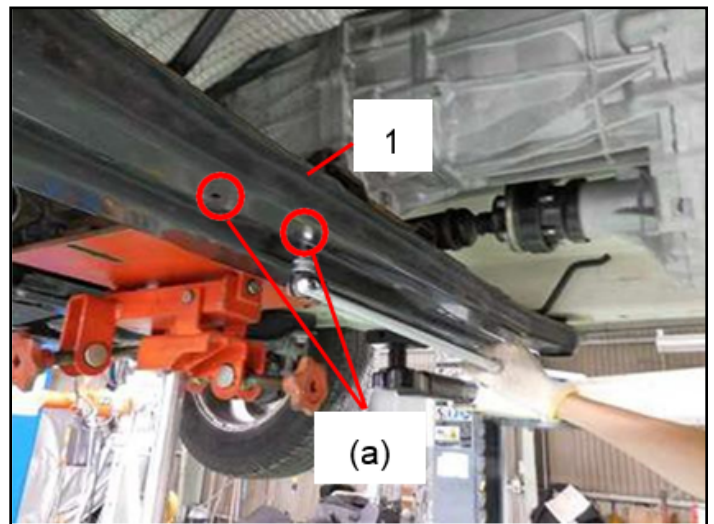
- 5) Install the heat protector panel (1).



- 6) Install the engine rear mount member (1) onto the transmission and tighten the bolts (a) to the specified torque.

Tightening Torque:

**Engine Rear Mounting No. 2 Bolt (a): 55N·m
(5.6 kgf-m, 40.5 lbf-ft)**



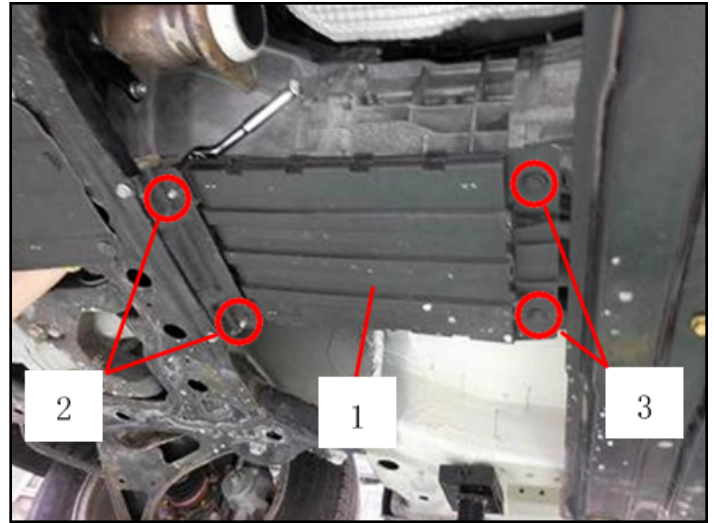
- 7) Raise the transmission gradually with a jack and tighten the engine rear mount member bolts (a) to the specified torque.

Tightening Torque:

**Engine Rear Mounting Member Bolt (a):
55N·m (5.6 kgf-m, 40.5 lbf-ft)**



- 8) Remove the transmission jack and install the engine splash cover (1) using the bolts (2) and clips (3).

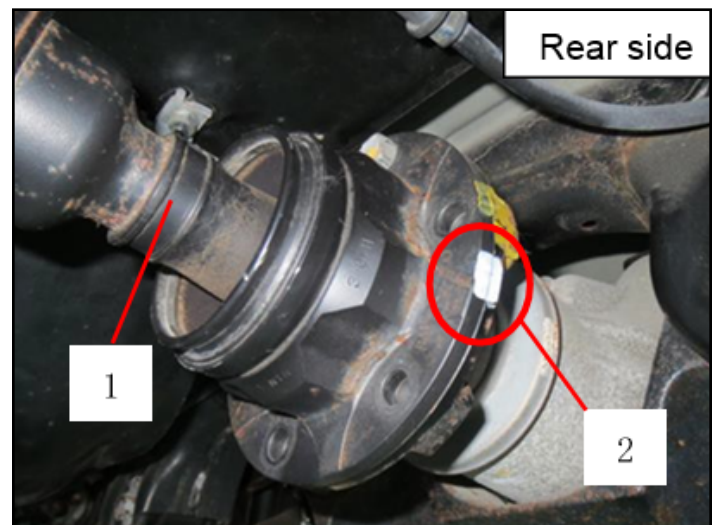


- 9) Align the marks made during disassembly and reinstall the rear propeller shaft at the rear axle. Tighten the rear propeller shaft bolts to the specified torque. Refer to Service Manual **Section 3D Propeller Shaft**.

Tightening Torque:

**Rear Propeller Shaft Bolt: 50N·m
(5.1 kgf-m, 37 lbf-ft)**

**Rear propeller shaft nut: 50N·m
(5.0 kgf-m, 36.8 lbf-ft)**



- 10) Install the exhaust pipe seal rings and muffler gasket, then install exhaust pipe No. 2 and the exhaust center pipe. Refer Service Manual **Section 1K Exhaust System**.

Tightening Torque:

**Exhaust Pipe Bolt (a): 50N·m
(5.0 kgf-m, 36.8 lbf-ft)**

NOTE:

- Clean joint surfaces of exhaust pipe No. 2 and exhaust center pipe, and remove the adhesive substances from the joint surfaces.
- Do not reuse the old exhaust pipe seal rings and muffler gasket – replace them with new parts.



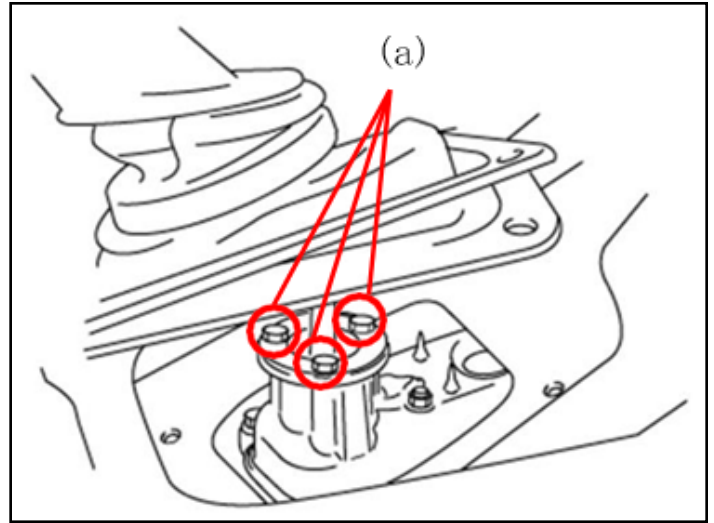
11) Install these parts in the following order:

- Shift control lever, control lever cover and bolts (a)
- Gear shift boot silencer (refer to the indexing notch in step 1D)
- Gear shift boot silencer (if equipped)
- Gear shift control lever boot No. 2
- Gear shift control lever silencer
- Gear shift control lever knob (apply Loctite® 242 Blue to the shift control lever threads before installing the shift knob)
- Gear shift chrome ring and boot

Tighten the case cover bolts to the specified torque.

Tightening Torque:

**Case Cover Bolt (a): 10N·m
(1.0 kgf-m, 7.3 lbf-ft)**





SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

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

XXXXXXXXXXXXXXXXXXXX

March 1, 2017

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2009 - 2013 Model-Year Suzuki Grand Vitara multi-purpose passenger vehicles.

What is the problem?

The gear shift rear shaft, which is part of the linkage structure connecting the shift lever and manual transmission, can break due to repeated right-to-left and left-to-right movement of the shift lever. If the gear shift rear shaft breaks, the driver will not be able to change gears, increasing the risk of a crash.

What is Suzuki Motor of America, Inc., doing to solve the problem?

Your Suzuki Service Provider will replace the gear shift rear shaft in the manual transmission. This procedure will take less than three hours to complete. Parts are available now, and there will be no charge to you for any recall service-related parts or labor.

What you should do:

Make sure you are prepared for the recall service by taking the following steps:

- Before taking your vehicle to your Suzuki Service Provider, contact them as soon as possible to set up an appointment for the recall service.
- We suggest that you bring this letter to your Suzuki Service Provider to help them process your vehicle for repair.

What to do if you receive this letter in error:

This notice was mailed to you according to the most current information we have available. If you no longer own the Suzuki vehicle described in this letter, please complete and return the attached postage-paid card to Suzuki Motor of America, Inc., and forward this recall information to the current owner (if known).

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Customer reimbursement for remedies prior to recall notification:

If you have paid for replacement of the manual transmission gear shift rear shaft or other repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. **To request reimbursement for a previous repair, contact your Suzuki Service Provider.**

Please note the following conditions for reimbursement:

- Only repairs made to address the defect that led to this recall are reimbursable. Additional expenses such as towing, car rental, accommodations, damage repairs, etc., will not be reimbursed. Reimbursement will not be provided for routine scheduled maintenance.
- Reimbursement may be limited to the suggested list price for parts, the Suzuki published flat rate time allowance for the repair, and the labor rate that an authorized Suzuki Service Provider in the same area would charge for the same repair.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of the last owner notification letter sent by Suzuki Motor of America, Inc.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

Who to contact if you experience problems:

Your Suzuki Service Provider can provide you the fastest response to your questions or concerns about the Manual Transmission Shift Rear Shaft Safety Recall. If you have any difficulty with this recall campaign, you may contact the Suzuki Motor of America, Inc., Customer Service Department for assistance at (800) 934-0934 during the hours of 7:00 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling.

If you believe that Suzuki Motor of America, Inc., has failed to provide the safety recall service without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington D.C., 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-424-9153) or go to: www.safercar.gov

We apologize for any inconvenience this recall campaign causes you. We hope you understand that your safety and satisfaction are important priorities for Suzuki.

Sincerely,

Suzuki Motor of America, Inc.