

Automotive Division

Recall Campaign "CP"
Service Campaign Bulletin SC-76

June 1, 2018

SAFETY RECALL CAMPAIGNS 4005, 4006, 4007, 4008 CVT Controller Assembly Replacement

Affected Models: 2013 Kizashi and 2013 SX4**Affected Departments:** Management, Service, Parts, Warranty

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2013 Suzuki Kizashi and 2013 Suzuki SX4 vehicles. This Technical Service Bulletin includes a copy of the customer letter, the repair procedure, and warranty administrative information for Suzuki Service Providers.

What is the problem?

A resistor on the circuit board of the CVT controller may develop a crack at the soldered connection. If a solder crack develops, resistance on the circuit may be excessive. The excessive resistance can allow unusual CVT fluid pressure control, causing the fluid temperature to rise. If the fluid temperature exceeds a certain threshold, the CVT will operate under temperature protection control, causing a decrease in vehicle speed and reduced acceleration capability, increasing the risk of a crash.

NOTE:

The CVT controller assembly is also known generically as the transmission control module (TCM).

Affected Models:

2013 Kizashi 2WD
2013 Kizashi 4WD
2013 SX4 2WD
2013 SX4 4WD

Not all 2013 model-year Kizashi and 2013 model-year SX4 vehicles are affected by this recall campaign.
Please see the verification section below.

Verify if the vehicle is affected by the campaign:

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

What you will do as a Suzuki Service Provider:

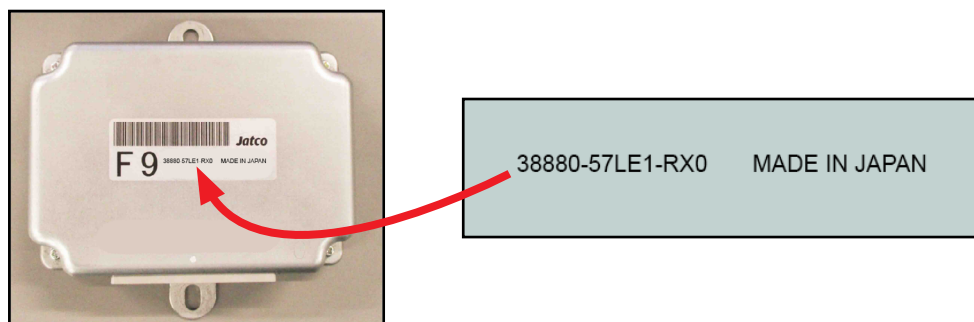
- 1) Order, replace, and initialize the CVT controller assembly.
- 2) Submit a warranty claim.

What Suzuki will do:

On June 8, 2018, Suzuki 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.

Parts Ordering:

- Parts for this campaign are available now; order the necessary CVT controller assembly using part number chart provided below.
- The countermeasure CVT controller assembly can be identified by the **RX0** designation at the end of the part number. (See the illustration and chart below.)
- If you have any questions related to parts ordering, contact Suzuki National Parts Coordination at (714) 854-2165.



Vehicle	Note	Part Description	Part Number	Quantity
2013 Kizashi	2WD	Controller Assy CVT	38880-57LE1-RX0	1
2013 Kizashi	4WD	Controller Assy CVT	38880-57LF1-RX0	1
2013 SX4	2WD	Controller Assy CVT	38880-54LN1-RX0	1
2013 SX4	4WD	Controller Assy CVT	38880-54LP1-RX0	1

Warranty Claim Processing:

Submit a warranty claim for each recall campaign repair immediately upon completion. 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 replacing and initializing the CVT controller assembly. See the chart at the bottom of page 3 for the appropriate rate and campaign number.

KIZASHI / SX4 CVT CONTROLLER ASSEMBLY 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 (VIN):	XXXXXXXXXXXXXXXXXX
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	Select the appropriate campaign number from the chart on page 3.
VARIATION CODE:	JB

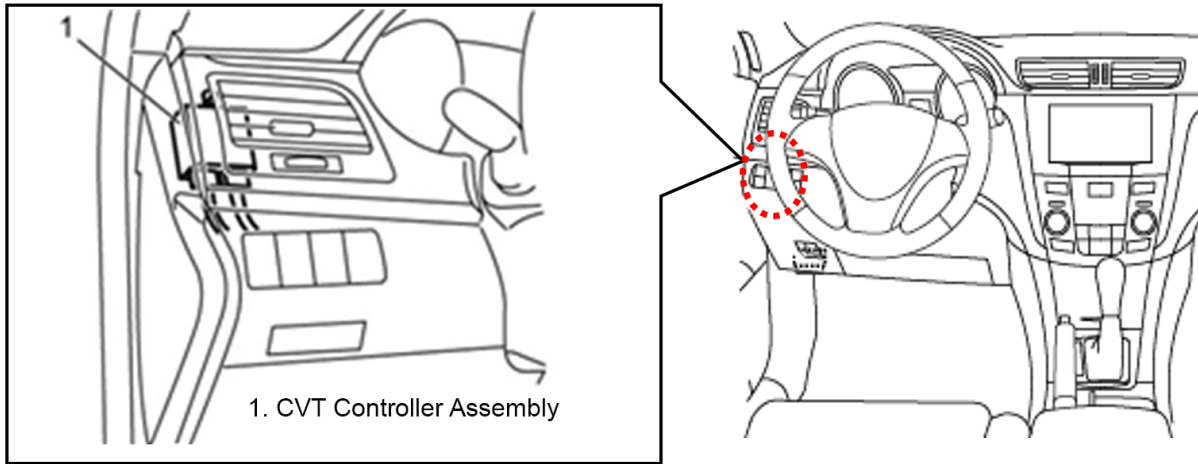
Suzuki Connect Long Campaign Claim:

The Long Campaign Claim entry should only be used when additional parts are required for the repair or additional labor is required to complete the recall campaign repair. **A Long Campaign Claim requires prior Tech-Line authorization and DSPM authorization (SA-97).**

KIZASHI / SX4 CVT CONTROLLER ASSEMBLY SUZUKI CONNECT LONG CAMPAIGN CLAIM INSTRUCTIONS	
CLAIM INFORMATION	
CLAIM NUMBER:	XXXXXX,X (Service Provider enters number)
ENTRY TYPE:	Vehicle Identification Number (VIN)
VEHICLE IDENTIFICATION NUMBER	XXXXXXXXXXXXXXXXXX
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	Select the appropriate campaign number from the chart below.
VARIATION CODE:	JK
LABOR OPERATION:	Pre-set
LABOR HOURS:	As authorized
PARTS INFORMATION	
FAILED PART NUMBER:	Pre-set
REPLACEMENT PARTS AND QUANTITIES	Select the appropriate part number and quantities from the chart below.
AUTHORIZATION NUMBER:	(Issued by DSPM)
FAILURE DESCRIPTION	
DESCRIPTION OF DEFECT:	SMAI Recall
DESCRIPTION OF REPAIR:	Replace and initialize CVT controller assembly as per the bulletin.
SUBLET INFORMATION:	
Sublet Expenses (Only as authorized by Tech-Line)	

WARRANTY INFORMATION						
Model	Model Year	Part Description	Part Number	QTY	Labor Hours	Campaign Number
Kizashi (2WD)	2013	Controller Assy CVT	38880-57LE1-RX0	1	0.5 HR	4005
Kizashi (4WD)	2013	Controller Assy CVT	38880-57LF1-RX0	1	0.5 HR	4006
SX4 (2WD)	2013	Controller Assy CVT	38880-54LN1-RX0	1	0.4 HR	4007
SX4 (4WD)	2013	Controller Assy CVT	38880-54LP1-RX0	1	0.4 HR	4008

KIZASHI REPAIR PROCEDURE:

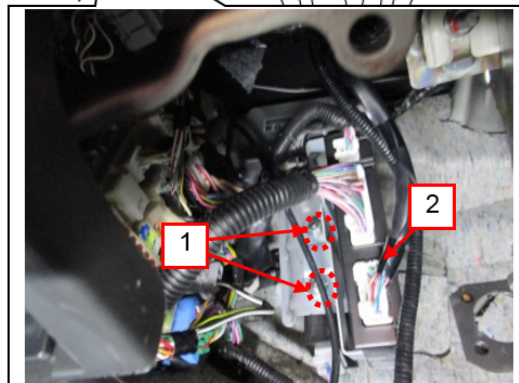
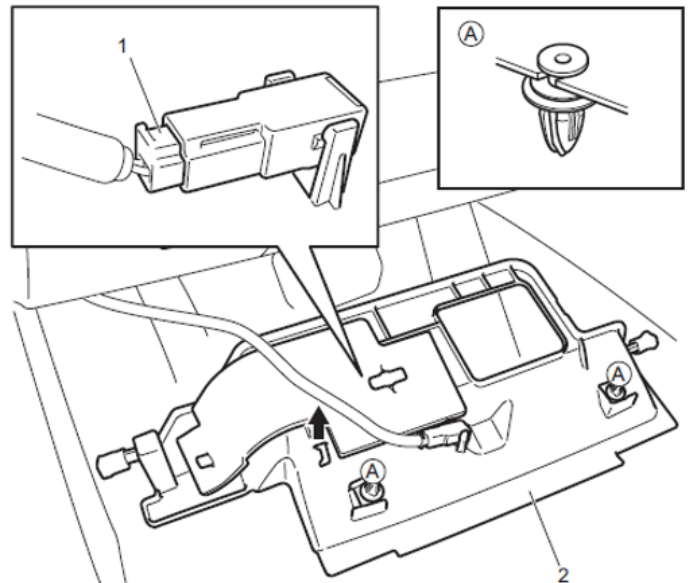


Location of the Kizashi CVT Controller Assembly

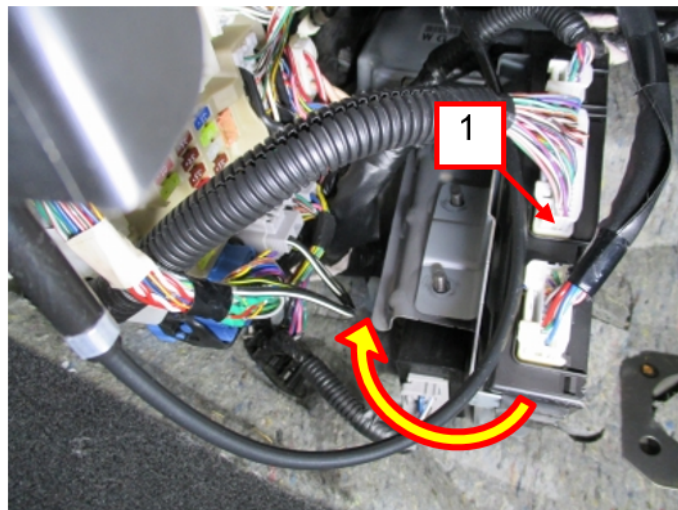
NOTE:

Before you begin the repair procedure, make a note of the check engine light status. If the MIL is ON, record the DTCs on the repair order. Also confirm the shifter position is correctly displayed on the driver information display while moving the shifter from Park to Drive, and from Drive to Park.

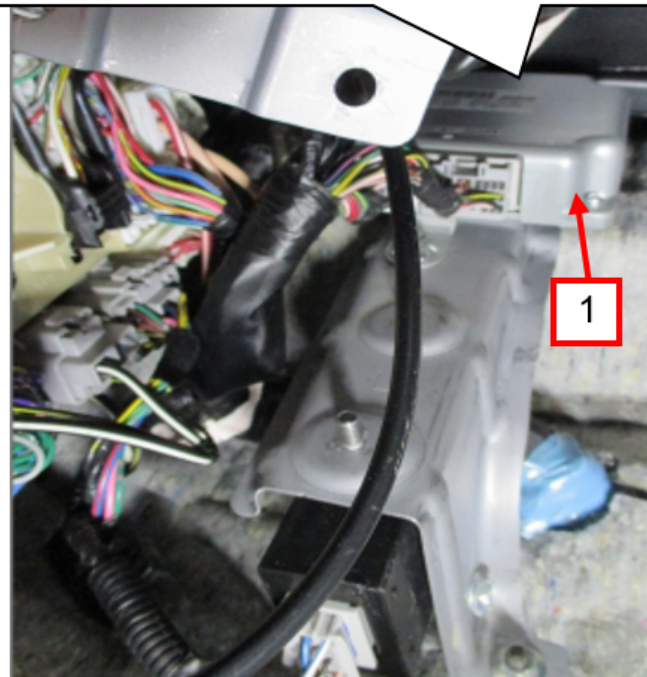
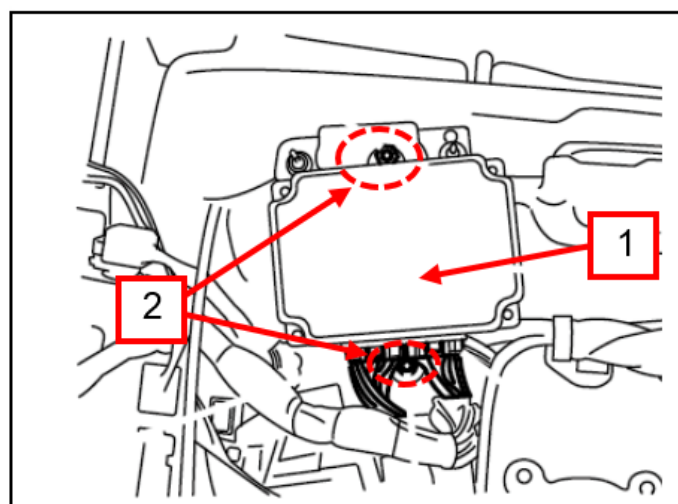
1. Record the preset memory of the audio / navigation system, if necessary.
2. Turn the ignition OFF, and disconnect the negative (–) cable from the battery.
3. Remove the driver-side instrument panel under-cover (2), then disconnect foot lamp connector (1) while supporting it.
4. Remove the nuts (1) of the keyless start control module (2) mounted behind the driver-side instrument panel.



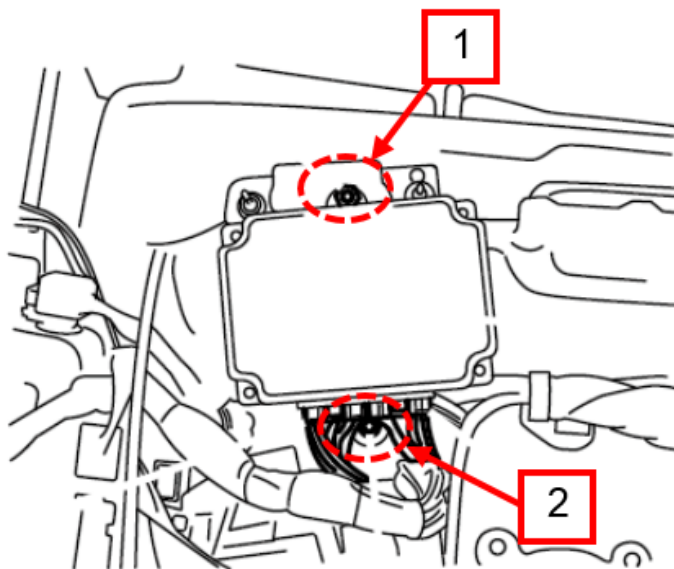
5. Remove the keyless start control (1) from the mounting bracket, then disconnect the electrical harness connectors and place the keyless control module to the side.



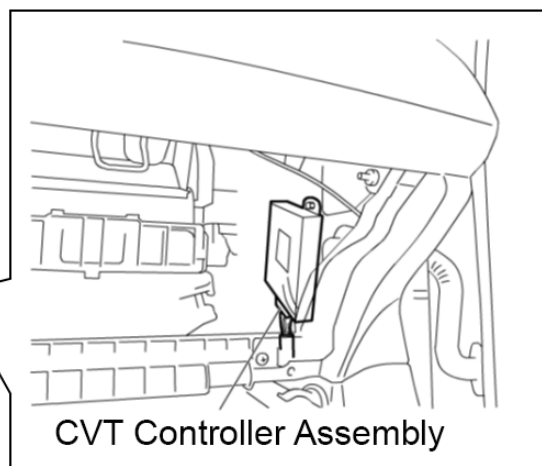
6. Disconnect the electrical harness connectors from the CVT controller assembly (1) mounted to the upper portion of the keyless control module mounting bracket.
7. Remove the nuts (2) mounted at the top and bottom of the CVT controller assembly, then remove the assembly from the vehicle.



8. Install the new CVT controller assembly, gently tightening the upper nut (1) first, then the bottom nut (2).
9. Reattach the keyless start control module with the two nuts removed earlier, and reconnect the electrical connectors.
10. Reconnect the negative battery cable.
11. Re-enter the radio presets and navigation settings, and reset the clock.
12. Go to **Initialize the CVT Controller Assembly** on page 7.
13. When the repair is complete, render the old CVT controller assembly unusable and properly dispose of it.



SX4 REPAIR PROCEDURE:

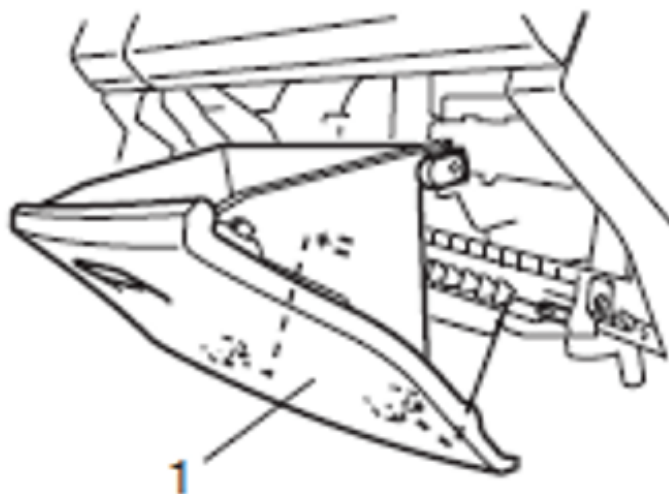


Location of the SX4 CVT Controller Assembly

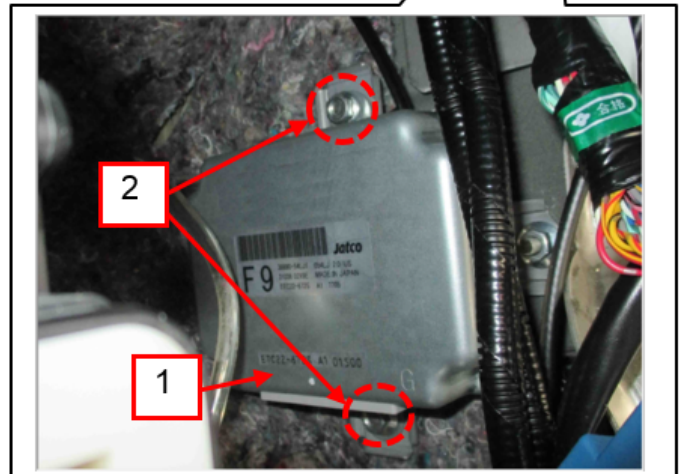
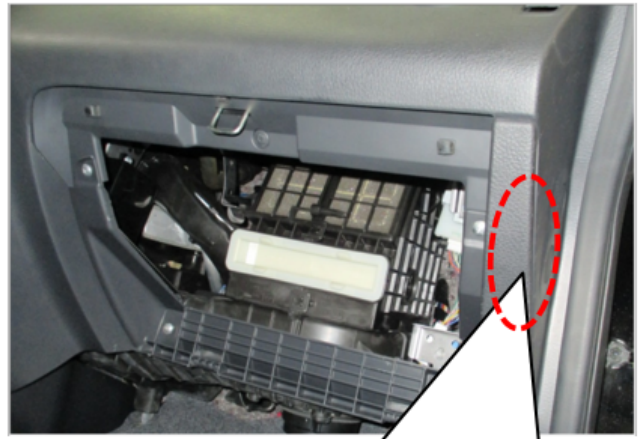
NOTE:

Before you begin the repair procedure, make a note of the check engine light status. If the MIL is ON, record the DTCs on the repair order. Also confirm the shifter position is correctly displayed on the driver information display while moving the shifter from Park to Drive, and from Drive to Park.

- 1) Record the preset memory of the audio / navigation system, if necessary.
- 2) Turn the ignition OFF, and disconnect negative (–) cable from the battery.
- 3) Remove the glove box (1).



- 4) Disconnect the electrical connectors from the CVT controller assembly (1).
- 5) Remove the nuts (2), and remove CVT controller assembly.
- 6) Install the new CVT controller assembly in the reverse order of removal.
- 7) Reconnect the negative battery cable.
- 8) Re-enter the radio presets and navigation setting, and reset the clock.
- 9) Go to **Initialize the CVT Controller Assembly** further below on this page.
- 10) When the repair is complete, render the old CVT controller assembly unusable, and properly dispose of it.



INITIALIZE THE CVT CONTROLLER ASSEMBLY:

- 1) **Electric Throttle Control System Calibration:** Turn the ignition ON, and shift the transmission into Park (if not already).
- 2) **CVT Initialization:** Turn the ignition ON and shift the transmission into Park – confirm the shifter position turns on in the driver information display within approximately 2 seconds.

If the shift position indicator does not turn on, check the following:

- Check for an open or short to ground in wiring harness between the CVT controller assembly and the ROM in the valve body assembly.
- Check for proper terminal connections to CVT controller assembly and the solenoid connector.

NOTE:

After checking the above items, connect SDT or SDT-II to the vehicle to confirm no new DTCs associated with the CVT/TCM are current or pending. If you need assistance, contact Suzuki Tech-Line at (800) 934-1616. You may need to road test the vehicle to confirm the repair is successful.



SUZUKI MOTOR OF AMERICA, INC.

SAFETY RECALL CAMPAIGN

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

XXXXXXXXXXXXXXXXXXXX

June 8, 2018

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 2013 Suzuki Kizashi and 2013 Suzuki SX4 vehicles.

What is the problem?

A resistor on the circuit board of the CVT controller may develop a crack at the soldered connection. If a solder crack develops, resistance on the circuit may be excessive. The excessive resistance can allow unusual CVT fluid pressure control, causing the fluid temperature to rise. If the fluid temperature exceeds a certain threshold, the CVT will operate under temperature protection control, causing a decrease in vehicle speed and reduced acceleration capability, increasing the risk of a crash.

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

Your Suzuki Service Provider will replace the CVT controller assembly. This procedure will take approximately one half-hour to complete. Parts are available now, and there will be no charge to you for any recall campaign service-related parts or labor.

What you should do:

Make sure you are prepared for the 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 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 forward this campaign information to the current owner (if known), or contact the Suzuki Automotive Customer Relations Department at (714) 572-1490.

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

Customer reimbursement for remedies prior to campaign notification:

If you have paid for the CVT controller assembly to be replaced or other repairs to address the condition that led to this recall campaign, you may be eligible for full or partial reimbursement.

Please note the following conditions for reimbursement:

- Only repairs made to address the condition that led to this recall campaign 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.

To request reimbursement for a previous customer paid repair, contact the Suzuki Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call (714) 572-1490. We will request an original or copy of your receipt for the repair or replacement, and your owner notification letter.

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

Sincerely,

Suzuki Motor of America, Inc.