

**SUZUKI****CAMPAIGN
BULLETIN****Bulletin Number: ATVC05-01****Date: 08/28/07 Revised****Page: 1 of 6****Subject: Customer Satisfaction Campaign -
ECM Replacement****Affected Models: 2005 LT-A700XK5 King Quad****Read & Initial****Manager** _____**Parts** _____**Service** _____**CAMPAIGN BULLETIN CONTENTS**

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CAMPAIGN NOTICE

Suzuki has determined that some customers with unique usage patterns may experience a durability problem with reverse gear in 2005 model year King Quad all terrain vehicles. It has been found that operating at maximum RPM in reverse with the reverse override switch activated under high load for an extended period of time may result in overheating of the reverse idle gear and cause the gear to seize to the reverse idle gear shaft. If this occurs, reverse gear will no longer operate.

Suzuki Canada Inc. is conducting a Customer Satisfaction Campaign to install a reprogrammed ECM. The reprogrammed ECM changes the operation of the reverse override mode to ensure the durability of the reverse idle gear. All other ECM functions remain unchanged.

The reprogrammed ECM will allow the vehicle to be operated at peak engine torque RPM in reverse override mode for a period of 60 seconds or until the override button is released whichever comes first. After that time, the engine RPM will automatically be reduced for 5 seconds to normal reverse RPM. To reactivate reverse override function, the operator will need to release the override switch button for 5 seconds or more and press it again. This will provide up to an additional 60 seconds of use at peak engine torque RPM, followed by an automatic reduction to reverse RPM for 5 seconds. The cycle can be repeated as often as necessary.

Vehicles that are within the VIN range listed below and which do **not** already have a reprogrammed ECM are affected. Reprogrammed ECMs can be identified by a white painted dot or by the new updated part number on the Nippon Denso label.

2005 LT-A700XK5 King Quad

JSAAP41A□52100061 ~ JSAAP41A□52115955

DEALER RESPONSIBILITY

Suzuki dealers will install a reprogrammed ECM on affected vehicles at no cost to the customer for parts or labour. Dealers are required to perform this modification to any vehicles subject to this Campaign upon customer request or upon having the vehicle in your service facility for other repairs or service.

In addition, all vehicles subject to this Campaign currently in your inventory must be modified prior to being placed into service.

OWNER NOTIFICATION

The owners of affected vehicles which have retail registered on or before January 14, 2005 will be notified of this Campaign by first class mail during the week of January 24, 2005 (see copy of [Owner Letter](#) attached). It is the dealer's responsibility to personally contact owners who have taken delivery of unmodified vehicles which are registered after January 14, 2005.

PARTS INFORMATION

One ECM and one Service Manual insert set is required for each affected vehicle. The Owner's Manual inserts describe the revised functioning of the reverse override mode. There will be no automatic shipment ECMs. You are responsible for ordering ECMs on SuzukiVision eCentre. Please ensure that the campaign parts are available in your Parts Department to meet the demand at your location.

Description	Part Number	Qty	Part Type	Note
ECM	32920-31G01-CDN	1	Part	ECM part number will update to 32920-31G02-CDN, 32920-31G03-CDN or higher according to the date ordered.
Owner's Manual Insert Set	99414-00020-CDN	1	Part	

REPAIR PROCEDURE

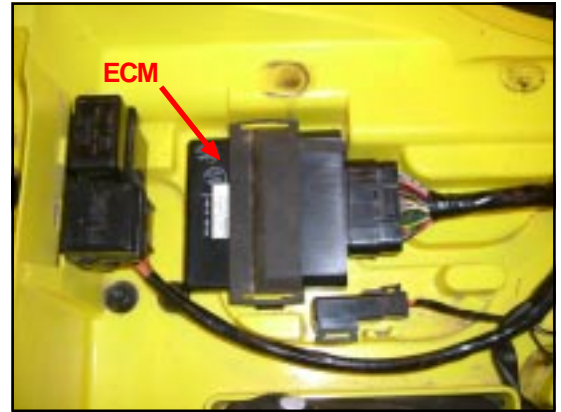
- 1) Remove the seat and inspect the ECM. If the ECM has a white painted dot or the new updated part number (32920-31G01, 32920-31G02, 32920-31G03 or higher) on the Nippon Denso label no further action is required. The reprogrammed ECM is already installed. If either the white painted dot or an updated part number is not present, continue to step 2.



- 2) Remove the ECM from the mount tabs on the rear fender and disconnect the wire harness coupler. Remove the suspension rubber from the ECM.
- 3) Install the suspension rubber to the new ECM, connect the wire harness coupler and insert the ECM to the mount tabs on the rear fender. Install the seat.
- 4) Owner's Manual inserts describe the revised functioning of the reverse override mode.

Affix the English language inserts to page 2-13 and 2-14 in the English language section of customer's LT-A700X Owner's Manual (99011-31G50-28B).

Affix the French language inserts to page 2-13 and 2-14 in the French language section of customer's LT-A700X Owner's Manual (99011-31G50-28B).



WARRANTY CLAIM PROCEDURE

Claims for this campaign should be submitted on a copy of the attached Campaign Multi-Claim Form. Print page 5 of this bulletin and follow the procedure described below.

- 1) Fill in the Campaign Multi-Claim Form with the following entries.
 - Enter your dealer code.
 - Enter your dealer name.
 - Enter the repair order number.
 - Enter the vehicle identification number (VIN).
 - Enter the odometer reading.
 - Enter the repair date.
 - Leave the V/C code box blank.
- 2) Attach a copy of each Repair Order to the Campaign Multi-Claim Form. The Repair Order must detail the owner's complete name, address including postal code, VIN and mileage.
- 3) Place the removed ECM(s) along with the Repair Order(s) and Multi-Claim Form into a box with the appropriate amount of packing material to prevent damage.
- 4) Affix an orange Warranty Parts Return Label (99414-1111) to the outside of the box.
- 5) Return Warranty Parts to SCI via Purolator Ground Freight collect only. Prepare the Purolator Bill of Lading with the following entries:
 - Enter your dealership name, address and phone number in the "Sender (from)" fields.
 - Enter Suzuki Canada Inc. 100 East Beaver Creek Road, Richmond Hill, ON L4B 1J6 and (905) 889-2600, Warranty Department in the "Receiver (to)" address and phone number fields.
 - Enter Purolator Account Number 9074905 in the Account Number field. Note that this account number must only be used for Warranty Parts return to SCI as requested by SCI.
- 6) Ship each Campaign Multi-Claim Form with Repair Orders and replaced ECMs to SCI within 21 days of the oldest repair regardless of the number of individual claims on the form.

Claims submitted with incomplete information or missing parts or Repair Order copies will be returned to your dealership for correction prior to processing.

WARRANTY CLAIM REIMBURSEMENT

For each affected all terrain vehicle that you repair, your parts account will be reimbursed dealer net plus 10% for parts and 0.2 hours labour at your current warranty labour rate.

CUSTOMER SATISFACTION

Please be sure that all dealership personnel are familiar with all procedures related to this Campaign. Only your conscientious action at the dealership level can lead to a successful Campaign conclusion. Remind your staff to be sympathetic and sensitive to your customers' expectations. Please extend Suzuki's apologies for any inconvenience this service may cause them.

We apologize for any inconvenience this Campaign may cause you or your customers. Thank you for your cooperation in conducting this important Campaign. If you have any further questions, contact your District Parts and Service Manager.

Service Department
Suzuki Canada Inc.



CAMPAIGN MULTI-CLAIM FORM FORMULAIRE MULTI-RÉCLAMATIONS

ATVC05-01

LT-A700X ECM REPLACEMENT

DEALER NO. NO. DE CONC.	DEALER NAME NOM DU CONCESSIONNAIRE	OPERATION CODE CODE D'OPÉRATION	CAMPAIGN # CAMPAGNE #	COMPLAINT CODE CODE DE PLAINTÉ	DEFECT CODE CODE DE DÉFAUT	PC 72
		FB9999	2053	99	BY	

	WORK ORDER NO. NO DU BON TRAVAIL						VIN (SERIAL NO.) NIV (NO. DE SÉRIE)														ODOMETER (km) ODOMÈTRE (km)				REPAIR RÉPARATION		V/C CODE	
1																									/	/		
2																									/	/		
3																									/	/		
4																									/	/		
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16																									/	/		

Date of submission to SCI
date de soumission à SCI _____

Dealer signature
Signature du conc. _____



SUZUKI CANADA INC.

HEAD OFFICE/SIÈGE SOCIAL

100 East Beaver Creek Rd., Richmond Hill, ON L4B 1J6
Telephone: (905) 889-2600 Facsimile: (905) 764-1574
Website: www.suzuki.ca

CUSTOMER SATISFACTION CAMPAIGN NOTICE

January, 2005

Dear Suzuki Owner:

Suzuki has determined that some customers with unique usage patterns may experience a durability problem with reverse gear in 2005 model year King Quad all terrain vehicles. It has been found that operating at maximum RPM in reverse with the reverse override switch activated under high load for an extended period of time may result in overheating of the reverse idle gear and cause the gear to seize to the reverse idle gear shaft. If this occurs, reverse gear will no longer operate. According to our records, you own one of the vehicles affected by this campaign.

To maintain the durability of the transmission, your authorized Suzuki dealer will take the following action:

1. Install an updated ECM.
2. Apply an insert to your Owner's Manual describing the operation of the reverse override mode with the updated ECM.

Be sure to bring your Owner's Manual with the vehicle to your dealer when you have this update performed. These updates will be performed at no cost to you for parts or labour.

Please contact your Suzuki dealer to schedule an appointment for this important campaign. Campaign instructions have already been sent to your dealer and the campaign can be completed in less than 20 minutes if you have an appointment. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. If you no longer own this vehicle, please complete the enclosed postage paid reply card and return it to us.

We sincerely regret any inconvenience this Customer Satisfaction Campaign may cause, but we are certain you understand our interest in your continued satisfaction with your new Suzuki.

Sincerely,

SUZUKI CANADA INC.

WESTERN OFFICE/BUREAU DE L'OUEST

110-6351 Westminster Hwy., Richmond, BC V7C 4V4
Telephone: (604) 273-0388 Fax: (604) 278-0520

EASTERN OFFICE/BUREAU DE L'EST

4111 boul. Poirier, St-Laurent, QC H4R 2G9
Téléphone: (514) 956-7986 Fax: (514) 956-1004