

# 2009

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## **SUZUKI SECURE ADVANTAGE NEW VEHICLE WARRANTY INFORMATION**



# **NEW VEHICLE WARRANTY INFORMATION SUPPLEMENT**

## **Special Coverage Extension Front Passenger Sensing System Sensor Mat with DTC B1312**

**The warranty has been extended for failures of front passenger sensing system sensor mat with DTC B1312 to 10 years or 200,000 km, whichever occurs first on 2009 Grand Vitara and 2009 SX4.**

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## OVERVIEW OF PROTECTION

The information below is an overview of Suzuki Secure Advantage Protection Plan coverage for 2009 model year vehicles.

COVERAGE*		TIME OR DISTANCE LIMIT*	
Warranties	Power Train Components Limited Warranty	5 Years	100,000 km
	New Vehicle Limited Warranty	3 Years	60,000 km
	Anti-Perforation Warranty	5 Years	Unlimited km
	Surface Corrosion Warranty	18 Months	60,000 km
	Structural Corrosion Warranty	6 years	Unlimited km
	Emission Component Defect Warranty++	3 years	60,000 km
	Emission Performance Warranty	2 years	40,000 km
Benefits	Towing (Up to 100 km)	3 Years	Unlimited km
	Battery Boost	3 Years	Unlimited km
	Fuel Delivery Service	3 Years	Unlimited km
	Lock-out Service	3 Years	Unlimited km
	Flat Tire Changing Service	3 Years	Unlimited km
	Winching & Extrication	3 Years	Unlimited km
	Trip Interruption Benefits	3 Years	Unlimited km

\* Refer to pages 3 to 15 and 19 to 23 for the actual warranty statement and details regarding terms, conditions, limitations and exclusions to warranty and/or benefit coverage. Coverage expires at specified time or distance limit, whichever occurs first.

++Engine Control Module and Catalytic Converter(s) are covered for 8 years or 130,000 km, whichever occurs first.

## THE SUZUKI WARRANTY POLICY

SUZUKI offers the following limited warranties on each new 2009 SUZUKI Vehicle prepared and sold in Canada by a SUZUKI Dealer and which is registered and normally operated in CANADA.

The POWER TRAIN COMPONENTS LIMITED WARRANTY, NEW VEHICLE LIMITED WARRANTY, EMISSION WARRANTIES, ANTI-PERFORATION WARRANTY, SURFACE CORROSION WARRANTY, STRUCTURAL CORROSION WARRANTY and GENUINE PARTS AND ACCESSORIES WARRANTY are the only and the entire written warranties given by SUZUKI for the Vehicle and no SUZUKI Dealer or its agent or employee is authorized to extend or enlarge these warranties on behalf of SUZUKI by any written or oral statement.

Except to the extent provided in these limited warranties, SUZUKI shall not be liable in contract, tort or otherwise for any direct, indirect, economic, commercial, incidental, consequential or special loss or damage or expense or claim howsoever caused, arising in connection with the sale, use, loss of use, inconvenience, performance or non-performance of the Vehicle (including, without limitation, vehicle rental expense, lodging expense, food travel costs and storage costs and liability in respect to any other person).

These warranties are not intended to limit, modify, or disclaim any statutory warranty which, by law, may not be limited, modified, excluded or disclaimed. To the full extent permitted by law, these warranties are in substitution for and exclude all other representations, warranties or conditions, express or implied, but not limited to, implied warranties or conditions of merchantable quality or fitness for a particular purpose and those arising under statute, in tort, or otherwise in law or in equity or from a course of dealing or usage of trade.

SUZUKI assumes no responsibility under any warranty policy for poor performance or damage to your Vehicle resulting from inadequate maintenance.

**OBTAINING WARRANTY SERVICE**

To obtain warranty service, deliver the Vehicle to a SUZUKI Dealer of your choice.

**COMMENCEMENT OF WARRANTY PERIOD**

All Warranty Periods begin on the date the Vehicle is delivered to the first retail purchaser or, if the Vehicle is leased or placed in service as a demonstration vehicle, the date the Vehicle is first placed in service.

**WARRANTY COVERAGE WHILE TEMPORARILY TRAVELLING IN THE U.S.**

Should your Vehicle experience a mechanical breakdown or a failure which prevents the safe operation of the Vehicle and for which coverage under the New Vehicle Limited Warranty is applicable while you are temporarily travelling in the continental U.S., repairs will be performed free of charge at any authorized Suzuki Automobile Dealer in the United States. Call 1-877-MY-SUZUKI from within the continental U.S. for the location of Suzuki dealers in that country.

## **POWER TRAIN COMPONENTS LIMITED WARRANTY**

SUZUKI Secure Advantage provides peace of mind security by continuing the coverage of specific power train components.

Repairs necessary to correct defects in the material or workmanship of specified power train components at the time of manufacture of the Vehicle, will be completed at no charge for parts and labour. Parts replacements will be made using new or remanufactured SUZUKI parts.

Specified components (see page 6) are covered under the SUZUKI Power Train Components Limited Warranty from the commencement of the warranty period (see page 4) and for 5 years or 100,000 kilometres, whichever occurs first.

Some limitations and exclusions apply to the Power Train Components Limited Warranty. Refer to pages 12 to 14 for details.

**The Power Train warranty coverage applies to the following specific components.**

**ENGINE**

Engine cylinder block and head(s) and all internal parts, intake manifold, timing gears, chains, tensioners and timing cover, flywheel/drive plate, valve covers, oil pan, oil pump, engine mounts, water pump, fuel pump, seals and gaskets.

**TRANSAXLE, TRANSMISSION AND TRANSFER CASE**

Transaxle, transmission, transfer case and all internal parts, torque converter, transmission/transfer case mounts, transmission control module, seals and gaskets.

**FRONT WHEEL DRIVE SYSTEM**

Front drive housing and all internal parts, axle shafts, drive/propeller shaft, universal joints, CV joints (provided CV boots are intact), hubs, bearings and seals.

**REAR WHEEL DRIVE SYSTEM**

Rear drive housing and all internal parts, axle shafts, drive/propeller shaft, universal joints, CV joints (provided CV boots are intact), hubs, bearings and seals.



## **NEW VEHICLE LIMITED WARRANTY**

SUZUKI warrants that all parts of the Vehicle will be free of defects in material and/or workmanship at the time of manufacture. Any necessary parts replacements resulting from defects in material and/or workmanship at the time of manufacture will be completed at no charge for parts and labour using new or remanufactured SUZUKI parts.

All components, except those having their own separate warranty and/or those components listed under the section detailing Limitations and Exclusions (pages 12 to 14), are covered by the New Vehicle Limited Warranty for 36 months or 60,000 kilometres, whichever occurs first.

Some Limitations and Exclusions apply to the New Vehicle Limited Warranty. Refer to pages 12 to 14 for details.

## **ANTI-PERFORATION WARRANTY**

SUZUKI warrants that the original exterior body sheet metal of your 2009 Vehicle will be free of defects in material and workmanship which result in perforation due to corrosion, from the inner surface of the body component through to the outer surface, for 60 months without distance limitations.

SUZUKI will repair or replace defective exterior body parts without charge for parts and/or labour.

In order to best preserve the appearance of your Vehicle refer to “Vehicle Care to Prevent Corrosion” found on pages 16 to 18.

Some Limitations and Exclusions apply to the Anti-Perforation Warranty. Refer to pages 12 to 14 for details.

## **SURFACE CORROSION WARRANTY**

SUZUKI warrants that the surface of original exterior body sheet metal components of your 2009 Vehicle will be free of defects in material and workmanship which result in readily visible surface corrosion for 18 months or 60,000 kilometres, whichever occurs first.

Components other than exterior body sheet metal parts, including original equipment wheels, are warranted against surface corrosion for 12 months or 20,000 kilometres.

SUZUKI will repair or replace defective structural components without charge for parts and/or labour.

Some Limitations and Exclusions apply to the Surface Corrosion Warranty. Refer to pages 12 to 14 for details.

## **STRUCTURAL CORROSION WARRANTY**

SUZUKI warrants that the structural components of your Vehicle will remain free of corrosion related damage which results in the weakening of that component such that it can no longer function as designed, for 72 months without distance limitation.

SUZUKI will repair or replace defective components without charge for parts and/or labour.

Refer to the “Vehicle Care to Prevent Corrosion” information found on pages 16 to 18 for corrosion prevention maintenance procedures.

Some Limitations and Exclusions apply to the Structural Corrosion Warranty. Refer to pages 12 to 14 for details.

# EMISSION WARRANTIES

## **EMISSION COMPONENT DEFECT WARRANTY**

SUZUKI warrants to the owners of 2009 model year Vehicles that the Vehicle was designed, built and equipped so as to conform, at the time of sale of the first retail purchaser, with all emission standards then applicable in Canada.

SUZUKI also warrants that the emission control components listed on page 10 are free from defects in materials and workmanship which would result in non-compliance with applicable regulations for a period of 36 months or 60,000 kilometres, whichever occurs first. The Engine Control Module (ECM/PCM) and the catalytic converter(s) are warranted for 96 months or 130,000 kilometres, whichever occurs first.

SUZUKI will, at no cost to you, make the necessary diagnosis, repair or replacement necessary to ensure that the Vehicle complies with applicable regulations relating to emission defects warranty.

## **EMISSION PERFORMANCE WARRANTY**

SUZUKI warrants to the owners of 2009 model year SUZUKI Vehicles that if the Vehicle fails a provincially mandated emission inspection/maintenance (I/M) test in effect during the warranty period and the failure to conform results or will result in you having to bear a penalty or other sanction (including denial of the right to use the Vehicle) under local or provincial law then any SUZUKI Dealer will at no cost to you, perform all diagnostics and make the replacements, repairs or warranty adjustments necessary to ensure that the Vehicle complies with applicable regulations.

The Emission Performance Warranty provides coverage for 24 months or 40,000 kilometres.

## **COMPONENTS COVERED BY THE EMISSION WARRANTIES**

Listed below are the parts which, if equipped on your Vehicle, are covered by the Emission Component Defect and Emission Performance Warranties. Some of the parts listed below may require scheduled replacement and are warranted up to the recommended replacement interval as indicated on the Periodic Maintenance Schedule detailed elsewhere in this booklet or the time and mileage of the limited warranty, whichever occurs first.

- + Positive crankcase ventilation (PCV) valve and associated parts
- + Exhaust gas recirculation (EGR) valve and associated parts
- + Electronic fuel injection system and associated controls and sensors
- \* Catalytic converter(s) and associated parts\*
- \* Electronic Engine Control Module (ECM)/onboard emission diagnostic device\*
- + Exhaust system between exhaust manifold and catalytic converter(s)
- + Spark plugs and ignition components
- + Fuel tank filler cap, restrictor, and vapor control valves
- + Evaporative emission control canister, associated valves, switches and controls
- + Emission related sensors, switches, valves, hoses, sealing gaskets or devices, lamps, tubes, fittings, wiring harnesses, pulleys, belts, idlers and mounting hardware used in the above systems.

For items marked with “ \* ”, the emission component defect and emission performance warranty coverage is 96 months or 130,000 kilometres, whichever occurs first.

## **WHAT YOU SHOULD KNOW ABOUT YOUR EMISSION WARRANTIES**

Suzuki strongly recommends that emission system repairs be performed at a SUZUKI Dealer of your choice. SUZUKI dealers have the specialized knowledge and equipment necessary to expedite the diagnosis and repair of the sophisticated emission systems on your Vehicle. They will also use Suzuki Genuine Parts that have been designed, manufactured and tested to comply with applicable emission standards.

However, you may choose to have routine scheduled maintenance performed on your Vehicle at a facility other than a SUZUKI Dealer. In such a case, you will want to ensure the service facility is aware of the periodic maintenance requirements for your Vehicle as detailed elsewhere in this booklet and that your Vehicle is maintained according to these recommendations.

While the use of non-Suzuki Genuine parts will not in itself void the Emission Warranties on your Vehicle, any repairs or replacement of parts required as a result of the installation of a component that is not of equivalent quality, capacity or performance to the Suzuki Genuine Part are not covered under this warranty.

In an emergency situation, an emission system repair may be performed at a service facility of your choosing, in the event a SUZUKI Dealer is not reasonably convenient. In such a case, retain the replaced parts and the paid invoice copy. Present these to your SUZUKI Dealer to request reimbursement of the emergency repair cost.

Some Limitations and Exclusions apply to the Emission Warranties. Refer to pages 12 to 14 for details.

## **IF YOUR VEHICLE FAILS AN EMISSION INSPECTION/MAINTENANCE TEST**

To make a claim under the Emission Warranties deliver your Vehicle to any SUZUKI Dealer. Present the Emission Inspection/Maintenance test document. SUZUKI will process your claim within 30 days from receipt of your request to the SUZUKI Dealer. Such 30 day time period for notification will not apply if you request a delay or a delay is caused by events not under the control of SUZUKI or your SUZUKI Dealer. If your claim is denied, you will be notified in writing of the reason for denial. If you are not so notified, you may be eligible to have the required emission warranty repair performed free of charge.

## **LIMITATIONS AND EXCLUSIONS APPLICABLE TO ALL WARRANTY COVERAGES**

### **Perforation due to Corrosion**

Perforation is covered by a separate warranty. Refer to the Suzuki Anti-Perforation Warranty on page 7.

### **Surface Corrosion (excluding exterior body sheet metal panels)**

Warranty period is 12 months or 20,000 kilometres, whichever occurs first.

### **Surface Corrosion (for original exterior body sheet metal panels only)**

Warranty period is 18 months or 60,000 kilometres, whichever occurs first.

### **Structural Corrosion**

Warranty period is 72 months without mileage limitations.

### **Emission Control Systems Components**

Emission control systems components are covered by separate warranties. Refer to the Suzuki Emission Performance Warranty and Suzuki Emission Component Defect Warranties (pages 9 to 11).

### **Tires**

Tires are warranted by the tire manufacturer. Refer to the tire warranty pamphlet provided with your Vehicle.

### **Sun Roofs (Factory installed)**

Warranty period is 12 months or 20,000 kilometres, whichever occurs first.

**Windshields**

Warranty period is 12 months or 20,000 kilometres, whichever occurs first.

**Batteries**

Warranty period is 12 months or 20,000 kilometres, whichever occurs first.

**Parts and Accessories**

Suzuki Genuine Parts and Accessories are covered by a separate warranty. Refer to page 15. Parts and accessories not distributed by SUZUKI are not covered by SUZUKI.

**Service Adjustments**

Service Adjustments not normally associated with the replacement of parts and which are not included as recommended maintenance procedures included in the Recommended Periodic Maintenance Schedule detailed in this booklet, are warranted for the first 12 months or 20,000 kilometres, whichever occurs first.

**Maintenance Expenses**

Parts and labour to perform services recommended in the periodic maintenance schedule such as engine tune up, lubrication, wheel alignment, tire rotation, tire balancing, cleaning, polishing, the replacement of expendable or normal wear parts such as spark plugs, filters, fluids, wiper blades, clutch and brake friction materials, and fuses are not covered by the warranties given by SUZUKI in this booklet.

**Brake Rotors and Brake Drums**

Warranty period for machining or replacement of brake rotors or brake drums due to corrosion or scoring is 12 months or 20,000 kilometres, whichever occurs first.

## **Factors Beyond Suzuki's Control**

These warranties do not cover repairs or replacements necessitated by:

- a. Normal wear and tear.
- b. Lack of or improper maintenance, negligence in cleaning or maintaining the Vehicle according to the recommended Periodic Maintenance Schedule detailed in this booklet, use of improper or contaminated fuel or lubricants.
- c. Use of parts not equivalent in quality and design to parts supplied by SUZUKI.
- d. Use of devices, parts or accessories not approved by SUZUKI including, but not limited to, remote starters, alarm systems, and audio equipment.
- e. Tampering or improper previous repairs to the Vehicle performed by a party other than a SUZUKI Dealer.
- f. Abuse or misuse such as but not limited to competition or racing usage, submersion in water, sand or mud, salt water corrosion, water or sand intrusion.
- g. Accident, collision, fire, theft, freezing, vandalism or physical damage.
- h. Road debris, including stone chipping, environmental or industrial fallout including acid rain, tree sap, bird droppings, hail, flood, lightning.
- i. Repairs or replacements necessitated due to alteration or modification of the Vehicle.
- j. Vehicles which have been declared a total loss and/or have been sold for salvage.
- k. Vehicles upon which the odometer has been disconnected or altered or where the true mileage cannot be determined.
- l. Vehicles upon which the Vehicle Identification Number has been altered or is illegible.
- m. Normal noises, vibration, deterioration, discolouration, distortion, deformation and fading are not considered defects and are not covered by any warranty.



## GENUINE PARTS AND ACCESSORIES WARRANTY

SUZUKI warrants that it will, at its option, replace or repair, at no charge, any SUZUKI Part or Accessory that is defective in material or workmanship under normal use.

Labour for replacement is also covered if the defective part or accessory was originally purchased and installed on a Vehicle by a SUZUKI Dealer.

### **SUZUKI GENUINE PARTS Warranty Period**

The warranty period for replacement of Suzuki Parts is 12 months or 20,000 kilometres (whichever occurs first ) following the date of purchase of the Part subject to the Limitations and Exclusions listed on pages 12 to 14. Suzuki Parts replaced under the New Vehicle Limited Warranty are covered for the balance of the New Vehicle Limited Warranty.

The purchase invoice or installation repair order for the Suzuki Part is required to determine the commencement of the warranty period.

### **SUZUKI GENUINE ACCESSORY Warranty Period**

The warranty period for SUZUKI Accessories is 12 months or 20,000 kilometres (whichever occurs first ) following the retail purchase of the SUZUKI Accessory subject to the Limitations and Exclusions listed on pages 12 to 14.

SUZUKI Air Conditioners are warranted for 12 months or 20,000 kilometres (whichever occurs first ) or for the balance of the New Vehicle Limited Warranty, whichever is the greater.

The purchase invoice or installation repair order for the Suzuki Accessory is required to determine the commencement of the warranty period.

# VEHICLE CARE TO PREVENT CORROSION

Proper care of your Vehicle is essential to protect it from corrosion even though SUZUKI has designed and built your Vehicle specifically to resist corrosion.

Listed on the following pages are instructions on how you should maintain your Vehicle to prevent corrosion. Please read and follow these instructions carefully.

**NOTE:** Application of additional rust inhibiting materials is not necessary or required under the 5 year anti-perforation warranty. Some after-manufacture rust proofing may create a potential environment which could reduce the corrosion resistance designed and built into your Vehicle. Depending upon application technique, some after-manufacture rust proofing could result in damage or failure of some electrical or mechanical systems of your Vehicle. Repairs to correct damage or malfunctions caused by after-manufacture rust proofing are not covered under any part of the written warranties given by SUZUKI and set out herein.

## IMPORTANT INFORMATION ABOUT CORROSION

### Common Causes of Corrosion

1. The accumulation of road salt, dirt, moisture or chemicals in hard to reach areas of the vehicle under body or frame.
2. Chipping, scratches and any damage to treated or painted metal surfaces resulting from minor accidents or by impact from stones, gravel, rock salt and coarse sand, etc.

### Environmental Conditions Which Accelerate Corrosion

1. Road salt, dust control chemicals, sea air or industrial pollution will all accelerate the corrosion of metal.
  2. High humidity will increase the rate of corrosion particularly when the temperature range is just above the freezing point.
  3. Moisture in certain areas of a vehicle for an extended period of time may promote corrosion even though other body sections may be completely dry.
  4. High temperatures will cause an accelerated rate of corrosion to parts of the vehicle which are not well ventilated to permit quick drying.
- The aforementioned information illustrates the necessity of keeping your vehicle (particularly the underbody) as clean and dry as possible. In addition to this, it is equally important to repair any damage to the paint or protective coatings as soon as possible.

## **MAINTENANCE PROCEDURES TO HELP PREVENT CORROSION**

### **Washing**

The best way to preserve the finish on your Vehicle and help avoid corrosion is to keep it clean with frequent washing. If you are frequently driving on salted roads, your Vehicle should be washed at increased intervals based on the frequency of exposure to these conditions. If you are living near an ocean, your Vehicle should be washed at regular intervals throughout the year.

### **Washing Instructions**

1. Wash the underbody of your Vehicle first. High pressure water or steam is most effective for cleaning this area. Ensure that all debris such as road salt, chemicals, mud and dirt is removed from the underbody, especially in hard to reach areas.
2. Wash the exterior of your Vehicle in a shaded area using only lukewarm or cold water. Remove all dirt and mud from the body with running water. Dirt which is hard to remove should be washed off with a sponge using plenty of water. A mild soap or detergent can be used, however these cleaning agents should be promptly washed off and not allowed to dry on the finish.
3. After washing the Vehicle, be certain that all drain holes are unobstructed.

### **Foreign Material Deposits**

Foreign material such as salts, chemicals, road oil or tar, tree sap, bird droppings and industrial fallout may damage the finish of your Vehicle if it is left on painted surfaces. Remove these types of deposits as quickly as possible. If these deposits are difficult to wash off, an additional cleaner may be required. Ensure that any cleaner that you select is compatible to the Vehicle paint finish and that the manufacturer's instructions are carefully followed.

### **Finish Damage**

Carefully examine your Vehicle for damage to the painted surfaces, especially if it is used on unpaved roads. Should you find any chips or scratches in the paint, touch them up immediately to prevent corrosion from starting. If the chips or scratches have gone through to the bare metal, have a qualified body shop make the repair.

### **Passenger and Cargo Compartments**

Moisture, dirt or mud can accumulate under the floor mats and may cause corrosion. Occasionally, check under these mats to ensure that this area is clean and dry. More frequent checks are necessary if the Vehicle is used on unpaved roads or in wet weather. Certain cargos such as chemicals, fertilizers, cleaners, salts, etc. are extremely corrosive in nature. These products should be transported in secure containers. If a spill or leak does occur, clean and dry the area immediately.

### **Driving Precautions**

Following a Vehicle too closely is dangerous and can lead to paint chipping. Paint can chip off of your Vehicle when pebbles, thrown in the air by the tires of a vehicle in front of you, fall and hit your Vehicle. The paint chipping zone will increase when vehicle speed increases. To prevent chipping, be sure to increase the distance between your Vehicle and the vehicle in front of you as speed increases. Paint chipping will also occur if you frequently drive on gravel or salted roads. The Suzuki warranty does not cover paint chipping.

### **Mud and Gravel Shields**

The use of mud and gravel shields will help protect your Vehicle. Full size shields, which extend as close to the road as is practical are of course the best. The fasteners for such shields should also be corrosion resistant. A number of different types of mud and gravel shields are available from your SUZUKI Dealer.

### **Storage**

Do not park your Vehicle in a damp, poorly ventilated area. If you often wash your Vehicle in the garage or if you frequently drive it in when wet, your garage may be damp. The high humidity in the garage may cause or accelerate corrosion. A wet Vehicle may corrode even in a heated garage if the ventilation is poor.

# SUZUKI SECURE ADVANTAGE ROADSIDE ASSISTANCE

## **ELIGIBILITY**

Suzuki Secure Advantage Roadside Assistance covers all 2009 Vehicles. Service will be provided to any driver of the registered Suzuki Vehicle.

Roadside assistance benefits are transferable to subsequent owners of your Vehicle, at no cost, within the coverage period. Roadside assistance coverage is transferred when the Vehicle ownership is transferred.

## **COVERAGE**

Suzuki Secure Advantage Roadside Assistance provides benefit coverage for your vehicle for 36 months from the commencement of the warranty period (see page 4), regardless of Vehicle distance travelled.

All coverage is limited to Vehicles using publicly maintained roads (excludes off-road use, logging roads, etc.) and adjacent sites, and any other locations, which in the opinion of the service provider constitutes a publicly travelled thoroughfare.

## **TOWING AND ROAD SERVICE REIMBURSEMENT**

If your Vehicle requires towing, battery boosting, fuel delivery (up to 10 litres), tire service or other like road service, simply call Suzuki Secure Advantage Roadside Assistance toll-free within Canada or the United States at 1-800-263-3331 and assistance will be dispatched.

When calling please provide your name, Vehicle Identification Number, the exact location of your Vehicle and a telephone number where you can be reached.

Our operators will also ask if you feel you are in an “unsafe situation”. If so, we will contact local Police or safety authorities with your consent.

In the event that you use a service other than the Suzuki Secure Advantage Roadside Assistance, we will reimburse you up to a maximum of \$100 for towing and up to \$75 for other disablements (see page 21 for claiming instructions).

### **COVERED SERVICES**

Road Service (labour performed at disablement site).

Service call (delivery of fuel, battery boost and winching).

Towing of your disabled Vehicle to the nearest SUZUKI Dealer up to 100 km (one tow per disablement) or towing to your preferred SUZUKI Dealer if within 25 km of the nearest SUZUKI Dealer.

### **EMERGENCY LOCK-OUT SERVICE**

When your ignition key is lost, broken or accidentally locked inside your vehicle, call Suzuki Secure Advantage Roadside Assistance and service will be dispatched. If circumstances require you to use an independent lockout service, we will reimburse you up to \$75.

### **EMERGENCY TRAVEL EXPENSE REIMBURSEMENT**

Should your Vehicle become disabled due to collision or mechanical breakdown while you are more than 100 km from your residence address we will reimburse you up to a maximum of \$300 (in total), for the following reasonable emergency expenses, (when not covered by your insurance):

Covered Expenses:

1. Local lodging and meals
2. Car rentals from bona fide car rental agencies (excludes gas expense).
3. Commercial transportation to your destination, and return trip after repairs are completed.

Coverage period is the lesser of the date of Vehicle disablement up to three days in total or the time at which your vehicle is repaired.

### **DEALER LOCATOR**

To obtain the location of your nearest SUZUKI Dealer, simply call 1-800-263-3331.

### **CLAIMS PROCEDURE**

We've attached claim forms to this booklet (centre insert). The claim form is to be completed for emergency towing and road service reimbursement, or emergency travel expense reimbursement. File your claim no more than twenty (20) days after the occurrence. Send to:

Suzuki Secure Advantage Roadside Assistance  
P.O. Box 190, 135 West Beaver Creek  
Richmond Hill, On L4B 4R5

Complete the appropriate portion of the form with accurate and concise answers and include all requested documentation and original receipts. This will facilitate prompt handling and reimbursement of your claim. To acquire additional forms, please contact your SUZUKI Dealer.

## **ITEMS EXCLUDED FROM SUZUKI SECURE ADVANTAGE ROADSIDE ASSISTANCE COVERAGE**

Transporting vehicle operators and their passengers to or from their disabled Vehicle or transporting such persons after the service has been rendered.

Accepting appointments for service calls.

Costs of parts, labour or incidental expenses (telephone calls, etc.) related to repair of the Vehicle under any circumstance.

A Vehicle which is abandoned, unlicensed, unplatd or to be towed to a salvage yard.

Any charges relating to impounding and storage.

Service to a vehicle driven into an area not regularly travelled or which is impassable (e.g. private recreational roads, mud driveways, laneways or beaches)

Service to a Vehicle located in snowbound areas (we will not shovel snow to access the Vehicle or provide service to Vehicles located in unplowed driveways)

Delays are sometimes unavoidable due to heavy demands for service. Under this circumstance Suzuki Secure Advantage Roadside Assistance reserves the right to initially tow the Vehicle to the nearest repair facility and after the heavy demand is over, will tow the Vehicle to the destination as defined under covered services, in which case all towing shall be treated as one service call. If the Vehicle is already in a safe place, such as a private or public garage, driveway etc., Suzuki Secure Advantage Roadside Assistance reserves the right to service the Vehicle only after the heavy demand is over.

Charges for services, repairs or labour which exceed those specified are at the vehicle operator's expense, at prevailing retail rates.



## CUSTOMER SATISFACTION

SUZUKI and SUZUKI Dealers are committed to exceeding your SUZUKI ownership expectations.

For most issues your dealer is in the best position to address any concerns that may arise. Should you encounter a special matter which is not satisfactorily resolved by dealership management please contact the Dealer Principal or General Manager directly.

Should you have any further questions after having spoken to the dealership owner please contact:

**SUZUKI CANADA INC.**

100 East Beaver Creek Road,  
Richmond Hill, Ontario L4B 1J6

Attention: Customer Relations

Tel: (905) 889-2677 ext. #2254

Fax: (905) 764-1574

Internet: <http://www.suzuki.ca/>

**Be sure to supply the following information whenever contacting SUZUKI.**

1. Your name, address, and telephone number
2. Year and model of vehicle
3. Vehicle Identification Number (VIN)
4. Purchase date
5. Current odometer reading
6. Name of your SUZUKI Dealer
7. Details of the matter you wish to discuss

### **CANADIAN MOTOR VEHICLE ARBITRATION PROGRAM**

SUZUKI endeavours to resolve all customer vehicle concerns through our dealer network and with our direct assistance where necessary. Occasionally a customer complaint cannot be resolved despite our best efforts.

In these instances, you may wish to contact the Canadian Motor Vehicle Arbitration Program (CAMVAP). CAMVAP is an independent organization that assists in resolving disputes with the manufacturer about defects in your vehicle's assembly or materials or, how the manufacturer is applying or administering its new vehicle warranty.

For more information on CAMVAP and to obtain a copy of the CAMVAP consumer guide entitled "Your Guide to CAMVAP", please call 1-800-207-0685 or see CAMVAP's website ([www.camvap.ca](http://www.camvap.ca))

## SUZUKI PROTECTION PLAN

Should you plan to drive your new Suzuki farther or longer than the coverage provided by the new vehicle limited warranty, Suzuki Protection Plan will be of special interest to you.

Suzuki Protection Plan is an extended service product which both enhances and extends the coverage already provided by the new vehicle limited warranty. Suzuki Protection Plan offers an affordable and cost-effective means to assure your peace of mind in the event of unexpected mechanical failure or other roadside emergencies for up to 7 years or 140,000 kilometres.

Suzuki Protection Plan offers a vast choice of coverage terms, allowing you to select the specific plan best suited to your ownership requirements.

Ask your Suzuki dealer for a complete explanation of the benefits, coverages, limitations and exclusions of Suzuki Protection Plan, then choose the coverage that best suits your needs.

## ODOMETER REPLACEMENT RECORD

Odometer replaced on \_\_\_\_\_ at \_\_\_\_\_  
(Date) (Kilometres)

After the odometer is replaced, total kilometres is determined by adding the kilometres listed here to the current kilometres on the installed odometer.

Dealer Signature: \_\_\_\_\_



**SUZUKI CANADA INC.**  
100 East Beaver Creek Road  
Richmond Hill, Ontario L4B 1J6

Att'n: Customer Service



# Suzuki Secure Advantage Roadside Assistance Customer Claim Form



Complete this form when claiming reimbursement for Roadside Assistance or Emergency Travel Expense

**Important:**

Please refer to the Suzuki Secure Advantage booklet for coverage details.  
 Submit all claims, fully documented, within **20 days of disablement**.  
 Please retain a copy of all receipts and **send original documentation**.  
 Please include **original paid receipts**, validated by the service establishment, which **clearly detail** the nature of the service provided.

**1. Your Suzuki Secure Membership Number is your vehicle identification number**   
 (enter the 17 digit vehicle identification number - VIN)

**2. Owner Information**

First Name  Last Name

Street  Apt  City

Prov  Postal Code  Residence Phone  Business Phone  Extension

**3. Roadside Assistance Claim**

Road Service: \$ \_\_\_\_\_ (maximum \$75) Towing: \$ \_\_\_\_\_ (maximum \$100)

**4. Emergency Travel Expense Claim (maximum \$300)**

Meals: \$ \_\_\_\_\_

Accommodation: \$ \_\_\_\_\_

Commercial Transportation: \$ \_\_\_\_\_

Rental Vehicle: \$ \_\_\_\_\_

Other: (Please Specify) \$ \_\_\_\_\_

You must include the following documents:  
 \* Paid receipts for reasonable covered expenses incurred within 3 days of disablement.  
 \* For disablement due to collision, a copy of the Accident Report which was filed with the appropriate police authority.

Detailed Description: \_\_\_\_\_

**5. Details of Your Vehicle Disablement**

Date: \_\_\_\_\_ Location: \_\_\_\_\_

Cause  Mechanical Breakdown (please specify): \_\_\_\_\_  
 Other (please specify): \_\_\_\_\_

**6. Make Cheque Payable To (If Different From Owner):**

Name

Address  City

Prov  Postal Code  Business Phone  Extension

**7. "I have completed this form and certify that the information provided is complete and accurate."**

Signature of owner \_\_\_\_\_ Date \_\_\_\_\_

**8. Sign and mail this completed form with original receipts to:**

Suzuki Secure Advantage Roadside Assistance  
 P.O. Box 190, 135 West Beaver Creek, Richmond Hill, ON L4B 4R5