
Service Bulletin

NUMBER: SA-47R

PAGE: 1 of 5

SUBJECT: Introduction of New Service Special Tool Program

BULLETIN REVISION INFORMATION: The only portion of this bulletin that has been revised concerns the payment process for the programs's special tool shipments. This revision has been highlighted on page two for your quick reference. The new payment process involves a three month equal payment process instead of two unequal lumpsum payments. The first payment will be due mid-January 2006.

ASMC has just finished an extensive evaluation of the essential special tools contained in the current dealer required Special Tool Kit. The purpose of this evaluation was to update the kit to include all those special tools required to perform warrantable repairs on all Suzuki vehicles and provide a secure storage solution for these tools. An essential tool is defined as a tool that is required for a warrantable repair and is not readily available from the aftermarket on a nationwide basis.

THE UPDATED DEALER REQUIRED SPECIAL TOOL KIT

As a result of the evaluation, some essential special tools are being deleted from the kit and others are being added to it.

A. Essential Special Tools Being Deleted From The Kit

The current dealer required Special Tool Kit consists of twenty-four essential tools. Seven of these tools will no longer be classified as essential and will be deleted from the kit. These seven deleted tools are as follows:

- a. 09916-14510 Valve Spring Compressor
- b. 09916-14910 Valve Spring Compressor Adapter
- c. 09919-46010 Attachment, Fuel Pressure
- d. 09922-75222 Pinion Preload Adapter
- e. 09926-78311 Gauge Set, Differential Adjust
- f. 09930-40113 Rotor & Sprocket Holder
- g. 09951-16070 Differential Gear Adjust Adapter

B. Essential Special Tools Being Added To The Kit

There were seventy-seven new tools identified as essential tools during the re-evaluation. These tools will be added to the required Special Tool Kit. Therefore, there are now a total of ninety-four essential special tools in the updated kit. Refer to pages four and five of this bulletin. They list each of these new tools and the seventeen previously existing essential tools that were not deleted as an essential tool by part number and description. They are applicable to all Suzuki vehicles currently under warranty.

ISSUED: 12/22/05

NEW SERVICE SPECIAL TOOL PROGRAM

ASMC is pleased to announce the new service Special Tool Program. The purpose of this new program is to provide dealers the essential tools necessary to properly service Suzuki vehicles during the warranty period and include a secure cabinet system to store and protect the dealer's investment. In addition to those objectives, the program is also intended to provide simple procedures to maintain the dealer's investment in the program. The following information outlines the program's implementation and applicable policies and procedures.

A. Implementation Of Program

The implementation of this program involves the shipment of a Special Tool Storage Cabinet (Stanley Vidmar) followed by two shipments of essential tools.

NOTE: The essential tools will be sent in two separate shipments as shown below:

1. Special Tool Storage Cabinet

During the **week of October 9, 2005**, dealers will begin receiving one Stanley Storage Cabinet. This cabinet is very similar to those used by other OEMs. It will arrive with a set of keys to lock the cabinet drawers with the necessary drawer liners, partitions, and dividers already installed in the applicable drawers. It will also contain a Special Tool Index Binder which contains a list of each tool by part number and references it to the specific drawer location. Copies of this list and its updates will be available on www.suzukipitstop.com via SCAT. Dealers' Parts Accounts will be debited \$1416.68 for this storage system.

2. Special Tool Shipments

- a. The first partial shipment of twenty-two (22) tools will be sent **October 17, 2005**.
- b. The second shipment of fifty-five tools will occur **mid-November**.

All dealers will be billed \$3,526.41 for the cost of the two tool shipments in three equal monthly payments of \$1,175.47. The first payment will be due mid-January 2006. Please note that the actual freight costs for these shipments will be billed separately during January 2006.

B. Program Policies And Procedures**1. Ordering procedure (for additional / replacement tools)**

To submit a special tool order a dealer simply logs into Pit Stop via SCAT. Then select and order the tool(s). The order will then be picked, packed, and shipped to the dealer.

2. Billing Procedure

After a dealer places a tool order the billing for that order will be applied to their weekly parts account.

3. Warranty

The special tool warranties are as follows.

- a. Hard tools (i.e. bearing installers): Lifetime warranty
- b. Electronic testers: 1 year
- c. Gauges: 90 days

When it is necessary to return a special tool for warranty a dealer must:

- a. Properly pack the tool(s) to ensure that it will not be damaged during transit.
- b. Include a dealer business card with a dealer contact's name and phone number

c. Ship to:

America Kowa Seiki, Inc.

2801 80th Street Dock #6

Kenosha, WI 53143-3717

ATTN: Peter Wessel/Eugene Lupi

4. Inventorying Dealer Essential Special Tools

It is recommended for dealers to inventory their essential tools on a routine basis. To assist dealers with this task, a solution is available on www.suzukipitstop.com. On this website a dealer can view and print a list of these tools. This list contains the part number, description, and illustration of each tool plus has an area allowing the dealer to acknowledge whether or not they have that tool on-hand.

5. Dealer Terminations

Only ESSENTIAL TOOLS can be return from a terminated dealer for credit. These tools are to be returned to the address specified above. When returning these tools, they must be received clean with all their components and in a reusable/resalable condition. Upon receipt, the tools will be inspected and credit issue based on the following depreciation schedule:

- a. 100% credit for those essential tools purchased within one-year of termination.
- b. 75% credit for those essential tools purchased more than one-year but less than two-years of termination.
- c. 50% credit for those essential tools purchased more than two-years but less than three-years of termination.
- d. 25% credit for those essential tools purchased more than three-years but less than four-years of termination.

Dealers are to contact their DSPM if they have any questions concerning the information in this bulletin.

ESSENTIAL TOOLS INCLUDED IN DEALER REQUIRED SPECIAL TOOL KIT

STATUS 1 = Existing essential tool 2 = Includ. in 10/05 shipment 3 = Includ. in 11/05 shipment	PART NUMBER	DESCRIPTION
1	09910-06520	SDS Tool Kit
1	09911-97710	Oil Seal Installer
1	09911-97811	Oil Seal Installer rear crank
1	09922-46010	Clutch Release Bush Remover
1	09922-66021	Flange Holder
1	09925-18011	Bearing Installer
1	09930-30104	Sliding Shaft Rotor Remover
1	09932-75010	Air Bag Load Tool
1	09941-64511	Seal Remover (d: 30mm Min.)
1	09942-15511	Sliding Hammer
1	09943-17912	Axle Shaft Remover
1	09943-35512	Wheel Hub Remover
1	09945-86510	TPMS Test Tool
1	09950-96010	Booster Piston Rod Gauge
1	09951-16050	Wheel Bearing Tightening
1	09990-86510	Evaporative Emission Tester
1	99963-00025	Tech2 Kit
2	09913-75821	Bearing Installer Attachment
2	09913-84510	Bearing Installer
2	09916-66510	Tappet Holder
2	09923-78210	Bearing Installer
2	09924-07710	Synchronized Hub Installer
2	09924-07720	Synchronizer Hub Installer
2	09925-15410	Oil Seal Installer
2	09925-46010	Clutch Release Bush Remover
2	09925-58210	Gear Shift Oil Seal Installer
2	09926-27610	Oil Seal Installer
2	09926-58010	Bearing Remover Attachment
2	09940-54910	Bearing Installer
2	09940-54950	Bearing Installer Attachment
2	09941-34513-004	Bearing Installer Attachment
2	09952-86510	Front Sensor Rotor Installer
2	DW110-130-01	Crankshaft Pulley Holder
2	DW110-130-02	Pulley Install/Remove
2	DW110-140	Chain Cover Install Guide Pin
2	DW110-180-01	Front Oil Seal Installer
2	DW110-180-02	Rear Oil Seal Installer
2	DW260-030-01	Axle Seal Installer (LH)
2	DW260-030-02	Axle Seal Installer (RH)
3	09913-50121	Oil Seal Remover
3	09913-60910	Brg/Gear Puller (d: 40-60mm)
3	09913-70123	Bearing Installer Tool
3	09913-75510	Bearing Installer
3	09913-75520	Bearing Installer
3	09913-76010	Bearing Installer

3	09913-80113	Bearing Installer
3	09913-85210	Bearing Installer
3	09913-85230	Bearing Removing Jig
3	09919-28610	Protective Sleeve
3	09919-47020	Quick Joint Remover Fuel
3	09923-46020	Joint Pipe
3	09923-74511	Bearing Puller (20-35mm)
3	09924-74510	Bearing and Oil Seal Handle
3	09925-88210	Bearing Puller Attachment
3	09925-98221	Bearing Installer
3	09926-48010	Universal Joint Assembling Tool
3	09927-08220	Output Shaft Remover
3	09927-76010	Gear Holder
3	09927-76060	Gear Holder
3	09928-36010	Reduction Drive Holder
3	09932-75020	Connector Test Adapter Kit
3	09932-75031	Air Bag Deployment Harness
3	09932-76010	Connector Test Adapter Set
3	09932-76510	Deployment Adapter Cable
3	09932-77310	Deployment Adapter Cable
3	09932-77320	Diagnosis Adapter Cable
3	09932-78310	Adapter Cable
3	09932-78321	Deployment Adapter Cable
3	09932-78332	Adapter Cable
3	09932-78340	Adapter Cable
3	09940-14940	Swing Arm Adjuster Lock Nut
3	09940-51710	Bearing Installer
3	09940-53111	Differential Bearing Installer
3	09941-54911	Bearing Outer Race Remover
3	09941-74911	Bearing Installer
3	09944-66010	Oil Seal Installer
3	09944-66060	Bearing Installer
3	09944-78210	Bearing Installer Support
3	09951-16060	Control Arm Bush Remover
3	09951-16080	Bearing Installer
3	09951-16090	Oil Seal Installer
3	09951-46020	Control Arm Bush Remover
3	09951-76010	Bearing Installer
3	09952-16010	Booster Piston Rod Adjuster
3	09952-16021	Booster Piston Rod Adjuster
3	09991-15410	Quick Joint Remover
3	09991-15420	Quick Joint Remover
3	99963-00027	Keyless Entry Fob Tester
3	GE-41415-50A	EVAP tester fuel cap adpt
3	J-36661-2	Forcing Screw
3	J-36667	Lock Plate Adapter (tilt)
3	J-37105-C	Front Hub Service Kit
3	KM-307-B	Removal Plate
3	KM-508-A	Remover/Installer