



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

May 23, 2012

[REDACTED]
Youngstown, FL [REDACTED]

NVS-216 nam
Ref. No. 10454841

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Suzuki SX4 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you had a crash in your MY 2008 Suzuki SX4 vehicle and none of the air bags deployed. You expected the driver's side air bag to deploy because of the left side impact. However, it did not deploy and you sustained an injury to your left shoulder. You want to know NHTSA's position regarding this problem and request that the agency inspect your vehicle.

We have reviewed our database in an effort to identify whether a safety defect trend exists with air bag non-deployment in MY 2008 Suzuki SX4 vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or the inspection of your vehicle. The information provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the investigation and recall process can be found on our web site at www.nhtsa.gov.

There are a number of factors that can affect whether an air bag will deploy in a given crash; e.g., the angle of impact, the speed of the other vehicle, and the amount of force absorbed by the other vehicle or object that is impacted. Only an expert in crash reconstruction can provide an educated opinion as to whether the air bag in a vehicle should have deployed in a specific crash.

Suzuki addressed a passenger side air bag warning light issue by extending the warranty (copy enclosed) for the front passenger sensing system in JB series (Grand Vitara) and RW series (SX4) vehicles produced from June 1, 2005 through April 20, 2011. Other than the front passenger sensing system, the air bag control module and other air bags function as designed. The issuance of an extended warranty does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure



SUZUKI MOTOR CORPORATION
Overseas Automobile Service Group
Overseas Service Department
300 Takatsuka, Minami, Hamamatsu, JAPAN 432-8611
Tel: 81-53-440-2977, Fax: 81-53-440-2318

Page 1 of 2
Date Apr. 18, 2012
Our ref. ABE-ZA-120418

To: Selected Suzuki Automobile Distributors
Attn.: Managing Director
Service Director / Manager

Subject: Warranty Extension For "AIR BAG" Warning Light Illumination In JB424/JB627/JB632/RW420

This letter is to inform you of a warranty extension for a certain airbag warning light illumination condition.

Suzuki Motor Corporation (SMC) has determined that, due to a product durability issue, there may be an electrical disconnection within the sensor-mat circuit of the Front Passenger Sensing System if repeated flexing is applied to the seat cushion by the occupant.

When the in-vehicle diagnostic system detects this condition, the "AIR BAG" warning light in the instrument cluster and Passenger's seat belt reminder light are illuminated while the "PASS AIR BAG OFF" indicator light is always off, and Diagnostic Trouble Code (DTC) B1312 is stored in the SDM. Other than the Front Passenger Sensing System, the SDM and the other airbag systems function as designed.

In our continuing effort to assure the proper performance of Suzuki products and to ensure the satisfaction of our customers, SMC has decided to extend the warranty for the front passenger seat cushion. Details of this warranty extension are explained below. If necessary, please notify this warranty extension to your government or entity.

NOTE:

When you check for SRS DTCs with the SDT, codes other than B1312 are not eligible for this warranty extension. If the vehicle is covered by the warranty, repair it using the normal warranty repair procedures. If the warranty is expired, give your customer an estimate for the cost of the repair.

Your cooperation will be highly appreciated.

Very truly yours,

A handwritten signature in black ink, appearing to be 'Yasunari Suzuki', is written over a horizontal line.

Yasunari Suzuki
Department General Manager
Overseas Service Department
SUZUKI MOTOR CORPORATION

Extended Period

The warranty coverage for the front passenger seat cushion which contains the sensor-mat is being extended to 10 years or 120,000 miles (200,000 km), whichever occurs first, from the date of retail sale or when first placed in service as a demonstrator. The retail sale is defined here as delivery of the product to the first retail Customer or its registration, whichever occurs first.

Applicable Models

JB series (Grand Vitara) and RW series (SX4) with the Front Passenger Sensing System, produced from June 1, 2005 (start of production) to April 20, 2011.

NOTE:

Some vehicles are not eligible for the warranty extension even though the production date is within the production range listed above. Please refer to the attached VIN list at ANNEX1 in order to confirm vehicle eligibility.

Customer Notification

Distributors will notify customers who own eligible vehicles for this warranty extension on their vehicles.

If customers have paid for repairs resulting from the detection of DTC B1312 prior to this notification, the customers may be eligible for full or partial reimbursement.

NOTE:

Reimbursement for claims may be excluded when adequate documentation is not submitted by the claimant.

Warranty Reimbursement Information

If you apply this warranty extension for all eligible claims on and after the notified date, please submit the warranty claim applications under the following terms to SMC.

Claim Category	2 (Campaign Warranty)	
Trouble Code	99-ZA	
Basic Code	QD01R0	
Causal Part No., Qty and Causal Part Name		
85101-B1312-EXT	0	CUSHION ASSY,FR,R
Replace Part No., Qty and Replaced Part Name		
Enter the part number of parts which you actually replaced.	1	CUSHION ASSY,FR,R

If the vehicle is covered by warranty, please submit the warranty claim as usual procedure with Claim Category "0" and normal Trouble Code.

Attachment

ANNEX1: Country_name_VIN List.xls

ANNEX2: Sample of the Announcement letter for warranty extension.doc