





<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-----------------------|
| FTIR No : PR200702B00001 [Automobile] | | Report Date 2007 / 02 / 03 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | RW420 with Code B1312 High Resisance on Pass Sensor | | |
| Issue No. | PRIJ-70201 | | |
| Person Issued | | Person Approved | (distributor) |
| VIN | JS2YA415X75  | Model Name | RW420 |
| Date of Incident | 2006 / 12 / 29 | Date Registered | 2006 / 09 / 28 |
| Mileage | 4299 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|--|
| Engine No. | J20A-361240 | Transmission No. | |
| Body Color | ZFN | | |

<< DESCRIPTION >>

| | |
|----------------------|---|
| Customer's Complaint | Check engine light is On. |
| Reproducibility | |
| What? | R.H. Front Seat Cushion |
| How? | <p>Code B1312 was present when vehicle was checked. This unit has come 3 times into the dealership for the same condition. Each time the unit came the vehicles connections were checked and the code was re-set.</p> <p>VIN : JS2YA415X75 </p> <p>Engine No : J20A-361240</p> <p>Mileage : 4299mile</p> <p>Date Registered : Sep. 28,2006</p> <p>Date Repaired : Dec. 29,2006</p> <p>Description :</p> |

| | | | |
|--|--|--|---|
| Possible causal Part No. | 85101-80JS0-CNH | Possible causal Part Name | R.H. Front Seat Cushion |
| Repair status | | | |
| Course of action | Seat cushion was replaced after verifying that all connections were fine. | | |
| Repair result | | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date - |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|----------------|--|
| When? | |
| Speed | |
| Engine RPM | |
| Road Condition | |

<< CUSTOMER USAGE >>

| | |
|----------------------|--|
| Frequency of Driving | |
|----------------------|--|





<< FEEDBACK >> [refer](#)

Feedback

We would like to close this subject for the moment as we are unable to correct further information for more than 3 months. Should you experienced similar problem, please issue new FTIR. Thank you very much for your kind understanding.

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200807B00001 [Automobile] | | Report Date 2008 / 07 / 18 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | JB627 AIR BAG LIGHT | | |
| Issue No. | PRIJ-80701  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS3TE94346  | Model Name | JB627W |
| Date of Incident | 2008 / 05 / 19 | Date Registered | 2006 / 02 / 10 |
| Service Dealer Name | SAN JUAN SUZUKI KENNEDY | | |
| Mileage | 27440 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2005 / 12 / 29 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------------|--------------------|-------------------|------------------|
| Engine No. | H27A-185187 | Transmission No. | MT129237 |
| Fuel Type | Gasoline | Fuel System | Injection |
| Supercharger | none | VVT | none |
| Lean Burn Engine | none | Hybrid Engine | none |
| Drive Wheels | 2WD | Transmission Type | AT |
| Body Color | ZY4 | | |

<< DESCRIPTION >>

| | | | |
|---|---|--|---|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | AIR BAD LIGHT CAME ON WITHOUT PREVIOUS NOTICE | | |
| How? | WHILE DRIVING WITH A PASSENGER SITTING IN THE FRONT SEAT | | |
| What did you check? | DEALER USED ANOTHER CUSHION FROM A STOCK VEHICLE FOR TEST PURPOSES | | |
| Checked result | WHEN THE NEW CUSHION WAS INSTALLED PROBLEM WAS CORRECTED | | |
| Diagnostic Code | B1312 OCM MAT FAULT | | |
| Possible cause of Incident | WE WERE UNDER THE IMPRESSION THAT THIS COULD BE RELATED TO PASSENGER WEIGHT BUT SINCE WE HAVE HAD SEVERAL CASES WHEN WE ASK ABOUT THE PERSON WEIGHT WE COULD NOT FIND A PATTERN. THIS VARIES FROM GENE, SIZE AND WEIGHT. | | |
| Possible causal Part No. | 85101-65JQ1-BFG | Possible causal Part Name | CUSHION ASSY |
| Repair status | Not Repaired | | |
| Course of action | WE ARE WAITING FOR PARTS TO ARRIVE. | | |
| Repair result | Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Waiting for replacement part | Estimated Parts available date - |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|--------------------|
| Engine Warm-up Condition | Not related |
|--------------------------|--------------------|

| | |
|-----------------|--|
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | City Street Highway / Freeway Paved Road 【 Asphalt Concrete 】 |

<< CUSTOMER USAGE >>





| | |
|----------------------|---|
| Application | Commuting |
| Typical Usage | Starting the car before warm-up Continuous driving at high speed |
| Type of Driving | City Street Highway / Freeway |
| Frequency of Driving | Everyday |

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | Thank you for your information. Unfortunately we have not find any cause of this matter. We would like to close it. If you have any market complaint, please inform us. |
|----------|---|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200807B00004 [Automobile] | | Report Date 2008 / 07 / 18 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | JB627 AIR BAG LIGHT | | |
| Issue No. | PRIJ-80702  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS3TE943264  | Model Name | JB627W |
| Date of Incident | 2008 / 04 / 25 | Date Registered | 2005 / 10 / 10 |
| Service Dealer Name | SAN JUAN SUZUKI KENNEDY | | |
| Mileage | 34304 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2005 / 08 / 02 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | H27A-157369 | Transmission No. | GT142767 |
| Body Color | ZA5 | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|--|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | AIR BAD LIGHT CAME ON WITHOUT PREVIOUS NOTICE | | |
| How? | WHILE DRIVING WITH A PASSENGER SITTING IN THE FRONT SEAT | | |
| What did you check? | DEALER USED ANOTHER CUSHION FROM A STOCK VEHICLE FOR TEST PURPOSES | | |
| Checked result | WHEN THE NEW CUSHION WAS INSTALLED PROBLEM WAS CORRECTED | | |
| Diagnostic Code | B1312 OCM MAT FAULT | | |
| Possible cause of Incident | WE WERE UNDER THE IMPRESSION THAT THIS COULD BE RELATED TO PASSENGER WEIGHT BUT SINCE WE HAVE HAD SEVERAL CASES WHEN WE ASK ABOUT THE PERSON WEIGHT WE COULD NOT FIND A PATTERN. THIS VARIES FROM GENRE, SIZE AND WEIGHT. | | |
| Possible causal Part No. | 85101-65JQ1-BFG | Possible causal Part Name | CUSHION ASSY |
| Repair status | Not Repaired | | |
| Course of action | WE ARE WAITING FOR PARTS TO ARRIVE. | | |
| Repair result | Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Waiting for replacement part | Estimated Parts available date - |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|---------------------------------|
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |

| | |
|-----------------|--|
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | City Street Highway / Freeway Paved Road 【 Asphalt Concrete 】 |

<< CUSTOMER USAGE >>





| | |
|----------------------|---|
| Application | Commuting |
| Typical Usage | Starting the car before warm-up Continuous driving at high speed |
| Type of Driving | City Street Highway / Freeway |
| Frequency of Driving | Everyday |

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | Thank you for your information. Unfortunately we have not find any cause of this matter. We would like to close it. If you have any market complaint, please inform us. |
|----------|---|

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<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200807B00005 [Automobile] | | Report Date 2008 / 07 / 18 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | JB627 AIR BAG LIGHT | | |
| Issue No. | PRIJ-80703  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS3TE943X64  | Model Name | JB627W |
| Date of Incident | 2008 / 05 / 09 | Date Registered | 2008 / 06 / 01 |
| Service Dealer Name | SAN JUAN SUZUKI KENNEDY | | |
| Mileage | 17845 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2006 / 02 / 28 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | H27A-194662 | Transmission No. | BT138513 |
| Body Color | ZY4 | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|--|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | AIR BAD LIGHT CAME ON WITHOUT PREVIOUS NOTICE | | |
| How? | WHILE DRIVING WITH A PASSENGER SITTING IN THE FRONT SEAT | | |
| What did you check? | DEALER USED ANOTHER CUSHION FROM A STOCK VEHICLE FOR TEST PURPOSES | | |
| Checked result | WHEN THE NEW CUSHION WAS INSTALLED PROBLEM WAS CORRECTED | | |
| Diagnostic Code | B1312 OCM MAT FAULT | | |
| Possible cause of Incident | WE WERE UNDER THE IMPRESSION THAT THIS COULD BE RELATED TO PASSENGER WEIGHT BUT SINCE WE HAVE HAD SEVERAL CASES WHEN WE ASK ABOUT THE PERSON WEIGHT WE COULD NOT FIND A PATTERN. THIS VARIES FROM GENRE, SIZE AND WEIGHT. | | |
| Possible causal Part No. | 85101-65JQ1-BFG | Possible causal Part Name | CUSHION ASSY |
| Repair status | Repaired | | |
| Course of action | WE ARE WAITING FOR PARTS TO ARRIVE. | | |
| Repair result | Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Waiting for replacement part | Estimated Parts available date - |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|---------------------------------|
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |

| | |
|-----------------|--|
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | City Street Highway / Freeway Paved Road 【 Asphalt Concrete 】 |

<< CUSTOMER USAGE >>





| | |
|----------------------|---|
| Application | Commuting |
| Typical Usage | Starting the car before warm-up Continuous driving at high speed |
| Type of Driving | City Street Highway / Freeway |
| Frequency of Driving | Everyday |

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | Thank you for your information. Unfortunately we have not find any cause of this matter. We would like to close it. If you have any market complaint, please inform us. |
|----------|---|

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<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200807B00006 [Automobile] | | Report Date 2008 / 07 / 18 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | JB627 AIR BAG LIGHT | | |
| Issue No. | PRIJ-80704  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS3TE943964  | Model Name | JB627W |
| Date of Incident | 2008 / 05 / 12 | Date Registered | 2005 / 09 / 19 |
| Service Dealer Name | SAN JUAN SUZUKI KENNEDY | | |
| Mileage | 30387 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2005 / 07 / 25 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------------|--------------------|-------------------|------------------|
| Engine No. | H27A-155130 | Transmission No. | GT128763 |
| Fuel Type | Gasoline | Fuel System | Injection |
| Supercharger | none | VVT | none |
| Lean Burn Engine | none | Hybrid Engine | none |
| Drive Wheels | 2WD | Transmission Type | AT |
| Body Color | ZJ3 | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|--|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | AIR BAD LIGHT CAME ON WITHOUT PREVIOUS NOTICE | | |
| How? | WHILE DRIVING WITH A PASSENGER SITTING IN THE FRONT SEAT | | |
| What did you check? | DEALER USED ANOTHER CUSHION FROM A STOCK VEHICLE FOR TEST PURPOSES | | |
| Checked result | WHEN THE NEW CUSHION WAS INSTALLED PROBLEM WAS CORRECTED | | |
| Diagnostic Code | B1312 OCM MAT FAULT | | |
| Possible cause of Incident | WE WERE UNDER THE IMPRESSION THAT THIS COULD BE RELATED TO PASSENGER WEIGHT BUT SINCE WE HAVE HAD SEVERAL CASES WHEN WE ASK ABOUT THE PERSON WEIGHT WE COULD NOT FIND A PATTERN. THIS VARIES FROM GENE, SIZE AND WEIGHT. | | |
| Possible causal Part No. | 85101-65JQ1-BFG | Possible causal Part Name | CUSHION ASSY |
| Repair status | Not Repaired | | |
| Course of action | WE ARE WAITING FOR PARTS TO ARRIVE. | | |
| Repair result | Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Waiting for replacement part | Estimated Parts available date - |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|--------------------|
| Engine Warm-up Condition | Not related |
|--------------------------|--------------------|

| | |
|-----------------|--|
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | City Street Highway / Freeway Paved Road [Asphalt Concrete] |

<< CUSTOMER USAGE >>

| | |
|----------------------|---|
| Application | Commuting |
| Typical Usage | Starting the car before warm-up Continuous driving at high speed |
| Type of Driving | City Street Highway / Freeway |
| Frequency of Driving | Everyday |

<< UPDATE-LOG >>





| | |
|-----------------|--|
| Update Contents | -- [Fri Jul 18 17:49:04 EDT 2008] Issue No. : [PRIJ-80703] -> [PRIJ-80704] |
|-----------------|--|

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | Thank you for your information. Unfortunately we have not find any cause of this matter. We would like to close it. If you have any market complaint, please inform us. |
|----------|---|

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<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200807B00007 [Automobile] | | Report Date 2008 / 07 / 18 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | JB627 AIR BAG LIGHT | | |
| Issue No. | PRIJ-80705  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS3TE943464  | Model Name | JB627W |
| Date of Incident | 2008 / 05 / 12 | Date Registered | 2006 / 05 / 05 |
| Service Dealer Name | SAN JUAN SUZUKI KENNEDY | | |
| Mileage | 29649 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2005 / 12 / 01 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------------|--------------------|-------------------|------------------|
| Engine No. | H27A-180735 | Transmission No. | LT140673 |
| Fuel Type | Gasoline | Fuel System | Injection |
| Supercharger | none | VVT | none |
| Lean Burn Engine | none | Hybrid Engine | none |
| Drive Wheels | 2WD | Transmission Type | AT |
| Body Color | Z9T | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|--|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | AIR BAD LIGHT CAME ON WITHOUT PREVIOUS NOTICE | | |
| How? | WHILE DRIVING WITH A PASSENGER SITTING IN THE FRONT SEAT | | |
| What did you check? | DEALER USED ANOTHER CUSHION FROM A STOCK VEHICLE FOR TEST PURPOSES | | |
| Checked result | WHEN THE NEW CUSHION WAS INSTALLED PROBLEM WAS CORRECTED | | |
| Diagnostic Code | B1312 OCM MAT FAULT | | |
| Possible cause of Incident | WE WERE UNDER THE IMPRESSION THAT THIS COULD BE RELATED TO PASSENGER WEIGHT BUT SINCE WE HAVE HAD SEVERAL CASES WHEN WE ASK ABOUT THE PERSON WEIGHT WE COULD NOT FIND A PATTERN. THIS VARIES FROM GENE, SIZE AND WEIGHT. | | |
| Possible causal Part No. | 85101-65JQ1-BFG | Possible causal Part Name | CUSHION ASSY |
| Repair status | Not Repaired | | |
| Course of action | WE ARE WAITING FOR PARTS TO ARRIVE. | | |
| Repair result | Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Waiting for replacement part | Estimated Parts available date - |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|--------------------|
| Engine Warm-up Condition | Not related |
|--------------------------|--------------------|

| | |
|-----------------|--|
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | City Street Highway / Freeway Paved Road 【 Asphalt Concrete 】 |

<< CUSTOMER USAGE >>




| | |
|----------------------|---|
| Application | Commuting |
| Typical Usage | Starting the car before warm-up Continuous driving at high speed |
| Type of Driving | City Street Highway / Freeway |
| Frequency of Driving | Everyday |

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | Thank you for your information. Unfortunately we have not find any cause of this matter. We would like to close it. If you have any market complaint, please inform us. |
|----------|---|

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<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200807B00008 [Automobile] | | Report Date 2008 / 07 / 18 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | JB627 AIR BAG LIGHT | | |
| Issue No. | PRIJ-80706  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS3TE943264 XXXXXXXXXX | Model Name | JB627W |
| Date of Incident | 2008 / 05 / 16 | Date Registered | 2006 / 03 / 13 |
| Service Dealer Name | SAN JUAN SUZUKI KENNEDY | | |
| Mileage | 19421 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2005 / 12 / 13 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------------|--------------------|-------------------|------------------|
| Engine No. | H27A-182497 | Transmission No. | MT110099 |
| Fuel Type | Gasoline | Fuel System | Injection |
| Supercharger | none | VVT | none |
| Lean Burn Engine | none | Hybrid Engine | none |
| Drive Wheels | 2WD | Transmission Type | AT |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|---|---|--|---|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | AIR BAD LIGHT CAME ON WITHOUT PREVIOUS NOTICE | | |
| How? | WHILE DRIVING WITH A PASSENGER SITTING IN THE FRONT SEAT | | |
| What did you check? | DEALER USED ANOTHER CUSHION FROM A STOCK VEHICLE FOR TEST PURPOSES | | |
| Checked result | WHEN THE NEW CUSHION WAS INSTALLED PROBLEM WAS CORRECTED | | |
| Diagnostic Code | B1312 OCM MAT FAULT | | |
| Possible cause of Incident | WE WERE UNDER THE IMPRESSION THAT THIS COULD BE RELATED TO PASSENGER WEIGHT BUT SINCE WE HAVE HAD SEVERAL CASES WHEN WE ASK ABOUT THE PERSON WEIGHT WE COULD NOT FIND A PATTERN. THIS VARIES FROM GENE, SIZE AND WEIGHT. | | |
| Possible causal Part No. | 85101-65JQ1-BFG | Possible causal Part Name | CUSHION ASSY |
| Repair status | Not Repaired | | |
| Course of action | WE ARE WAITING FOR PARTS TO ARRIVE. | | |
| Repair result | Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Waiting for replacement part | Estimated Parts available date - |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|--------------------|
| Engine Warm-up Condition | Not related |
|--------------------------|--------------------|

| | |
|-----------------|--|
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | City Street Highway / Freeway Paved Road 【 Asphalt Concrete 】 |

<< CUSTOMER USAGE >>





| | |
|----------------------|---|
| Application | Commuting |
| Typical Usage | Starting the car before warm-up Continuous driving at high speed |
| Type of Driving | City Street Highway / Freeway |
| Frequency of Driving | Everyday |

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | Thank you for your information. Unfortunately we have not find any cause of this matter. We would like to close it. If you have any market complaint, please inform us. |
|----------|---|

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<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200807B00009 [Automobile] | | Report Date 2008 / 07 / 18 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | JB627 AIR BAG LIGHT | | |
| Issue No. | PRIJ-80707  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS3TE943464  | Model Name | JB627W |
| Date of Incident | 2008 / 05 / 30 | Date Registered | 2006 / 05 / 01 |
| Service Dealer Name | SAN JUAN SUZUKI KENNEDY | | |
| Mileage | 28754 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2006 / 02 / 18 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------------|--------------------|-------------------|------------------|
| Engine No. | H27A-193266 | Transmission No. | BT125319 |
| Fuel Type | Gasoline | Fuel System | Injection |
| Supercharger | none | VVT | none |
| Lean Burn Engine | none | Hybrid Engine | none |
| Drive Wheels | 2WD | Transmission Type | AT |
| Body Color | Z9T | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|--|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | AIR BAD LIGHT CAME ON WITHOUT PREVIOUS NOTICE | | |
| How? | WHILE DRIVING WITH A PASSENGER SITTING IN THE FRONT SEAT | | |
| What did you check? | DEALER USED ANOTHER CUSHION FROM A STOCK VEHICLE FOR TEST PURPOSES | | |
| Checked result | WHEN THE NEW CUSHION WAS INSTALLED PROBLEM WAS CORRECTED | | |
| Diagnostic Code | B1312 OCM MAT FAULT | | |
| Possible cause of Incident | WE WERE UNDER THE IMPRESSION THAT THIS COULD BE RELATED TO PASSENGER WEIGHT BUT SINCE WE HAVE HAD SEVERAL CASES WHEN WE ASK ABOUT THE PERSON WEIGHT WE COULD NOT FIND A PATTERN. THIS VARIES FROM GENE, SIZE AND WEIGHT. | | |
| Possible causal Part No. | 85101-65JQ1-BFG | Possible causal Part Name | CUSHION ASSY |
| Repair status | Not Repaired | | |
| Course of action | WE ARE WAITING FOR PARTS TO ARRIVE. | | |
| Repair result | Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Waiting for replacement part | Estimated Parts available date - |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|--------------------|
| Engine Warm-up Condition | Not related |
|--------------------------|--------------------|

| | |
|-----------------|--|
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | City Street Highway / Freeway Paved Road 【 Asphalt Concrete 】 |

<< CUSTOMER USAGE >>




| | |
|----------------------|---|
| Application | Commuting |
| Typical Usage | Starting the car before warm-up Continuous driving at high speed |
| Type of Driving | City Street Highway / Freeway |
| Frequency of Driving | Everyday |

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | Thank you for your information. Unfortunately we have not find any cause of this matter. We would like to close it. If you have any market complaint, please inform us. |
|----------|---|

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<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200906B00001 [Automobile] | | Report Date 2009 / 06 / 09 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | RW420 Check Engine Light | | |
| Issue No. | PRIJ-90601  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS2YA417595 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2008 / 08 / 29 | Date Registered | 2009 / 05 / 04 |
| Service Dealer Name | SAN JUAN SUZUKI | | |
| Mileage | 10741 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 06 / 30 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|--|
| Engine No. | J20A-613524 | Transmission No. | |
| Body Color | ZJ3 | | |

<< DESCRIPTION >>

| | | | |
|--|---|---|---------------------------------|
| Customer's Complaint | CHECK ENGINE LIGHT IS ON | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | CODE B1318 OCM CHECK SUM ERROR | | |
| How? | VEHICLE WAS TEST DRIVEN FOR SEVERAL DAYS BUT IT DID NOT REFLECT THE CONDITION. | | |
| What did you check? | DIAGNOSTIC PROCEDURE ACCORDING TO SERVICE MANUAL FOR THE CODE | | |
| Checked result | NO PROBLEM WAS DETECTED | | |
| Diagnostic Code | B1318 | | |
| Possible cause of Incident | WAITING FOR SMC ADVICE | | |
| Possible causal Part No. | 85101-80JS0-EMK | Possible causal Part Name | CUSHION ASSY FR R(BEIGE) |
| Repair status | Not Repaired | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|---------------------------------|
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| | Temperature Related |

| | |
|-----------------|----|
| Air Temperature | No |
|-----------------|----|

<< CUSTOMER USAGE >>



| | |
|----------------------|---|
| Application | MOST OF THE UNITS ARE RENTAL |
| Typical Usage | Starting the car before warm-up |
| Type of Driving | City Street Highway / Freeway Mountain |
| Frequency of Driving | Everyday |
| Parking Situation | Parking Location Indoor |
| | Surface condition of Parking Location Paved |

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-------------------------|
| FTIR No : PR200906B00003 [Automobile] | | Report Date 2009 / 06 / 09 | |
| SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | RW420 Check Engine Light | | |
| Issue No. | PRIJ-90602  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS2YA417195 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2009 / 05 / 08 | Date Registered | 2008 / 10 / 22 |
| Service Dealer Name | SAN JUAN SUZUKI | | |
| Mileage | 10475 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 07 / 03 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|--|
| Engine No. | J20A-614458 | Transmission No. | |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|--|---|---|---------------------------------|
| Customer's Complaint | CHECK ENGINE LIGHT IS ON | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | CODE B1318 OCM CHECK SUM ERROR | | |
| How? | VEHICLE WAS TEST DRIVEN FOR SEVERAL DAYS BUT IT DID NOT REFLECT THE CONDITION. | | |
| What did you check? | DIAGNOSTIC PROCEDURE ACCORDING TO SERVICE MANUAL FOR THE CODE | | |
| Checked result | NO PROBLEM WAS DETECTED | | |
| Diagnostic Code | B1318 | | |
| Possible cause of Incident | WAITING FOR SMC ADVICE | | |
| Possible causal Part No. | 85101-80JS0-EMK | Possible causal Part Name | CUSHION ASSY FR R(BEIGE) |
| Repair status | Not Repaired | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|---------------------------------|
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| | Temperature Related |

| | |
|-----------------|-----------|
| Air Temperature | No |
|-----------------|-----------|

<< CUSTOMER USAGE >>

| | |
|----------------------|---|
| Application | MOST OF THE UNITS ARE RENTAL |
| Typical Usage | Starting the car before warm-up |
| Type of Driving | City Street Highway / Freeway Mountain |
| Frequency of Driving | Everyday |
| Parking Situation | Parking Location Indoor |
| | Surface condition of Parking Location Paved |

<< UPDATE-LOG >>




| | |
|-----------------|---|
| Update Contents | -- [Tue Jun 9 15:09:58 UTC-0400 2009] Subject : [RW420 Check Engine Light] -> [2RW420 Check Engine Light] |
| | -- [Tue Jun 9 15:10:36 UTC-0400 2009] Issue No. : [PRIJ-90601] -> [PRIJ-90602] Subject : [2RW420 Check Engine Light] -> [RW420 Check Engine Light] |

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200906B00004 [Automobile] | | Report Date 2009 / 06 / 09 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | RW420 Check Engine Light | | |
| Issue No. | PRIJ-90603  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS2YA413075 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2009 / 05 / 11 | Date Registered | 2007 / 02 / 10 |
| Service Dealer Name | SAN JUAN SUZUKI | | |
| Mileage | 35960 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2006 / 10 / 04 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|--|
| Engine No. | J20A-381282 | Transmission No. | |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|--|---|---|---------------------------------|
| Customer's Complaint | CHECK ENGINE LIGHT IS ON | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | CODE B1318 OCM CHECK SUM ERROR | | |
| How? | VEHICLE WAS TEST DRIVEN FOR SEVERAL DAYS BUT IT DID NOT REFLECT THE CONDITION. | | |
| What did you check? | DIAGNOSTIC PROCEDURE ACCORDING TO SERVICE MANUAL FOR THE CODE | | |
| Checked result | NO PROBLEM WAS DETECTED | | |
| Diagnostic Code | B1318 | | |
| Possible cause of Incident | WAITING FOR SMC ADVICE | | |
| Possible causal Part No. | 85101-80JS0-EMK | Possible causal Part Name | CUSHION ASSY FR R(BEIGE) |
| Repair status | Not Repaired | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|---------------------------------|
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| | Temperature Related |

| | |
|-----------------|-----------|
| Air Temperature | No |
|-----------------|-----------|

<< CUSTOMER USAGE >>





| | |
|----------------------|---|
| Application | MOST OF THE UNITS ARE RENTAL |
| Typical Usage | Starting the car before warm-up |
| Type of Driving | City Street Highway / Freeway Mountain |
| Frequency of Driving | Everyday |
| Parking Situation | Parking Location Indoor |
| | Surface condition of Parking Location Paved |

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200906B00005 [Automobile] | | Report Date 2009 / 06 / 09 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | RW420 Check Engine Light | | |
| Issue No. | PRIJ-90604  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS2YA417896  | Model Name | RW420F |
| Date of Incident | 2009 / 05 / 28 | Date Registered | 2009 / 01 / 10 |
| Service Dealer Name | SAN JUAN SUZUKI | | |
| Mileage | 6843 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 10 / 30 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-653104 | Transmission No. | KW567558 |
| Body Color | ZY4 | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|---------------------------------|
| Customer's Complaint | CHECK ENGINE LIGHT IS ON | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | CODE B1318 OCM CHECK SUM ERROR | | |
| How? | VEHICLE WAS TEST DRIVEN FOR SEVERAL DAYS BUT IT DID NOT REFLECT THE CONDITION. | | |
| What did you check? | DIAGNOSTIC PROCEDURE ACCORDING TO SERVICE MANUAL FOR THE CODE | | |
| Checked result | NO PROBLEM WAS DETECTED | | |
| Diagnostic Code | B1318 | | |
| Possible cause of Incident | WAITING FOR SMC ADVICE | | |
| Possible causal Part No. | 85101-80JS0-EMK | Possible causal Part Name | CUSHION ASSY FR R(BEIGE) |
| Repair status | Not Repaired | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|---------------------------------|
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| | Temperature Related |

| | |
|-----------------|----|
| Air Temperature | No |
|-----------------|----|

<< CUSTOMER USAGE >>





| | |
|----------------------|---|
| Application | MOST OF THE UNITS ARE RENTAL |
| Typical Usage | Starting the car before warm-up |
| Type of Driving | City Street Highway / Freeway Mountain |
| Frequency of Driving | Everyday |
| Parking Situation | Parking Location Indoor |
| | Surface condition of Parking Location Paved |

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200906B00006 [Automobile] | | Report Date 2009 / 06 / 09 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | RW420 Check Engine Light | | |
| Issue No. | PRIJ-90605  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS2YA41729  | Model Name | RW420F |
| Date of Incident | 2009 / 05 / 28 | Date Registered | 2008 / 11 / 22 |
| Service Dealer Name | SAN JUAN SUZUKI | | |
| Mileage | 9262 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 09 / 01 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-630524 | Transmission No. | HW563931 |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|---------------------------------|
| Customer's Complaint | CHECK ENGINE LIGHT IS ON | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | CODE B1318 OCM CHECK SUM ERROR | | |
| How? | VEHICLE WAS TEST DRIVEN FOR SEVERAL DAYS BUT IT DID NOT REFLECT THE CONDITION. | | |
| What did you check? | DIAGNOSTIC PROCEDURE ACCORDING TO SERVICE MANUAL FOR THE CODE | | |
| Checked result | NO PROBLEM WAS DETECTED | | |
| Diagnostic Code | B1318 | | |
| Possible cause of Incident | WAITING FOR SMC ADVICE | | |
| Possible causal Part No. | 85101-80JS0-EMK | Possible causal Part Name | CUSHION ASSY FR R(BEIGE) |
| Repair status | Not Repaired | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|---------------------------------|
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| | Temperature Related |

| | |
|-----------------|-----------|
| Air Temperature | No |
|-----------------|-----------|

<< CUSTOMER USAGE >>



| | |
|----------------------|---|
| Application | MOST OF THE UNITS ARE RENTAL |
| Typical Usage | Starting the car before warm-up |
| Type of Driving | City Street Highway / Freeway Mountain |
| Frequency of Driving | Everyday |
| Parking Situation | Parking Location Indoor |
| | Surface condition of Parking Location Paved |

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-------------------------|
| FTIR No : PR200906B00008 [Automobile] | | Report Date 2009 / 06 / 09 | |
| SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | RW420 Check Engine Light | | |
| Issue No. | PRIJ-90606  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS2YC416796 XXXXXXXXXX | Model Name | RW420N |
| Date of Incident | 2009 / 05 / 01 | Date Registered | 2008 / 12 / 12 |
| Service Dealer Name | SAN JUAN SUZUKI | | |
| Mileage | 8896 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 09 / 12 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-634745 | Transmission No. | JW558455 |
| Body Color | ZY4 | | |

<< DESCRIPTION >>

| | | | |
|--|---|---|---------------------------------|
| Customer's Complaint | CHECK ENGINE LIGHT IS ON | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | CODE B1318 OCM CHECK SUM ERROR | | |
| How? | VEHICLE WAS TEST DRIVEN FOR SEVERAL DAYS BUT IT DID NOT REFLECT THE CONDITION. | | |
| What did you check? | DIAGNOSTIC PROCEDURE ACCORDING TO SERVICE MANUAL FOR THE CODE | | |
| Checked result | NO PROBLEM WAS DETECTED | | |
| Diagnostic Code | B1318 | | |
| Possible cause of Incident | WAITING FOR SMC ADVICE | | |
| Possible causal Part No. | 85101-80JS0-EMK | Possible causal Part Name | CUSHION ASSY FR R(BEIGE) |
| Repair status | Not Repaired | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|---------------------------------|
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| | Temperature Related |

| | |
|-----------------|----|
| Air Temperature | No |
|-----------------|----|

<< CUSTOMER USAGE >>




| | |
|----------------------|---|
| Application | MOST OF THE UNITS ARE RENTAL |
| Typical Usage | Starting the car before warm-up |
| Type of Driving | City Street Highway / Freeway Mountain |
| Frequency of Driving | Everyday |
| Parking Situation | Parking Location Indoor |
| | Surface condition of Parking Location Paved |

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

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<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR200909B00002 [Automobile] | | Report Date 2009 / 09 / 18 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | RW420N OCM DOES NOT RECOGNIZE PASSENGER | | |
| Issue No. | PRIJ-90902 | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS2YC41538  | Model Name | RW420N |
| Date of Incident | 2009 / 09 / 08 | Date Registered | 2007 / 11 / 09 |
| Service Dealer Name | SAN JUAN SUZUKI | | |
| Mileage | 21444 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 09 / 05 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-487099 | Transmission No. | HW570207 |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|----------------------|---|--|--|
| Customer's Complaint | NO PASSENGER LIGHT TURNS ON WHEN GIRL IS SITTING ON THE SEAT | | |
| Reproducibility | Yes | | |
| What? | THIS UNIT CAME WITH AIR BAG LIGHT ON AND WHEN VERIFIED IT HAD CODE B1312 AFTER INSPECTION IT WAS DETERMINED THAT THE SEAT CUSHION HAD TO BE REPLACED. ONCE THE CUSHION WAS REPLACED WITH A SEAT CUSHION THAT WAS MODIFIED TO CORRECT CODE B1318 THERE IS NO CODE BUT WHEN THE CUSTOMERS GIRL SEATS ON THE FRONT SEAT THE LIGHT THAT INFORMS THAT THERE IS NO PASSENGER ON THE SEAT TURNS ON. | | |
| How? | WE HAVE TESTED WITH OTHER PEOPLE THAT ARE BIGGER THAN THE GIRL AND SYSTEM WORKS FINE. THE CUSTOMER GIRL WEIGHT IS 31.8 KG. AND SHE IS VERY SKINNY (THIN) 5 FT TALL AND IT IS 11 YEARS OLD | | |

| | | | |
|---|---------------------------------|---|--------------------------|
| Possible causal Part No. | 85101-80JS1-EDV | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Not Repaired | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>


<< CUSTOMER USAGE >>

<< UPDATE-LOG >>

| | |
|-----------------|--|
| Update Contents | -- [Fri Sep 18 15:35:32 UTC-0400 2009] Subject : [OCM DOES NOT RECOGNIZE PASSENGER] -> [RW420N OCM DOES NOT RECOGNIZE PASSENGER] |
|-----------------|--|

<< FEEDBACK >> [refer](#)

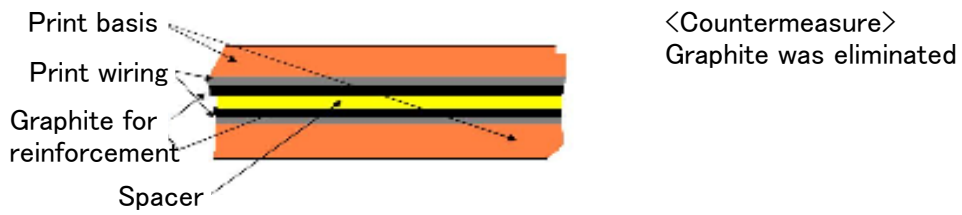
| | |
|----------|--|
| Feedback | <p><Result></p> <p>1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent.</p> <p>2, A crack occurred on EOL(End of Line resister).</p> <p>3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <p>1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008.</p> <p>2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.</p> <p>3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date></p> <p>JS2YC5A29B [REDACTED]; Mar 23, 2011</p> <p>JS2YB5A35B [REDACTED]; Mar 23, 2011</p> <p>JS2YC5A40B [REDACTED]; Mar 23, 2011</p> <p>JS2YA5A56B [REDACTED]; Mar 23, 2011</p> <p>JS2YA5A73B [REDACTED]; Apr 5, 2011</p> <p>JS2YC5A98B [REDACTED]; Apr 6, 2011</p> <p>JS2YA5A10B [REDACTED]; Apr 5, 2011</p> <p>JS2YA5A25B [REDACTED]; Mar 23, 2011</p> <p>JS2YB5A21B [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
|----------|--|

| No. | File Name | File Description |
|-------|---|------------------|
| 1 |  Document.pdf (631kB) | |
| total | 1 files 631kB | |

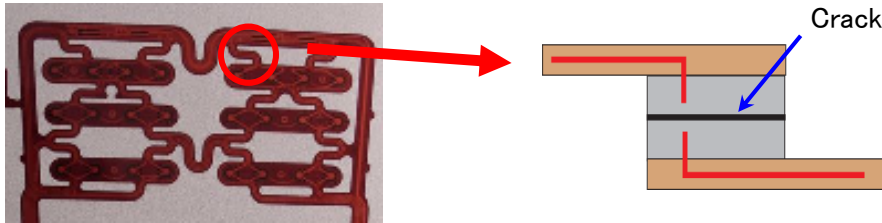
[Sending Form](#) [export to excel.](#)

Result of investigation

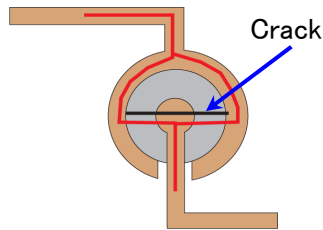
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

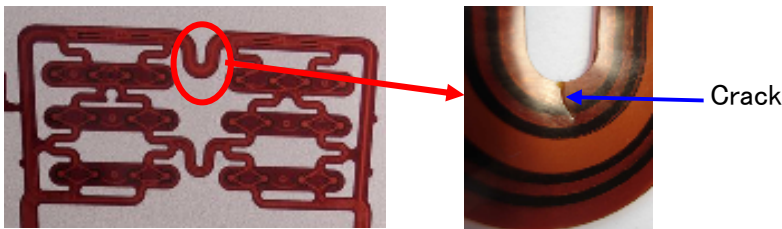


<Countermeasure>

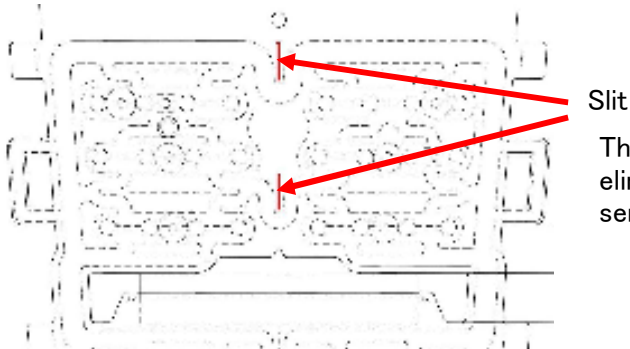


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

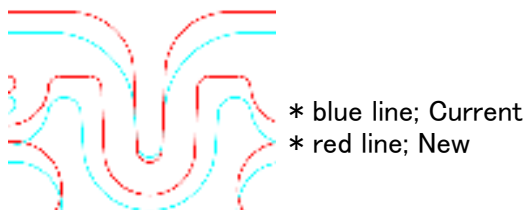


<Countermeasure A>



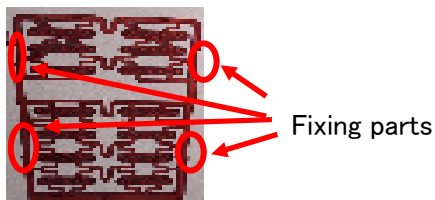
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR201008B00007 [Automobile] | | Report Date 2010 / 08 / 12 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | AIR BAG LIGHT REMAINS ON | | |
| Issue No. | PRIJ-100806  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS2YA41548  | Model Name | RW420F |
| Date of Incident | 2010 / 07 / 20 | Date Registered | 2007 / 10 / 27 |
| Service Dealer Name | TRIANGLE SUZUKI | | |
| Mileage | 32379 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 07 / 27 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-471876 | Transmission No. | GW564372 |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|---|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | PASSENGER SEAT SENSOR IS NOT DETECTING PASSENGER PRESENCE | | |
| How? | CODE B1312 WAS PRESENT, CUSHION WAS REPLACED AND PROBLEM WAS CORRECTED | | |
| Possible causal Part No. | 85101-80JS3-CHN | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2010 / 08 / 13 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

<< CUSTOMER USAGE >>

<< UPDATE-LOG >>

| | |
|-----------------|---|
| Update Contents | -- [Fri Aug 13 10:14:46 UTC-0400 2010] Subject : [NO PASSENGER LIGHT REMAINS ON AFTER PASSENGER SEATS.] -> [AIR BAG LIGHT REMAINS ON] |
|-----------------|---|

<< FEEDBACK >> [refer](#)

| |
|--|
| <Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). |
|--|

Feedback


3, A crack occurred on the serpentine part in the print wiring

<Cause>
The cracks were due to insufficient endurance..

<Countermeasure>
1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008.
2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.
3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<Affected VIN [REDACTED]>
 JS2YC5A29B6 [REDACTED] Mar 23, 2011
 JS2YB5A35B6 [REDACTED] Mar 23, 2011
 JS2YC5A40B6 [REDACTED] Mar 23, 2011
 JS2YA5A56B6 [REDACTED] Mar 23, 2011
 JS2YA5A73B6 [REDACTED] Apr 5, 2011
 JS2YC5A98B6 [REDACTED] Apr 6, 2011
 JS2YA5A10B6 [REDACTED] Apr 5, 2011
 JS2YA5A25B6 [REDACTED] Mar 23, 2011
 JS2YB5A21B6 [REDACTED] Mar 23, 2011

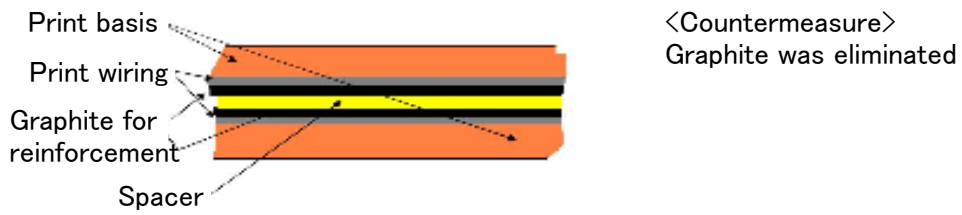
Thank you for [REDACTED] mation.

| No. | File Name | File Description |
|-------|---|------------------|
| 1 |  Document.pdf (631kB) | |
| total | 1 files 631kB | |

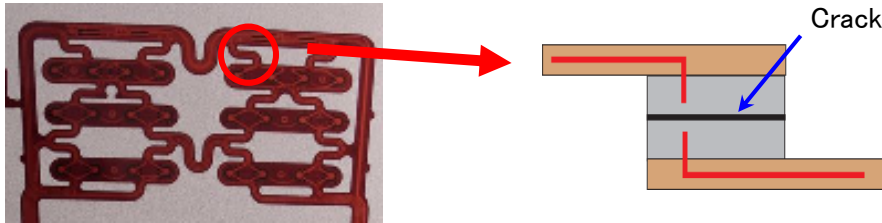
[Sending Form](#) [export to excel.](#)

Result of investigation

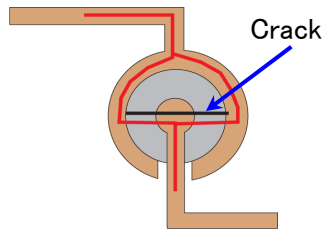
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

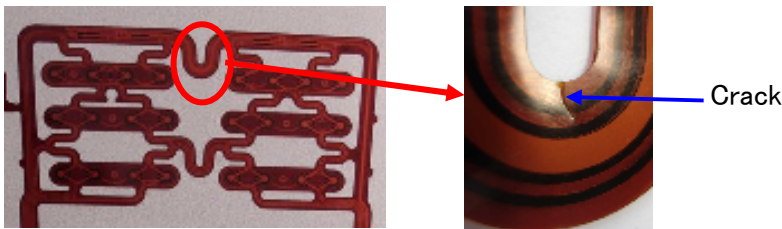


<Countermeasure>

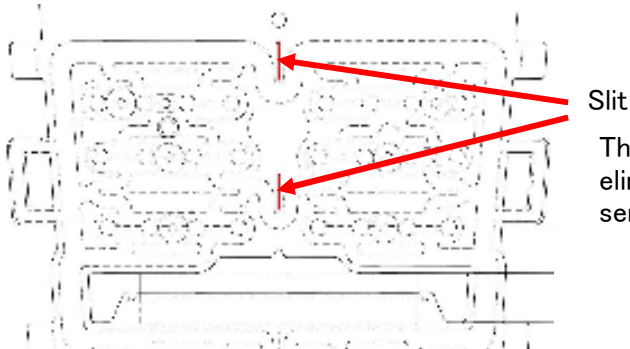


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

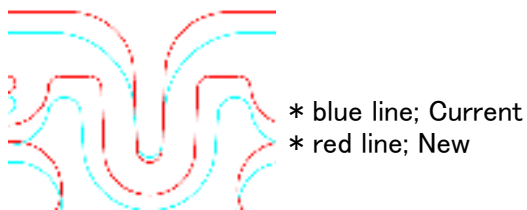


<Countermeasure A>



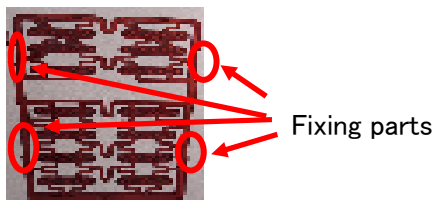
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>







The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR201008B00009 [Automobile] | | Report Date 2010 / 08 / 12 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | AIR BAG LIGHT REMAINS ON | | |
| Issue No. | PRIJ-100807  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS3TE944384  | Model Name | JB627W |
| Date of Incident | 2010 / 06 / 12 | Date Registered | 2007 / 12 / 15 |
| Service Dealer Name | SAN JUAN SUZUKI 65TH | | |
| Mileage | 32231 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 09 / 08 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | H27A-263937 | Transmission No. | JT104672 |
| Body Color | ZY4 | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|---|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | PASSENGER SEAT SENSOR IS NOT DETECTING PASSENGER PRESENCE | | |
| How? | CODE B1312 WAS PRESENT, CUSHION WAS REPLACED AND PROBLEM WAS CORRECTED | | |
| Possible causal Part No. | 85101-65JR3-DBS | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2010 / 08 / 13 |

<< ATTACHED FILE >>


<< Incident DESCRIPTION (When) >>

<< CUSTOMER USAGE >>

<< UPDATE-LOG >>

| | |
|-----------------|--|
| Update Contents | -- [Thu Aug 12 16:36:32 UTC-0400 2010] Estimated Parts dispatch date : [] -> [20100813] Have you sent the incident parts? : [Yes] -> [No] -- |
| | [Thu Aug 12 16:44:25 UTC-0400 2010] Possible causal Part No. : [85101-80JS3-CHN] -> [85101-65JR3-DBS] Possible causal Part Name : [CUSHION ASSY FR R] -> [CUSHION ASSY FR R] -- |
| | [Fri Aug 13 10:27:27 UTC-0400 2010] Subject : [NO PASSENGER LIGHT REMAINS ON AFTER PASSENGER SEATS.] -> [AIR BAG LIGHT REMAINS ON] |

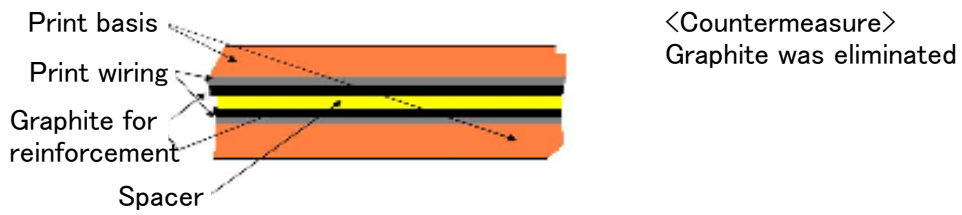
<< FEEDBACK >> [refer](#)

| Feedback | <p><Result></p> <p>1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent.</p> <p>2, A crack occurred on EOL(End of Line resister).</p> <p>3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <p>1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008.</p> <p>2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.</p> <p>3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date></p> <p>JS2YC5A29B [REDACTED]; Mar 23, 2011</p> <p>JS2YB5A35B [REDACTED]; Mar 23, 2011</p> <p>JS2YC5A40B [REDACTED]; Mar 23, 2011</p> <p>JS2YA5A56B [REDACTED]; Mar 23, 2011</p> <p>JS2YA5A73B [REDACTED]; Apr 5, 2011</p> <p>JS2YC5A98B [REDACTED]; Apr 6, 2011</p> <p>JS2YA5A10B [REDACTED]; Apr 5, 2011</p> <p>JS2YA5A25B [REDACTED]; Mar 23, 2011</p> <p>JS2YB5A21B [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> | | |
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| No. | File Name | File Description | |
| 1 |  Document.pdf (631kB) | | |
| total | 1 files 631kB | | |

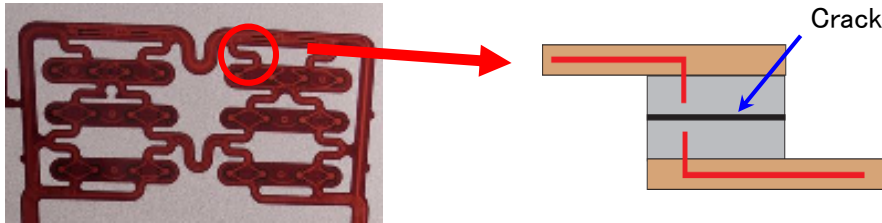
[Sending Form](#) [export to excel.](#)

Result of investigation

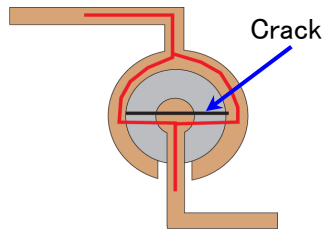
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

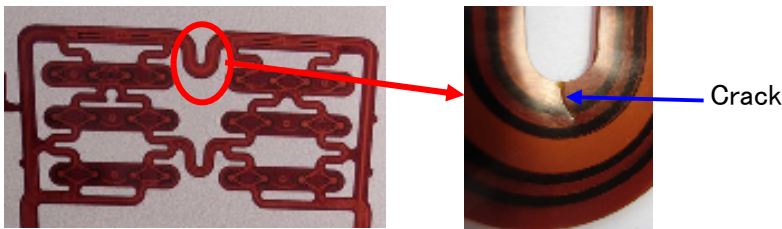


<Countermeasure>

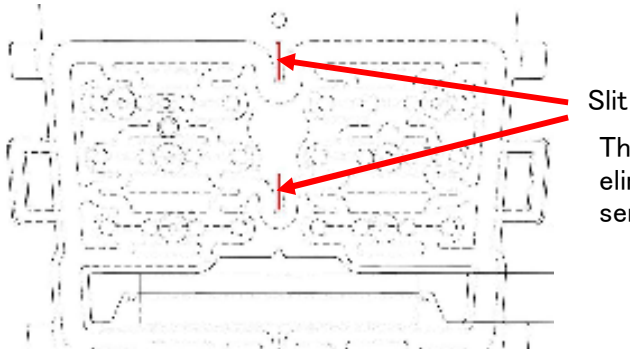


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

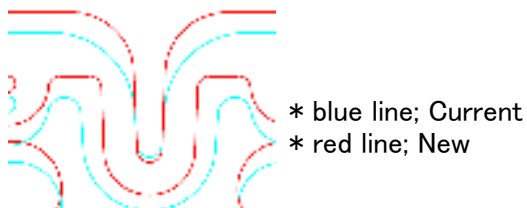


<Countermeasure A>



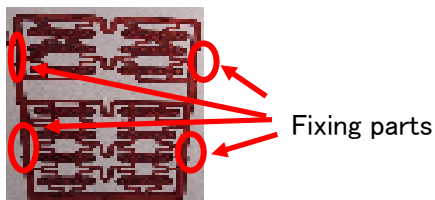
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>







The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR201008B00010 [Automobile] | | Report Date 2010 / 08 / 12 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | AIR BAG LIGHT REMAINS ON | | |
| Issue No. | PRIJ-100808  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS3TE944484  | Model Name | JB627W |
| Date of Incident | 2010 / 06 / 29 | Date Registered | 2008 / 11 / 13 |
| Service Dealer Name | SAN JUAN SUZUKI 65TH | | |
| Mileage | 14577 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 02 / 20 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | H27A-281925 | Transmission No. | BT120885 |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|---|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | PASSENGER SEAT SENSOR IS NOT DETECTING PASSENGER PRESENCE | | |
| How? | CODE B1312 WAS PRESENT, CUSHION WAS REPLACED AND PROBLEM WAS CORRECTED | | |
| Possible causal Part No. | 85101-65JR3-DBS | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2010 / 08 / 13 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

<< CUSTOMER USAGE >>

<< UPDATE-LOG >>

| | |
|-----------------|--|
| Update Contents | -- [Thu Aug 12 16:41:47 UTC-0400 2010] Issue No. : [PRIJ-100807] -> [PRIJ-100808] -- [Fri Aug 13 10:24:47 UTC-0400 2010] Subject : [NO PASSENGER LIGHT REMAINS ON AFTER PASSENGER SEATS.] -> [AIR BAG LIGHT REMAINS ON] |
|-----------------|--|

<< FEEDBACK >> [refer](#)

| |
|--|
| <Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for |
|--|

Feedback

reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent.

2, A crack occurred on EOL(End of Line resister).

3, A crack occurred on the serpentine part in the print wiring

<Cause>

The cracks were due to insufficient endurance..

<Countermeasure>

1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008.

2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<Affected VIN [REDACTED]>

JS2YC5A29B [REDACTED]; Mar 23, 2011

JS2YB5A35B [REDACTED]; Mar 23, 2011

JS2YC5A40B [REDACTED]; Mar 23, 2011

JS2YA5A56B [REDACTED]; Mar 23, 2011

JS2YA5A73B [REDACTED]; Apr 5, 2011


JS2YC5A98B [REDACTED]; Apr 6, 2011

JS2YA5A10B [REDACTED]; Apr 5, 2011

JS2YA5A25B [REDACTED]; Mar 23, 2011

JS2YB5A21B [REDACTED]; Mar 23, 2011

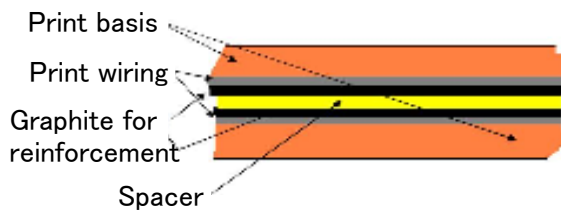
Thank you for [REDACTED] information.

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[Sending Form](#) [export to excel.](#)

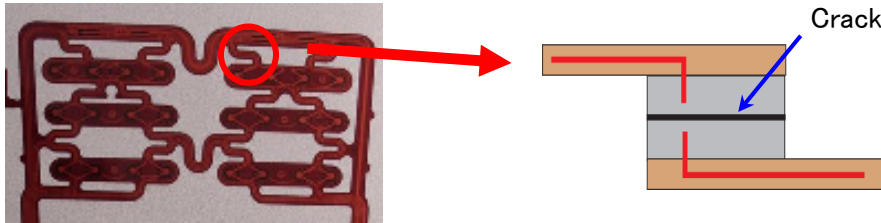
Result of investigation

1, A crack on the print wiring of the sensor mat

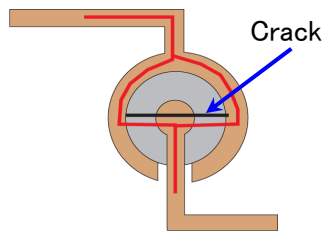


<Countermeasure>
Graphite was eliminated

2, A crack on the print wiring of the sensor mat

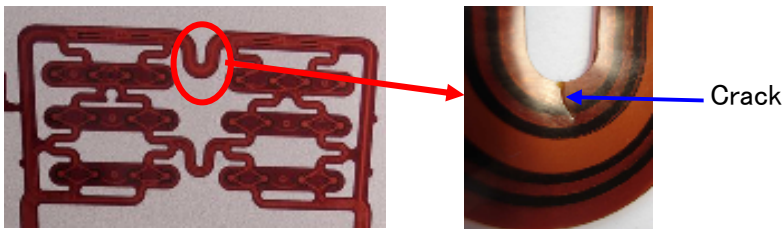


<Countermeasure>

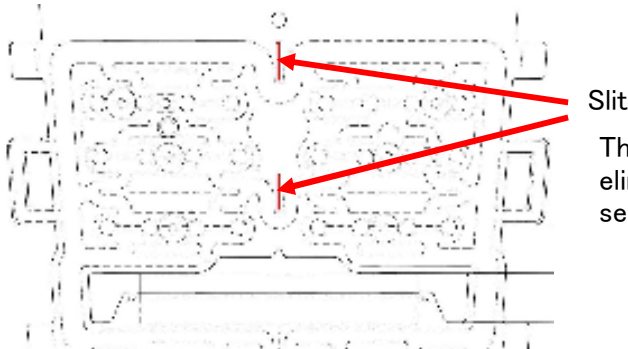


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

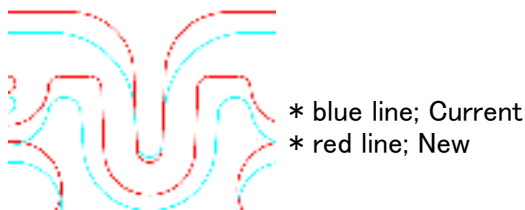


<Countermeasure A>



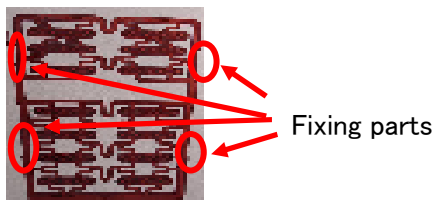
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>







The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR201008B00011 [Automobile] | | Report Date 2010 / 08 / 12 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | AIR BAG LIGHT REMAINS ON | | |
| Issue No. | PRIJ-100809  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS3TE944374  | Model Name | JB627W |
| Date of Incident | 2010 / 07 / 01 | Date Registered | 2007 / 10 / 26 |
| Service Dealer Name | SAN JUAN SUZUKI 65TH | | |
| Mileage | 27963 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2006 / 11 / 20 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | H27A-230729 | Transmission No. | LT122976 |
| Body Color | Z9T | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|---|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | PASSENGER SEAT SENSOR IS NOT DETECTING PASSENGER PRESENCE | | |
| How? | CODE B1312 WAS PRESENT, CUSHION WAS REPLACED AND PROBLEM WAS CORRECTED | | |
| Possible causal Part No. | 85101-65JR3-DBS | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2010 / 08 / 13 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

<< CUSTOMER USAGE >>

<< UPDATE-LOG >>

| | |
|-----------------|---|
| Update Contents | -- [Fri Aug 13 10:23:51 UTC-0400 2010] Subject : [NO PASSENGER LIGHT REMAINS ON AFTER PASSENGER SEATS.] -> [AIR BAG LIGHT REMAINS ON] |
|-----------------|---|

<< FEEDBACK >> [refer](#)

| |
|--|
| <Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). |
|--|

Feedback


3, A crack occurred on the serpentine part in the print wiring

<Cause>
The cracks were due to insufficient endurance..

<Countermeasure>
1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008.
2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.
3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<Affected VIN and date>
JS2YC5A29B6 [redacted]; Mar 23, 2011
JS2YB5A35B6 [redacted]; Mar 23, 2011
JS2YC5A40B6 [redacted]; Mar 23, 2011
JS2YA5A56B6 [redacted]; Mar 23, 2011
JS2YA5A73B6 [redacted]; Apr 5, 2011
JS2YC5A98B6 [redacted]; Apr 6, 2011
JS2YA5A10B6 [redacted]; Apr 5, 2011
JS2YA5A25B6 [redacted]; Mar 23, 2011
JS2YB5A21B6 [redacted]; Mar 23, 2011

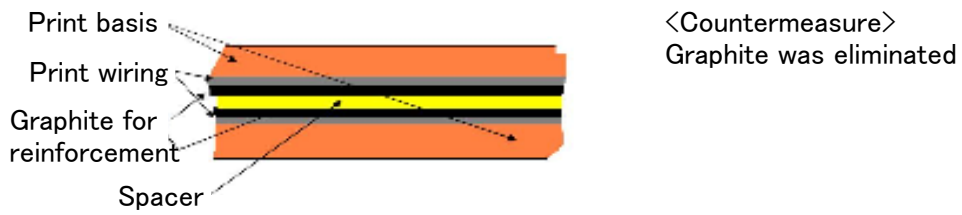
Thank you for [redacted] mation.

| No. | File Name | File Description |
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| total | 1 files 631kB | |

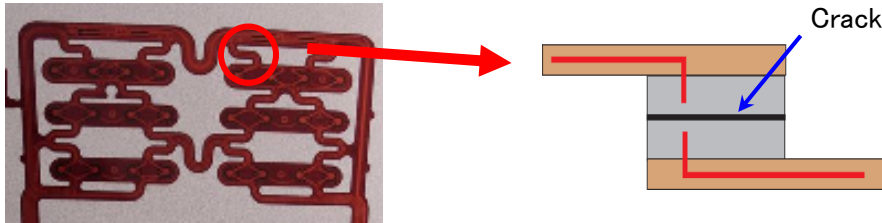
[Sending Form](#) [export to excel.](#)

Result of investigation

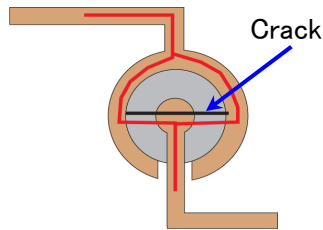
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

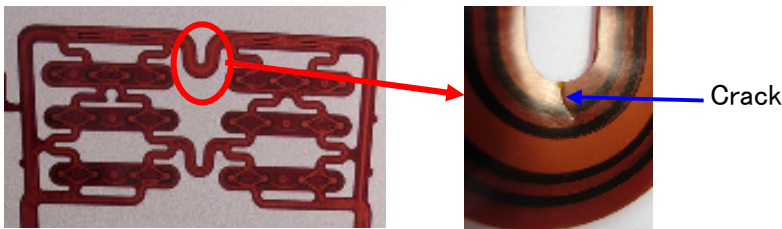


<Countermeasure>

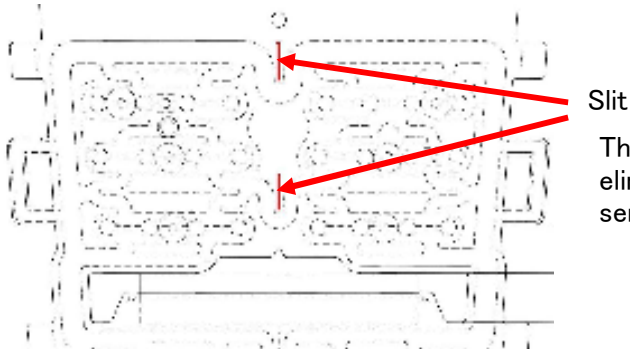


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

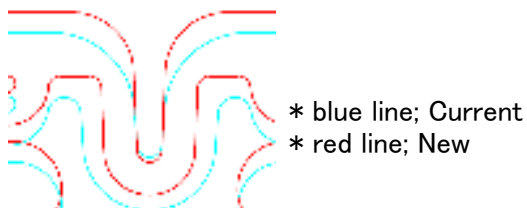


<Countermeasure A>



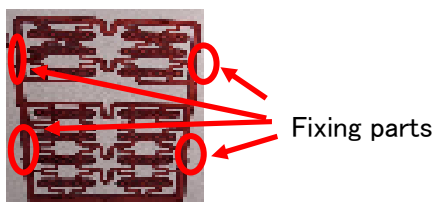
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>







The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-------------------------|
| FTIR No : PR201008B00012 [Automobile] | | Report Date 2010 / 08 / 12 | |
|  SUZUKI DEL CARIBE INC. [6495] | | | |
| Subject | AIR BAG LIGHT REMAINS ON | | |
| Issue No. | PRIJ-100810  | | |
| Person Issued | Raymond Carvelli | Person Approved | Raymond Carvelli |
| VIN | JS2YC415X85  | Model Name | RW420N |
| Date of Incident | 2010 / 07 / 23 | Date Registered | 2008 / 04 / 28 |
| Service Dealer Name | SAN JUAN SUZUKI 65TH | | |
| Mileage | 20152 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 01 / 18 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-548360 | Transmission No. | AW558918 |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|---|
| Customer's Complaint | AIR BAG LIGHT IS ON | | |
| Reproducibility | Yes | | |
| What? | PASSENGER SEAT SENSOR IS NOT DETECTING PASSENGER PRESENCE | | |
| How? | CODE B1312 WAS PRESENT, CUSHION WAS REPLACED AND PROBLEM WAS CORRECTED | | |
| Possible causal Part No. | 85101-80JS3-EDV | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2010 / 08 / 13 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

<< CUSTOMER USAGE >>

<< UPDATE-LOG >>

| | |
|-----------------|---|
| Update Contents | -- [Fri Aug 13 10:20:30 UTC-0400 2010] Subject : [NO PASSENGER LIGHT REMAINS ON AFTER PASSENGER SEATS.] -> [AIR BAG LIGHT REMAINS ON] |
|-----------------|---|

<< FEEDBACK >> [refer](#)

| |
|--|
| <Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). |
|--|

Feedback

3, A crack occurred on the serpentine part in the print wiring

<Cause>

The cracks were due to insufficient endurance..

<Countermeasure>

1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008.

2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<Affected VIN and date>

JS2YC5A29B [REDACTED]; Mar 23, 2011

JS2YB5A35B [REDACTED]; Mar 23, 2011

JS2YC5A40B [REDACTED]; Mar 23, 2011

JS2YA5A56B [REDACTED]; Mar 23, 2011

JS2YA5A73B [REDACTED]; Apr 5, 2011


JS2YC5A98B [REDACTED]; Apr 6, 2011

JS2YA5A10B [REDACTED]; Apr 5, 2011

JS2YA5A25B [REDACTED]; Mar 23, 2011

JS2YB5A21B [REDACTED]; Mar 23, 2011

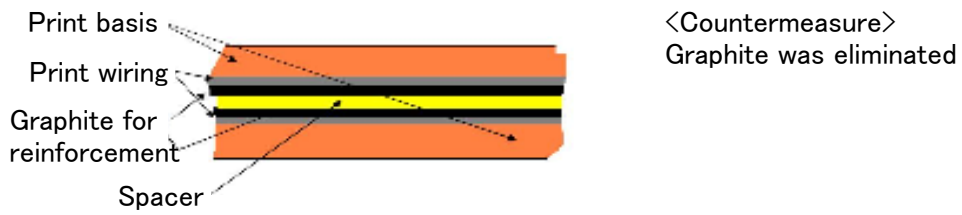
Thank you for [REDACTED] information.

| No. | File Name | File Description |
|-------|---|------------------|
| 1 |  Document.pdf (631kB) | |
| total | 1 files 631kB | |

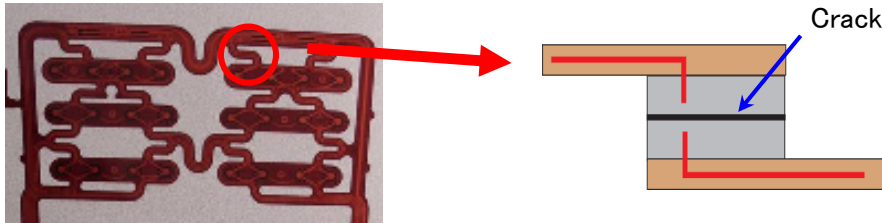
[Sending Form](#) [export to excel.](#)

Result of investigation

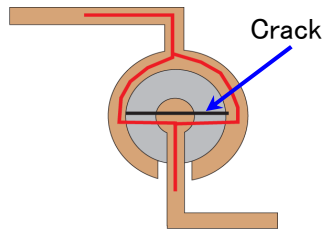
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

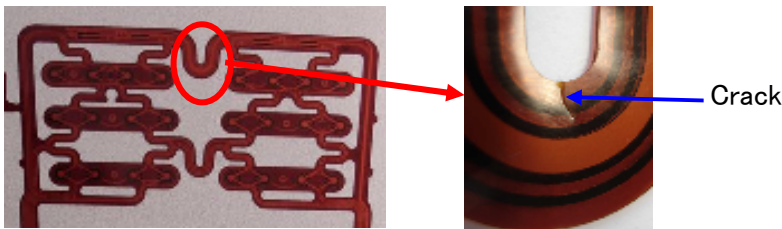


<Countermeasure>

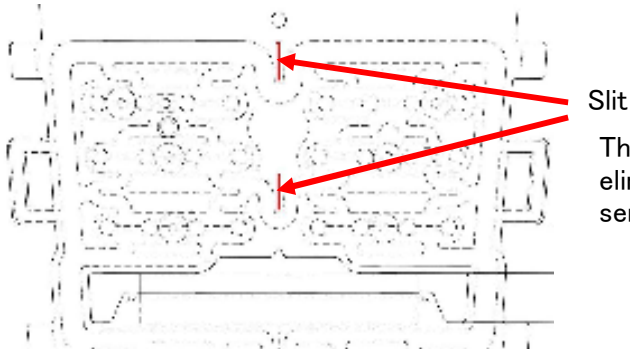


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

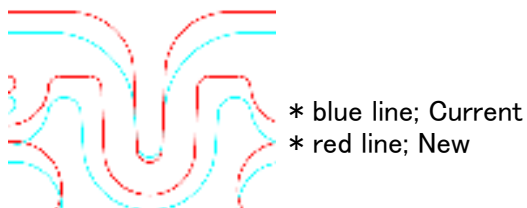


<Countermeasure A>



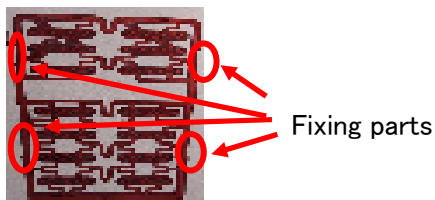
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>



The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

Non-Dealer Field Report Copies

| | | | | | |
|--|-----------------------|--------------------|-----------------------|---------------------|-----------------|
| File SFNGRANDVITAR-0606-14-00004 | Model GRAND VITARA | Model Year 2006 | Component Codes 14 | Report Year 2009 | Report Qtr 2 |
|--|-----------------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

2-191730389

| | | | | |
|---|--------------------------------------|----------------------|--|---|
| Dealer Num: 412449 | Model Num LLN8ES6 | Spec M7E33 | Type Dealer | Opened 4/30/2009 11:38:58 AM |
| Dealer Name: FOX VALLEY AUTO MALL INC | Model Usage STREET | | Complaint Code: OTHER:DETAILED DESCRIPTION | Closed |
| Dealer DBA FOX VALLEY SUZUKI | VIN Num: | | Defect Code | Owner JS3TD941X64 [REDACTED] BHAMBLETON |
| Dealer Phone 888/369-2175 | Vehicle Status R - 1-2H6AS | | Primary Cause Technical | Reportable Y |
| Caller: MIKE SHANNON | Engine Num: 166074 | | Incident Date 4/30/2009 7:00:00 AM | Priority 3-Medium |
| Consumer Flag | Purchase Date: | | PAS | Severity 5 - Out of service |
| Attachment N | Odometer Reading 31857 | | Warranty Claim Num: | Status Open |
| System Restraints - Air Bag System | Work Product Flag N | | Primary Vehicle Contact: | Sub Status Resolved |
| | | | | Goodwill Amount |

Description

06 GV, air bag light on (second time in), B1321 stored.

Comment

Tech states he found one terminal at the driver side air bag was loose on the first visit. Vehicle has returned with the same DTC. Advised tech to replace the driver side air bag seat harness and report the results.

Activity 2-370FN3

Open Date and Report
5/29/2009 2:13:50 PM by

Statu
Done

- owned by **Activity Closed**
5/29/2009 2:17:29 PM

Type
Business Consultation

Category
Inspection - Technical

Contac
MIKE SHANNON

Dealer:
FOX VALLEY AUTO MALL INC - 412449

Description
B1321 Code

Comment

RSTM inspected unit with tech, Mike Shannon. Unit has in history a B1321 and a B1318. Performed tests per shop manual, Ai bag harness only has 2.6 ohms and seat belt only has .2 ohms - OK. SDM looks to be soaked form Coffee or Soda. Tech says he removed SDM cover but sees no damage inside? Tech to install SDM and road test. DOM advised.

===== Prepared 6/16/2009 9:38:09 AM

Non-Dealer Field Report Copies

| | | | | | |
|---|-----------------------|--------------------|-----------------------|---------------------|-----------------|
| File Name SNFGRANDVITAR-0606-14-00008 | Model GRAND VITARA | Model Year 2006 | Component Codes 14 | Report Year 2008 | Report Qtr 1 |
|---|-----------------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

1-138582951

| | | | | |
|---|--------------------------------------|----------------------|--|---|
| Dealer Num: 412449 | Model Num LNN8EJ6 | Spec MAL33 | Type Dealer | Opened 12/3/2007 8:46:41 AM |
| Dealer Name: FOX VALLEY AUTO MALL INC 9:59:59 AM | Model Usage | | Complaint Code: STREET | Closed OTHER:DETAILED DESCRIPTION REQ1/3/2008 |
| Dealer DBA FOX VALLEY SUZUKI | VIN Num: | | Defect Code | Owner JS3TE944664 [REDACTED] [REDACTED] |
| Dealer Phone 888/369-2175 | Vehicle Status R - 1-WNK65 | | Primary Cause Technical | Reportable Y |
| Caller: Matt Lill | Engine Num: 186302 | | Incident Date 12/3/2007 8:00:00 AM | Priority 3-Medium |
| Consumer Flag | Purchase Date: | | PAS | Severity 5 - Out of service |
| Attachment N | | | | Status Closed |
| System Restraints - Air Bag System | Odometer Reading 23259 | | Warranty Claim Num: | Sub Status Resolved |
| | Work Product Flag N | | Primary Vehicle Contact: | Goodwill Amount |

Description

06 GV, passenger air bag light goes on and off while driving, B1312 in history.

Comment

Advised tech that the passenger seat cushion with OCM mat must be replaced to resolve this concern. Report when done. Contact DSPM for approval.

Activity No: 1-2CGJON

Open Date and Report Date

1/3/2008 9:53:23 AM by FWISNIOWICZ

Status:

Activity Closed

Done

- owned by

1/3/2008 9:58:40 AM

Type

Business Consultation

Category

Inspection - Technical

Contact

Matt Lill

Dealer:

FOX VALLEY AUTO MALL INC - 412449

Description

06 GV, passenger air bag light goes on and off while driving, B1312 in history.

Comment

RFTM at dealership. Talked to Service Manager, Dean, who states they have been calling this customer repeatedly for over a month now. The customer will not return calls and has not been back in for any other concerns. RFTM to close SR. Should / If a repair be made, dealer states they will call Techline or RTFM.

===== Prepared 5/1/2008 2:26:38 PM

Non-Dealer Field Report Copies

| | | | | | |
|-------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|
| File SFNSX4-0707-14-00046 | Model SX4 | Model Year 2007 | Component Codes 14 | Report Year 2013 | Report Qtr 2 |
|-------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

2-337348049

| | | | | |
|--|---------------------------------------|----------------------|-----------------------------------|---|
| Dealer Num: 437344 | Model Num H3N8527 | Spec MAF33 | Type Dealer | Opened 5/31/2013 9:22:14 AM |
| Dealer Name: DE SIMONE, INC. 1:04:02 PM | Model Usage | | Complaint Code: STREET | Closed WARNING LIGHTS ON/DTC'S 5/31/2013 |
| Dealer DBA DE SIMONE SUZUKI | VIN Num: | | Defect Code JS2YB417675 | Owner C19 Mechanical Surface Damage RTRAVIS |
| Dealer Phone 215/831-9626 | Vehicle Status R - 2-58RKJ2 | | Primary Cause Technical | Reportable Y |
| Caller: Mike Dengel Jr | Engine Num: 394349 | | Incident Date 5/31/2013 | Priority 3-Medium |
| Consumer Flag | Purchase Date: | | PAS | Severity 5 - Out of service |
| Attachment N | | | | Status Closed |
| System Restraints Air Bag System | Odometer Reading 58681 | | Warranty Claim Num: | Sub Status |
| | Work Product Flag N | | Primary Vehicle Contact: | Goodwill Amount |

Description

2007 SX4, CUST REPORTS AIR BAG LIGHT ON B1312, B1313

Comment

tech verified complaint, tried to clear codes, they will not clear.
tla recommendation: r and r passenger ocm. clear code and retest.

Activity No: 2-5KUMXU

Open Date and Report Date
5/31/2013 1:01:22 PM by DWARBLE

Status:
Done

Activity Closed
- owned by 5/31/2013 1:03:22 PM

Type
Business Consultation

Category
Inspection - Warranty

Contact

Dealer
DE SIMONE, INC. - 437344

Description
closing case

Comment

DSPM reviewed case with technician Mike, dealer replaced seat cushion assembly. Repairs were completed while DSPM was at dealership, tech could not get through to Techline to close case. Repairs are complete and vehicle will be delivered back to the customer 5/31/2013 - DLW.

Non-Dealer Field Report Copies

| | | | | | |
|--|-----------------------|--------------------|-----------------------|---------------------|-----------------|
| File SFYGRANDVITAR-0606-14-00012 | Model GRAND VITARA | Model Year 2006 | Component Codes 14 | Report Year 2013 | Report Qtr 2 |
|--|-----------------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

2-332090766

| | | | | |
|--|---------------------------------------|----------------------|---|---------------------------------------|
| Dealer Num: 444030 | Model Num LLN8ES6 | Spec M7E33 | Type Dealer | Opened 4/17/2013 5:52:20 AM |
| Dealer Name: BURLINGTON SUZUKI INC | Model Usage STREET | | Complaint Code: WARNING LIGHTS ON/DTC'S | Closed 5/2/2013 9:32:36 AM |
| Dealer DBA BURLINGTON SUZUKI | VIN Num: | | Defect Code JS3TD941464 [REDACTED] | Owner C36 Open [REDACTED] |
| Dealer Phone 802/865-4400 | Vehicle Status E - 2-3SUOY9 | | Primary Cause Technical | Reportable Y |
| Caller: Gary Cherrier | Engine Num: 194529 | | Incident Date 4/17/2013 | Priority 3-Medium |
| Consumer Flag | Purchase Date: | | PAS | Severity 5 - Out of service |
| Attachment Y | | | | Status Closed |
| System Restraints Air Bag System | Odometer Reading 77290 | | Warranty Claim Num: | Sub Status |
| | Work Product Flag N | | Primary Vehicle Contact: | Goodwill Amount |

Description

06 GRAND VITAR AIRG LIGHT IN B1312

Comment

TECH STATES AIRBAG LIGHT ON CODE B1312 CUST HAS RETURNED TWICE FOR THR CODE IN HISTORY. TLA ADVISED TECH PERFORM TSB 06 05212R1.

Activity No: 2-5IS381

Open Date and Report Date
5/2/2013 9:29:54 AM by DLUNDGREN

Status:
Done

- owned by
Activity Closed
5/2/2013 9:31:14 AM

| | | | |
|--------------------------------------|---|----------------|---|
| Type Business Consultation | Category Inspection - Technical | Contact | Dealer BURLINGTON SUZUKI INC - 444030 |
|--------------------------------------|---|----------------|---|

Description
FTIR Created - LLN8ES6 M7E33 JS3TD941464103899 2-332090766

Comment
A new FTIR has been created.

SR Number: 2-332090766 FQI Ranking: 3-Medium SR Owner: TJOHNSON

Model: LLN8ES6 M7E33 VIN: JS3TD941464 [REDACTED] System: Restraints Air Bag System Sub-System: Air Bags Seat

Dealer Number: 444030 Dealer Name: BURLINGTON SUZUKI INC - 444030 Dealer Phone: (802) 865-4400

Subject: 06 GRAND VITAR AIRG LIGHT IN B1312

Customer Complaint: 06 GRAND VITAR AIRG LIGHT IN B1312

Comments: TECH STATES AIRBAG LIGHT ON CODE B1312 CUST HAS RETURNED TWICE FOR THR CODE IN HISTORY. TLA ADVISED TECH PERFORM TSB 06 05212R1.

===== Prepared 7/22/2013 4:08:13 PM

Non-Dealer Field Report Copies

| | | | | | |
|---|--------------|--------------------|-----------------------|---------------------|-----------------|
| File Name SFY SX4-0707-14-00005 | Model SX4 | Model Year 2007 | Component Codes 14 | Report Year 2008 | Report Qtr 3 |
|---|--------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

1-138920011

| | | | | |
|--|---|----------------------|---|---|
| Dealer Num: 448125 | Model Num H3N85J7 | Spec MAA33 | Type Field | Opened 12/5/2007 2:09:21 PM |
| Dealer Name: CHILSON INC | Model Usage | | Complaint Code: STREET OTHER:DETAILED DESCRIPTION REQ | Closed |
| Dealer DBA CHILSON SUZUKI | VIN Num: | | Defect Code | Owner JS2YB413075 [REDACTED] [REDACTED] |
| Dealer Phone 715/834-0701 | Vehicle Status R - 1-1Y1-1332 | | Primary Cause Technical | Reportable Y |
| Caller: Theresa Weichel | Engine Num: 368779 | | Incident Date 11/26/2007 8:00:00 AM | Priority 1-Critical |
| Consumer Flag Y | Purchase Date: | | PAS | Severity 3 - Escalated to mediation |
| Attachment Y | Odometer Reading 14669 | | Warranty Claim Num: | Status Pending Compliance |
| System Restraints - Air Bag System | Work Product Flag N | | Primary Vehicle Contact: | Sub Status Resolved |
| | | | | Goodwill Amount |

Description

Dealer contacted DSPM to advise of customers issue

Comment

Steve contacted DSPM to advise that customer is requesting repurchase of vehicle. C/S passenger airbag off lamp on when occupied by an adult. ASMC has replaced seat cushion however customer concern is still present.

DSPM fowared documents to region on 12-12-07

Activity No: 2-2Q9E7L

| | | | |
|--|----------------|--------------------------------|--------------------------------|
| Open Date and Report Date 7/1/2008 2:32:47 PM by FWISNIOWICZ | Status: | Activity Closed Done | - owned by 7/1/2008 2:41:10 PM |
|--|----------------|--------------------------------|--------------------------------|

| | | | |
|--------------------------------------|---|--------------------------------------|--|
| Type Business Consultation | Category Inspection - Technical | Contact Theresa L. Weichel | Dealer: CHILSON INC - 448125 |
|--------------------------------------|---|--------------------------------------|--|

Description
Dealer contacted DSPM to advise of customers issue

Comment
RFTM had Advantage Suzuki install Counter Measure passenger side seat cushion. Copy of R/O attached to SR. System working per design at this time. Copy of R/O and keys placed on RSPAs desk. Copy of R/O attached to SR.

Non-Dealer Field Report Copies

| | | | | | |
|------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|
| File SFYX4-0808-14-00051 | Model SX4 | Model Year 2008 | Component Codes 14 | Report Year 2013 | Report Qtr 2 |
|------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

2-330593817

| | | | | |
|--|---|----------------------|---|--|
| Dealer Num: 420336 | Model Num H3N8528 | Spec MAA33 | Type Dealer | Opened 4/2/2013 7:52:47 AM |
| Dealer Name: GERVAIS IMPORTS INC 9:07:45 AM | Model Usage | | Complaint Code: STREET | Closed WARNING LIGHTS ON/DTC'S 4/22/2013 |
| Dealer DBA GERVAIS SUZUKI OF LOWELL | VIN Num: JS2YB417585 [REDACTED] | | Defect Code C18 Poor Conductivity | Owner [REDACTED] |
| Dealer Phone 978/454-5696 | Vehicle Status E - 2-4E2JEA | | Primary Cause Technical | Reportable Y |
| Caller: Ra Nou | Engine Num: 570392 | | Incident Date 4/2/2013 | Priority 3-Medium |
| Consumer Flag | Purchase Date: | | PAS | Severity 5 - Out of service |
| Attachment Y | | | | Status Closed |
| System Restraints Air Bag System | Odometer Reading 98217 | | Warranty Claim Num: | Sub Status |
| | Work Product Flag N | | Primary Vehicle Contact: | Goodwill Amount |

Description

08 SX4 B1312 (H) With customer sitting in seat

Comment

Tech had cleared DTC, and as soon as wife sat in passenger seat SRS light came on, B1312 (H) contact DSPM , Take picture of scan tool sitting in lap .

Activity No: 2-511EJO

Open Date and Report Date

4/22/2013 8:40:29 AM by

Status:

Done

Activity Closed

4/22/2013 8:41:34 AM

Type

Business Consultation

Category

Inspection - Technical

Contact

- owned by 2-330593817

Dealer

GERVAIS IMPORTS INC - 420336

Description

FTIR Created - H3N8528

MAA33

JS2YB417585 [REDACTED]

Comment

A new FTIR has been created.

SR Number: 2-330593817

FQI Ranking: 3-Medium

SR Owner: [REDACTED]

Model: H3N8528

MAA33

VIN: JS2YB417585 [REDACTED]

System: Restraints Air Bag System

Sub-System: Passenger Presence System

Dealer Number: 420336

Dealer Name: GERVAIS IMPORTS INC

- 420336

Dealer Phone: (978) 454-5696

Subject:

Customer Complaint: 08 SX4 B1312 (H) With customer sitting in seat

Comments: Tech had cleared DTC, and as soon as wife sat in passenger seat SRS light came on, B1312 (H) contact DSPM , Take picture of scan tool sitting in lap .

===== Prepared 7/22/2013 4:08:26 PM

Non-Dealer Field Report Copies

| | | | | | |
|------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|
| File SFYX4-0808-14-00053 | Model SX4 | Model Year 2008 | Component Codes 14 | Report Year 2013 | Report Qtr 2 |
|------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

2-331356098

| | | | | |
|--|---|----------------------|---|---|
| Dealer Num: 431761 | Model Num H3N8528 | Spec MAA33 | Type Dealer | Opened 4/9/2013 8:47:48 AM |
| Dealer Name: FOGGS AUTO SALES INC 12:24:18 PM | Model Usage | | Complaint Code: STREET | Closed WARNING LIGHTS ON/DTC'S 4/22/2013 |
| Dealer DBA FOGGS AUTOMOTIVE & SUZUKI | VIN Num: JS2YB417X85 [REDACTED] | | Defect Code C19 Mechanical Surface Damage | Owner MWEDGE |
| Dealer Phone 518/399-8393 | Vehicle Status E - 1-166MK4 | | Primary Cause Technical | Reportable Y |
| Caller: Eric Tymchyn | Engine Num: 494316 | | Incident Date 4/9/2013 | Priority 3-Medium |
| Consumer Flag | Purchase Date: | | PAS | Severity 5 - Out of service |
| Attachment Y | | | | Status Closed |
| System Restraints Air Bag System | Odometer Reading 66810 | | Warranty Claim Num: | Sub Status |
| | Work Product Flag N | | Primary Vehicle Contact: | Goodwill Amount |

Description

2008 SX4, CUST REPORTS AIR BAG LIGHT ON B1312, MULTIPLE TIMES IN

Comment

tech verified complaint, code is in history at this time, however the cust has returned twice with the air bag light on.
tla recommendation: follow tsb repair with dspm auth.

Activity No: 2-511EMP

Open Date and Report Date

4/22/2013 8:57:21 AM by

Status:

Done

Activity Closed

4/22/2013 8:57:44 AM

- owned by

Type

Business Consultation

Category

Inspection - Technical

Contact

Eric Tymchyn

Dealer

FOGGS AUTO SALES INC - 431761

Description

dspm update

Comment

ftir attached

Non-Dealer Field Report Copies

| | | | | | |
|--------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|
| File SFY SX4-0808-14-00056 | Model SX4 | Model Year 2008 | Component Codes 14 | Report Year 2013 | Report Qtr 2 |
|--------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

2-336142236

| | | | | |
|---|---------------------------------------|----------------------|----------------------------------|--|
| Dealer Num: 438065 | Model Num H3N85J8 | Spec MAC33 | Type Field | Opened 5/22/2013 5:34:39 PM |
| Dealer Name: THE CAR STORE INC 11:19:50 AM | Model Usage | | Complaint Code: STREET | Closed WARNING LIGHTS ON/DTC'S 6/18/2013 |
| Dealer DBA JIMMYS SUZUKI | VIN Num: | | Defect Code | Owner JS2YB413085 [REDACTED] DLUNDGREN |
| Dealer Phone 401/726-2300 | Vehicle Status E - 2-2PZT0F | | Primary Cause | Reportable Y |
| Caller: Christina Randall | Engine Num: 534214 | | Incident Date | Priority 3-Medium |
| Consumer Flag Y | Purchase Date: | | PAS | Severity 5 - Out of service |
| Attachment Y | Odometer Reading 67000 | | Warranty Claim Num: | Status Closed |
| System Restraints Air Bag System | Work Product Flag N | | Primary Vehicle Contact: | Sub Status |

Description

08 SX4 B1312 IN HISTORY BUT RETURNS

Comment

sx4 w/ b1312 code js2yb413085108037 --when sitting in pass seat get code b1312 - when you get out of seat b1312 goes into history & you can clear code until you sit in seat again as long as your in seat code comes back on & stays current & will not clear -- until you get out of seat & code goes to history in which you can clear again ..

DSPM INSTRUCTED DEALER TO ORDER SET PAD - TRY TO VIDIO THE REOCCUING MIL

Activity No: 2-5L9A23

Open Date and Report Date 6/7/2013 7:57:14 AM by DLUNDGREN
Status: Done

Activity Closed 6/7/2013 7:57:58 AM
 - owned by

Type Business Consultation
Category Inspection - Technical

Contact

Dealer
THE CAR STORE INC - 438065

Description
dspm update

Comment
ftir attached

Non-Dealer Field Report Copies

| | | | | | |
|--------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|
| File SFY SX4-0808-14-00057 | Model SX4 | Model Year 2008 | Component Codes 14 | Report Year 2013 | Report Qtr 1 |
|--------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

2-329208517

| | | | | |
|---|---------------------------------------|-----------------------|---|---------------------------------------|
| Dealer Num: 480835 | Model Num H3N84J8 | Spec MAD33 | Type Field | Opened 3/20/2013 6:54:33 AM |
| Dealer Name: STRIETER MOTOR COMPANY | Model Usage STREET | | Complaint Code: WARNING LIGHTS ON/DTC'S | Closed 3/21/2013 5:57:15 AM |
| Dealer DBA STRIETER MOTOR COMPANY | VIN Num: JS2YA413585 | | Defect Code C36 Open Circuit | Owner FWISNIOWICZ |
| Dealer Phone 563/391-1500 | Vehicle Status R - 2-3DC9HM | | Primary Cause Technical | Reportable Y |
| Caller: Ron Erickson | Engine Num: 521616 | | Incident Date 3/19/2013 | Priority 3-Medium |
| Consumer Flag | Attachment Y | Purchase Date: | PAS | Severity 5 - Out of service |
| System Restraints Air Bag System | Odometer Reading | | Warranty Claim Num: | Status Closed |
| | Work Product Flag N | | Primary Vehicle Contact: | Sub Status |
| | | | | Goodwill Amount |

Description

Air Bag Light On

Comment

Customer has been back 3 times with Air Bag Light On, code B1312 stored in history, not current. All three times dealers has explained to customer that code must be current and must be reproduced in order to replace cushion. Dealer clears history code, shuts off Air Bag Light and unable to reproduce light/code. Dealer released vehicle back to customer. Customer lives 30+ miles from dealer, upset that dealer can not replace

Activity No: 2-5G0382

Open Date and Report Date
3/20/2013 7:03:28 AM by

Status:
Done

- owned by
3/20/2013 7:05:43 AM

Type
Business Consultation

Category
Inspection - Technical

Contact
Ron Erickson

Dealer
STRIETER MOTOR COMPANY - 480835

Description
Air Bag Light on.

Comment
B1312 code in history. 3rd time back. Dealer unable to duplicate and code not current. See FTIR for information. Note: DSPM did not inspect this unit.

Non-Dealer Field Report Copies

| | | | | | |
|--------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|
| File SFY SX4-0909-14-00061 | Model SX4 | Model Year 2009 | Component Codes 14 | Report Year 2013 | Report Qtr 2 |
|--------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

2-334569773

| | | | | | |
|---|--------------------------------------|----------------------|---|---|-----------------------------|
| Dealer Num: 428094 | Model Num H3N8519 | Spec MAC33 | Type Dealer | Opened 5/9/2013 10:24:05 AM | |
| Dealer Name: AUTEX INCORPORATED 7:53:10 AM | Model Usage | | Complaint Code: STREET | Closed WARNING LIGHTS ON/DTC'S | 5/17/2013 |
| Dealer DBA AUTEX SUZUKI | VIN Num: | | Defect Code JS2YB413X9 [REDACTED] | Owner C36 Open Circuit TJOHNSON | |
| Dealer Phone 603/352-4400 | Vehicle Status E - 1-10471 | | Primary Cause Technical | Reportable Y | Priority 3-Medium |
| Caller: Paul Fernandez | Engine Num: 617658 | | Incident Date 5/9/2013 | Severity 5 - Out of service | |
| Consumer Flag | Purchase Date: | | PAS | Status Closed | |
| Attachment Y | Odometer Reading 75299 | | Warranty Claim Num: | Sub Status | |
| System Restraints Air Bag System | Work Product Flag N | | Primary Vehicle Contact: | Goodwill Amount | |

Description

09 SX4 AIR BAG LIGHT ON

Comment

TECH STATES AIRBAG LIGHT ON B1315 AND 1312 IN HISTORY FOR THE SECOND TIME IN THE SHOP .TLA ADVISED TECH FOLLOW TSB 05 0222R1 AND RETEST VEHICLE

Activity No: 2-5JU665

Open Date and Report Date

5/17/2013 7:50:50 AM by

Status:

Done

Activity Closed

5/17/2013 7:51:13 AM

- owned by

Type

Business Consultation

Category

Inspection - Technical

Contact

Paul Fernandez

Dealer

AUTEX INCORPORATED - 428094

Description

dspm update ftir

Comment

ftir done and attached

Non-Dealer Field Report Copies

| | | | | | |
|--------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|
| File SFY SX4-0909-14-00063 | Model SX4 | Model Year 2009 | Component Codes 14 | Report Year 2013 | Report Qtr 2 |
|--------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

2-335269296

| | | | | |
|---|---------------------------------------|----------------------|---|--|
| Dealer Num: 447188 | Model Num S3L84N9 | Spec MAA33 | Type Dealer | Opened 5/15/2013 8:50:29 AM |
| Dealer Name: LEWIS ONE PLAZA CTR CORP | Model Usage STREET | | Complaint Code: WARNING LIGHTS ON/DTC'S | Closed 6/5/2013 12:17:39 PM |
| Dealer DBA LEWIS SUZUKI | VIN Num: | | Defect Code JS2YC414296 [REDACTED] | Owner C18 Poor Conductivity MWEDGE |
| Dealer Phone 304/253-2755 | Vehicle Status E - 2-3Q1WHN | | Primary Cause Technical | Reportable Y |
| Caller: Kenneth Corcoran | Engine Num: 628073 | | Incident Date 5/15/2013 | Priority 3-Medium |
| Consumer Flag | Purchase Date: | | PAS | Severity 5 - Out of service |
| Attachment Y | | | | Status Closed |
| System Restraints Air Bag System | Odometer Reading 56973 | | Warranty Claim Num: | Sub Status |
| | Work Product Flag N | | Primary Vehicle Contact: | Goodwill Amount |

Description

SX4 B1312 DTC IN HISTORY 5 TIMES, DSPM IS AT DEALER,

Comment

Recommended seat cushion replacement. and issue FTIR.

Activity No: 2-5L4Y80

Open Date and Report Date
6/5/2013 12:16:02 PM by BMORGAN

Status:
Done

- owned by

Activity Closed
6/5/2013 10:17:28 AM

| | | | |
|--------------------------------------|---|----------------------------------|--|
| Type Business Consultation | Category Inspection - Technical | Contact Dennis Vickery | Dealer LEWIS ONE PLAZA CTR CORP - 447188 |
|--------------------------------------|---|----------------------------------|--|

Description
FTIR Created - S3L84N9 MAA33 JS2YC414296 [REDACTED] 2-335269296

Comment
A new FTIR has been created.

SR Number: 2-335269296 FQI Ranking: 3-Medium SR Owner: MWEDGE

Model: S3L84N9 MAA33 VIN: JS2YC414296 [REDACTED] System: Restraints Air Bag System Sub-System: Passenger Presence System

Dealer Number: 447188 Dealer Name: LEWIS ONE PLAZA CTR CORP - 447188 Dealer Phone: (304) 253-2755

Subject:

Customer Complaint: SX4 B1312 DTC IN HISTORY 5 TIMES, DSPM IS AT DEALER,

Comments: Recommended seat cushion replacement. and issue FTIR.

===== Prepared 7/22/2013 4:08:30 PM

Non-Dealer Field Report Copies

| | | | | | |
|------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|
| File SFYX4-1010-14-00099 | Model SX4 | Model Year 2010 | Component Codes 14 | Report Year 2012 | Report Qtr 4 |
|------------------------------------|--------------|--------------------|-----------------------|---------------------|-----------------|

Service Requests

2-320340334

| | | | | |
|--|---|----------------------|---|--|
| Dealer Num: 422266 | Model Num H3NV710 | Spec MCD33 | Type Field | Opened 12/17/2012 1:57:46 PM |
| Dealer Name: CARTIVA OF BURNSVILLE INC | Model Usage STREET | | Complaint Code: WARNING LIGHTS ON/DTC'S | Closed 12/17/2012 2:04:41 PM |
| Dealer DBA APPLE SUZUKI OF SHAKOPEE | VIN Num: JS2YB5A31A6 [REDACTED] | | Defect Code C18 Poor Conductivity | Owner FWISNIOWICZ |
| Dealer Phone 952/403-7622 | Vehicle Status R - 2-5311WA | | Primary Cause Technical | Reportable Y |
| Caller: Tom Adams | Engine Num: 1022096 | | Incident Date 12/12/2012 | Priority 3-Medium |
| Consumer Flag | Purchase Date: | | PAS | Severity 5 - Out of service |
| Attachment Y | | | | Status Closed |
| System Restraints Air Bag System | Odometer Reading 27731 | | Warranty Claim Num: | Sub Status |
| | Work Product Flag N | | Primary Vehicle Contact: | Goodwill Amount |

Description

Needs seat cushion - On back order

Comment

Expedite Request sent for back ordered seat cushion

Activity No: 2-5AQ09V

Open Date and Report Date

12/17/2012 2:02:28 PM by

Status:

Done

Activity Closed

12/17/2012 2:03:25 PM

- owned by

Type

Business Consultation

Category

Inspection - Technical

Contact

Tom Adams

Dealer

CARTIVA OF BURNSVILLE INC - 422266

Description




Back Order

Comment

Seat Cushion on back order - air bag light on. see attached. NOTE: DSPM did not inspect vehicle.

===== Prepared 2/26/2013 2:42:47 PM


<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200611B00063 [Automobile] | | Report Date 2006 / 11 / 17 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | Passenger air bag off light stays on. | | |
| Issue No. | J611163  | | |
| Person Issued | | Person Approved | (distributor) |
| VIN | JS2YB413975  | Model Name | RW420 |
| Date of Incident | 2006 / 11 / 13 | Date Registered | 2006 / 09 / 05 |
| Mileage | 999 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|-------------------|------------------|--|
| Engine No. | J20A355011 | Transmission No. | |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | |
|----------------------|--|
| Customer's Complaint | The passenger air bag off light stays on when an adult is sitting on the passenger seat. |
| Reproducibility | |
| What? | CUSHION ASSY, FR RH |
| How? | <p>Technician states that the customer is heavy set weighs more than 280 Lbs. Technician has not been able to verify concern at this time. Technician states there are no DTC's stored and all wiring and connectors are OK. Tech has road tested vehicle with three different people of various sizes and no problems are detected.</p> <p>VIN : JS2YB41397 </p> <p>Engine No : J20A355011</p> <p>Mileage : 999mile</p> <p>Date Registered : Sep. 05,2006</p> <p>Date Repaired : Nov. 13,2006</p> <p>Description :</p> <p>Total Reported Cases : 1</p> |

| | | | |
|---|---------------------------------|---------------------------|----------------------------|
| Possible causal Part No. | 85101-80JS0-CHN | Possible causal Part Name | CUSHION ASSY, FR RH |
| Repair status | | | |
| Course of action | Vehicle is not repaired. | | |
| Repair result | | | |
| Incident Parts Sending Form | Parts availability No | Why not? | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|-------|--|
| When? | |
|-------|--|

<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|--|--|
| | Although we have investigated this subject in detail we have been unable to find any further cases or any information about how this incident may have arisen. |
|--|--|

Feedback



In view of this we have to conclude at this stage that it is an isolated case and will not therefore take any further action.

If you find more cases, please send us defective parts with a new FTIR.

Thank you for your information.

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200702B00019 [Automobile] | | Report Date 2007 / 02 / 07 | |
|  AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312, air bag light is on. | | |
| Issue No. | J702071 | | |
| Person Issued | | Person Approved | (distributor) |
| VIN | JS2YB413575 XXXXXXXXXX | Model Name | RW420 |
| Date of Incident | 2007 / 01 / 18 | Date Registered | 2006 / 10 / 21 |
| Mileage | 4503 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |

<< PRODUCT OVERVIEW >>



| | | | |
|------------|-------------------|------------------|--|
| Engine No. | J20A353511 | Transmission No. | |
| Body Color | Z9T | | |

<< DESCRIPTION >>

| | |
|----------------------|---|
| Customer's Complaint | Customer states that the air bag light came on while driving, turned off then came back again and stayed on. |
| Reproducibility | |
| What? | CUSHION ASSY,FR,R |
| How? | <p>The incident passenger seat cushion was tested at ASMC and verified customer's complaint. The air bag light comes 'ON' when the ignition is in the 'ON' position; the code can be cleared, but it comes right back.</p> <p>For Tech-II data and warranty data please see attached files.</p> <p>VIN : JS2YB413575 XXXXXXXXXX Engine No : J20A353511 Mileage : 4503mile Date Registered : Oct. 21,2006 Date Repaired : Jan. 18,2007 Description :</p> <p>Total Reported Cases : 1</p> |

| | | | |
|---|--|---|--|
| Possible causal Part No. | 85101-80JS0-CHN | Possible causal Part Name | CUSHION ASSY,FR,R |
| Repair status | | | |
| Course of action | Replaced passenger side seat cushion. | | |
| Repair result | | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date - |

<< ATTACHED FILE >>

| No. | File Name | File Description | |
|-------|---|------------------|--|
| 1 |  SX4 Airbag light comes on.do c (707kB) | | |
| 2 |  WarrantyClaim 020607 Seat Cushioi n.xls (20kB) | | |
| total | 2 files 727kB | | |

<< Incident DESCRIPTION (When) >>

| | |
|-------|--|
| When? | |
|-------|--|

<< CUSTOMER USAGE >>

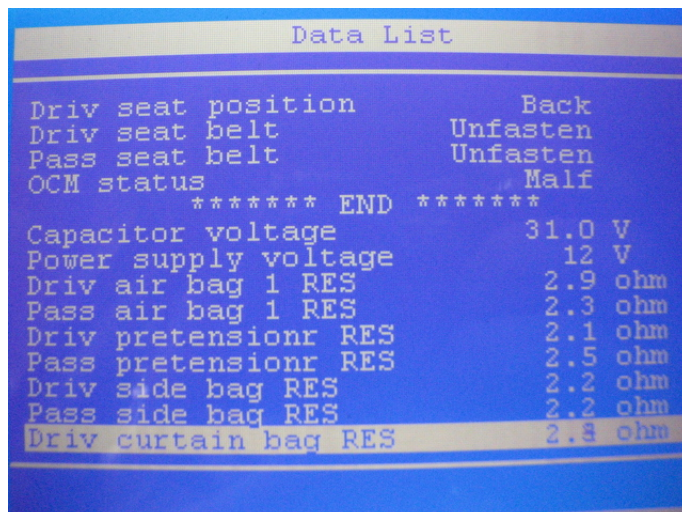
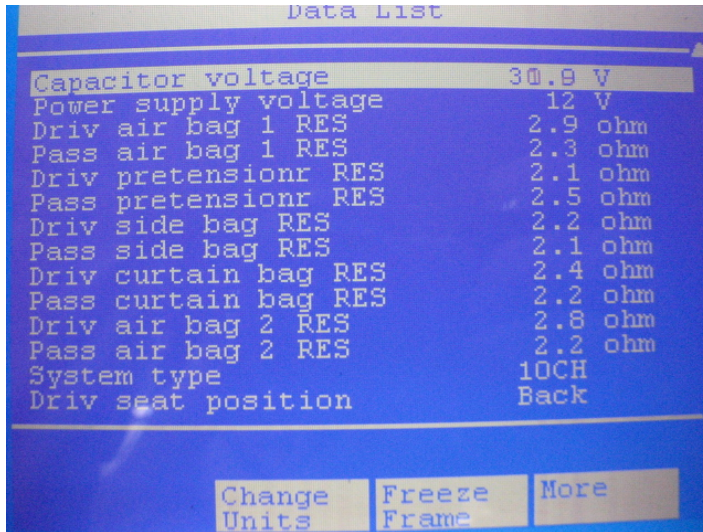
<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | <p>Although we have investigated this subject in detail we have been unable to find any information about how this incident may have arisen.</p> <p>We could find no defect on the collected parts.</p> <p>In view of this, we will close this FTIR and continue the investigation on your other FTIR.</p> <p>If you have more cases, please issue a new FTIR with the detailed information and send us the collected parts.</p> <p>Thank you for your information.</p> |
|----------|---|


[Sending Form](#) [export to excel.](#)

SX4 Airbag light comes on. DTC B1312

Additional data from TECH-II as shown below.



<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200703B00016 [Automobile] | | Report Date 2007 / 03 / 26 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | Passenger air bag off light stays on. | | |
| Issue No. | J703261  | | |
| Person Issued | | Person Approved | (distributor) |
| VIN | JS2YB413375 XXXXXXXXXX | Model Name | RW420 |
| Date of Incident | 2007 / 03 / 19 | Date Registered | 2006 / 09 / 05 |
| Mileage | 4829 mile | | |
| Manufacturer of Vehicle | 100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|-------------------|------------------|--|
| Engine No. | J20A352060 | Transmission No. | |
| Body Color | ZCW | | |

<< DESCRIPTION >>

| | |
|----------------------|---|
| Customer's Complaint | Customer states: The air bag light on passenger side comes on when customer is sitting in seat vehicle is at highway or city speeds. |
| Reproducibility | |
| What? | CUSHION ASSY, FR RH |
| How? | <p>Dealer inspected the vehicle and found no defects/faults causing a problem. Upon further discussion with the customer she explained the circumstances that lead to the light coming on, as it only happens when her husband sits on the passenger seat; her husband is large in size and weight (400 lbs).</p> <p>Dealer tested the operation of the passenger seat with different individuals at the dealer and it performed as designed.</p> <p>Customer refuses to be photographed and or filmed in vehicle sitting in seat.</p> <p>VIN : JS2YB413375 XXXXXXXXXX Engine No : J20A352060 Mileage : 4829mile Date Registered : Sep. 05,2006 Date Repaired : Mar. 19,2007 Description :</p> <p>Total Reported Cases : 1</p> |

| | | | |
|--|---|--|---|
| Possible causal Part No. | 85101-80JS0-CHN | Possible causal Part Name | CUSHION ASSY, FR RH |
| Repair status | | | |
| Course of action | No repairs made to the vehicle at this time. | | |
| Repair result | | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date - |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|-------|--|
| When? | |
|-------|--|




<< CUSTOMER USAGE >>

<< **FEEDBACK** >> [refer](#)

| | |
|----------|--|
| Feedback | Although we have investigated this subject in detail we have been unable to find any further cases or any information about how this incident may have arisen. There was no defect in the collected parts or OCS data. In view of this we close this FTIR and continue the investigation on other FTIRs with the same symptom. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200704B00001 [Automobile] | | Report Date 2007 / 04 / 03 | |
|  AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 OCM mat sensor fault. | | |
| Issue No. | J704021 | | |
| Person Issued | | Person Approved | (distributor) |
| VIN | JS3TE944264  | Model Name | JB627 |
| Date of Incident | 2007 / 01 / 22 | Date Registered | 2006 / 02 / 04 |
| Mileage | 13515 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |

<< PRODUCT OVERVIEW >>





| | | | |
|------------|-------------------|------------------|--|
| Engine No. | H27A162285 | Transmission No. | |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | |
|----------------------|---|
| Customer's Complaint | The air bag light comes on. |
| Reproducibility | |
| What? | CUSHION ASSY,FRONT |
| How? | The air bag light comes on and B1312 code stored. At ASMC four incident seat cushions were installed on a known good vehicle and confirmed the DTC B1312 sets immediately and can not be cleared with Tech-II Total Reported Cases : 4 |

| | | | |
|--|---|--|---|
| Possible causal Part No. | 85101-65JQ0-BFG | Possible causal Part Name | CUSHION ASSY,FRONT |
| Repair status | | | |
| Course of action | Replaced passenger seat cushion to repair the vehicle. | | |
| Repair result | | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date - |

<< ATTACHED FILE >>

| No. | File Name | File Description |
|-------|--|---|
| 1 |  JS3TE944264[REDACTED]_01.doc (70kB) | VIN : JS3TE94426[REDACTED] Engine No : H27A162285 Mileage : 13515mile Date Registered : Feb. 04,2006 Date Repaired : Jan. 22,2007 Description : AIR BAG LIGHT IS ON. B1312 OCM SNSR FAULT. REPLACED PASSENGER SIDE SEAT CUSHION. |
| 2 |  JS3TD943X64[REDACTED]_01.doc (78kB) | VIN : JS3TD943X64[REDACTED] Engine No : H27A148972 Mileage : 8068mile Date Registered : Apr. 08,2006 Date Repaired : Jan. 18,2007 Description : AIRBAG LIGHT AND PASS SIDE SEATBELT LIGHT ARE ALWAYS ON REPLACE CUSTION ASSY |
| 3 |  JS3TE941264[REDACTED]_01.doc (78kB) | VIN : JS3TE94126[REDACTED] Engine No : H27A155327 Mileage : 22889mile Date Registered : Jan. 18,2006 Date Repaired : Feb. 19,2007 Description : CUST STATES THAT D/SIDE AIR BAG LIGHT STAYS ON REPLACED SEAT CUSHION HAD CODE B1312. |
| 4 |  JS3TD941764[REDACTED]_01.doc (64kB) | VIN : JS3TD941764[REDACTED] Engine No : H27A148241 Mileage : 18585mile Date Registered : Jul. 15,2006 Date Repaired : Feb. 15,2007 Description : AIR BAG LIGHT ON . PASSENGER SEAT SENSOR OUT OF SPECS. REPLACED SEAT BOTTOM |
| total | 4 files 289kB | |

<< Incident DESCRIPTION (When) >>

| | |
|-------|--|
| When? | |
|-------|--|

<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | We will keep your information for future reference. |
|----------|---|

[Sending Form](#) [export to excel.](#)

**07 MY XL7 –Body Control Module
Parking Lamps On at All Times
Incident Investigation Report**



Customer Complaint:

The air bag light is on DTC B1312: OCM Sensor Mat Fault

Vehicle Information:

VIN: JS3TD941764 [REDACTED]
Incident Mileage: 18585
Date of Incident: 02/15/07

Incident Part Information:

CUSHION ASSY,FRONT P/N: 85101-65JQ0-BFG



Investigation Results:

The seat cushion was installed on a known good vehicle and confirmed that the air bag light came on immediately and B1312 code stored. The DTC can not be cleared with Tech-II

**07 MY XL7 –Body Control Module
Parking Lamps On at All Times
Incident Investigation Report**

Incident seat cushion/Label



07 MY XL7 –Body Control Module Parking Lamps On at All Times Incident Investigation Report



Customer Complaint:

The air bag light is on DTC B1312: OCM Sensor Mat Fault

Vehicle Information:

VIN: JS3TD943X64 [REDACTED]
Incident Mileage: 8068
Date of Incident: 01/18/07

Incident Part Information:

CUSHION ASSY,FRONT P/N: 85101-65JQ0-BFG

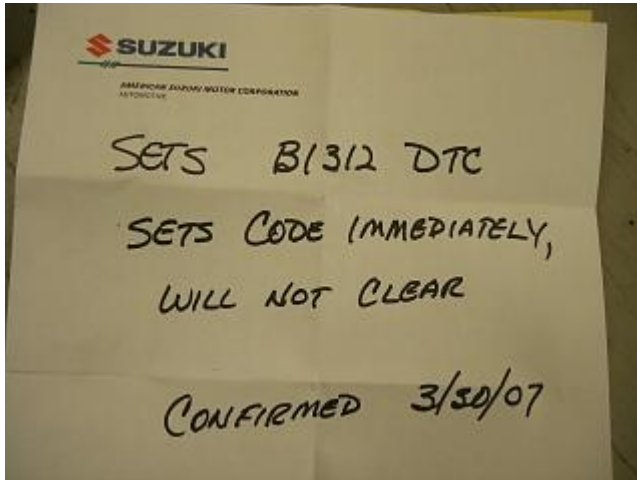


Investigation Results:

The seat cushion was installed on a known good vehicle and confirmed that the air bag light came on immediately and B1312 code stored. The DTC can not be cleared with Tech-II

According to the customer the air bag light came on when nobody was sitting on the passenger seat.

**07 MY XL7 –Body Control Module
Parking Lamps On at All Times
Incident Investigation Report**



Incident seat cushion/Label



**07 MY XL7 –Body Control Module
Parking Lamps On at All Times
Incident Investigation Report**



**07 MY XL7 –Body Control Module
Parking Lamps On at All Times
Incident Investigation Report**



Customer Complaint:

The air bag light is on DTC B1312: OCM Sensor Mat Fault

Vehicle Information:

VIN: JS3TE941264 [REDACTED]
Incident Mileage: 22889
Date of Incident: 02/19/07

Incident Part Information:

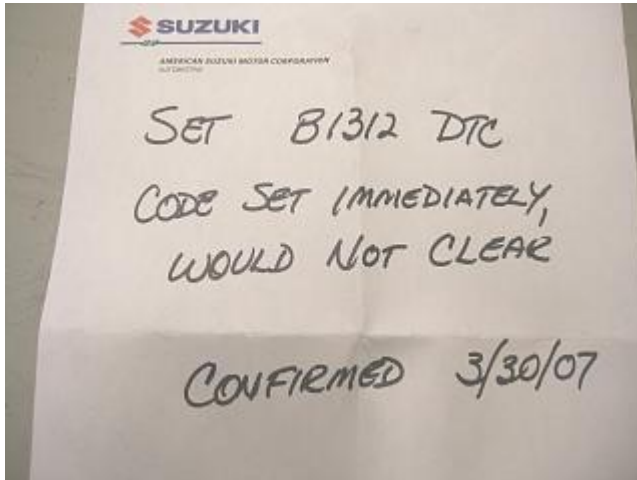
CUSHION ASSY,FRONT P/N: 85101-65JQ0-BFG



Investigation Results:

The seat cushion was installed on a known good vehicle and confirmed that the air bag light came on immediately and B1312 code stored. The DTC can not be cleared with Tech-II

**07 MY XL7 –Body Control Module
Parking Lamps On at All Times
Incident Investigation Report**



Incident seat cushion/Label



**07 MY XL7 –Body Control Module
Parking Lamps On at All Times
Incident Investigation Report**



**07 MY XL7 –Body Control Module
Parking Lamps On at All Times
Incident Investigation Report**



Customer Complaint:

The air bag light is on DTC B1312: OCM Sensor Mat Fault

Vehicle Information:

VIN: JS3TE944264 [REDACTED]
Incident Mileage: 13515
Date of Incident: 01/22/07

Incident Part Information:

CUSHION ASSY,FRONT P/N: 85101-65JQ0-BFG



Investigation Results:


The seat cushion was installed on a known good vehicle and confirmed that the air bag light came on immediately and B1312 code stored. The DTC can not be cleared with Tech-II

**07 MY XL7 –Body Control Module
Parking Lamps On at All Times
Incident Investigation Report**

Incident seat cushion/Label



<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200705B00025 [Automobile] | | Report Date 2007 / 05 / 25 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | Passenger airbag "OFF" light is ON. | | |
| Issue No. | J705242 | | |
| Person Issued | | Person Approved | (distributor) |
| VIN | JS2YB41327 [REDACTED] | Model Name | RW420 |
| Date of Incident | 2007 / 05 / 23 | Date Registered | 2007 / 02 / 15 |
| Mileage | 6975 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |

<< PRODUCT OVERVIEW >>


| | | | |
|------------|-------------------|------------------|--|
| Engine No. | J20A393743 | Transmission No. | |
| Body Color | ZJ3 | | |

<< DESCRIPTION >>

| | |
|----------------------|---|
| Customer's Complaint | Customer states the Passenger Airbag "OFF" indicator is ON with an adult passenger seated in the passenger front seat. |
| Reproducibility | |
| What? | CUSHION ASSY, FR, R |
| How? | <p>Passenger Airbag OFF indicator is ON at times with an adult passenger seated in the right front seat. Customer demonstrated to District Parts and Service Manager how he is seated in the passenger front seat when this condition occurs. Customer could not duplicate concern. Customer drove vehicle through dealership parking lot and within 3 minutes the Passenger Airbag OFF indicator illuminated "ON" with the adult passenger seated in the passenger front seat. DSPM captured a picture of the customers stance in the passenger front seat, Tech 2 data screen. Primary customer using the passenger front seat is approx 300 lbs and a secondary passenger using seat at times is approx 200 lbs. SIR system has no stored trouble codes in current or history screens.</p> <p>Total Reported Cases : 1</p> |

| | | | |
|---|---|---------------------------|----------------------------|
| Possible causal Part No. | 85101-80JS0-CHN | Possible causal Part Name | CUSHION ASSY, FR, R |
| Repair status | | | |
| Course of action | Dealer can not determine the root cause. | | |
| Repair result | | | |
| Incident Parts Sending Form | Parts availability No | Why not? | |

<< ATTACHED FILE >>

| No. | File Name | File Description | |
|-------|--|---|--|
| 1 |  JS2YB413275 [REDACTED]_01.doc (378kB) | VIN : JS2YB413275 [REDACTED] Engine No : J20A393743 Mileage : 6975mile Date Registered : Feb. 15,2007 Date Repaired : May. 23,2007 Description : | |
| total | 1 files 378kB | | |

<< Incident DESCRIPTION (When) >>

| | |
|-------|--|
| When? | |
|-------|--|

<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | We were not able to investigate this matter because enough information is not available with us. In view of this, we will close this FTIR and continue the investigation on your other FTIR. If you have more cases, please issue a new FTIR with the detailed information and send us the collected parts. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

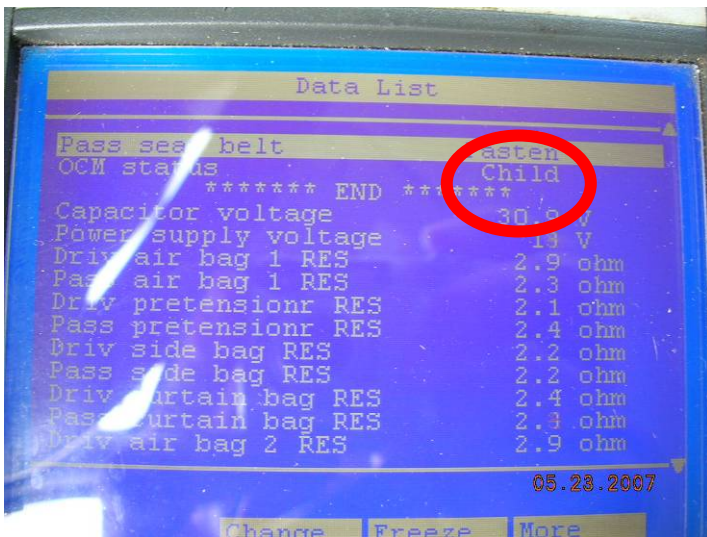
Technical Report

ASMC File Name: J705242

Vin: JS2YB413275 [REDACTED] Miles: 6975

Complaint: The passenger air bag "OFF" light is on.

Customer in pass seat with Passenger Airbag Off indicator illuminated.



Tech2 data list shows OCM Status as: CHILD when customer is in passenger seat.

Technical Report

ASMC File Name: _____

Tech2 data list shows OCM Status as: CHILD when customer is in passenger seat.






Technical Report

ASMC File Name: _____



Technical Report


<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200708B00007 [Automobile] | | Report Date 2007 / 08 / 03 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | Passenger air bag light blinking. | | |
| Issue No. | J708022  | | |
| Person Issued | | Person Approved | (distributor) |
| VIN | JS2YB41757  | Model Name | RW420 |
| Date of Incident | 2007 / 08 / 02 | Date Registered | 2007 / 06 / 16 |
| Mileage | 1056 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|---------------|------------------|--|
| Engine No. | 417743 | Transmission No. | |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | |
|----------------------|---|
| Customer's Complaint | Customer states: The passenger air bag light is blinking again while driving. |
| Reproducibility | |
| What? | CUSHION ASSY, FR RH |
| How? | <p>The passenger air bag light comes on and off(blinking) only when a 400 Lbs passenger occupied the passenger seat. After the heavy set passenger gets out of the vehicle and a average weight person or nobody sits in the passenger seat the air bag light keeps continue to blink.</p> <p>No DTC was recorded.</p> <p>At the first repair the dealer replaced the passenger seat cushion and when an average weight person (150 Lbs) used the passenger seat the passenger air bag light worked as designed until a 400 Lbs passenger used the seat. Then the air bag light started to blink again while driving.</p> <p>VIN : JS2YB417575 </p> <p>Engine No : 417743</p> <p>Mileage : 1056mile</p> <p>Date Registered : Jun. 16,2007</p> <p>Date Repaired : Aug. 02,2007</p> <p>Description :</p> <p>Total Reported Cases : 1</p> |

| | | | |
|---|---|---------------------------|----------------------------|
| Possible causal Part No. | 85101-80JS0-CHN | Possible causal Part Name | CUSHION ASSY, FR RH |
| Repair status | | | |
| Course of action | No repairs made to the vehicle at this time. | | |
| Repair result | | | |
| Incident Parts Sending Form | Parts availability No | Why not? | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|-------|--|
| When? | |
|-------|--|


<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | We will keep your information for future reference. |
|----------|---|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200709B00004 [Automobile] | | Report Date 2007 / 09 / 05 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | The airbag off light is on | | |
| Issue No. | J709041 | | |
| Person Issued | | Person Approved | (distributor) |
| VIN | JS3TD947864 [REDACTED] | Model Name | JB627 |
| Date of Incident | 2007 / 07 / 26 | Date Registered | 2006 / 06 / 14 |
| Mileage | 23365 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |

<< PRODUCT OVERVIEW >>


| | | | |
|------------|---------------|------------------|--|
| Engine No. | 188589 | Transmission No. | |
| Body Color | ZY4 | | |

<< DESCRIPTION >>

| | |
|----------------------|---|
| Customer's Complaint | Customer states the "air bag off"light is on when no one is sitting in the seat |
| Reproducibility | |
| What? | Cushion ass'y, FR, R |
| How? | <p>We installed the seat in a test vehicle and drive for about 300 miles before we were able to duplicate the concern. The 1st time there was a laptop computer case on the seat that weighed 12 lbs. The 2nd time the seat was empty. There were not codes stored in the BCM when the light came on.</p> <p>Total Reported Cases : 1</p> |

| | | | |
|--|--|---|---------------------------------|
| Possible causal Part No. | 85101-65JS0-BFK | Possible causal Part Name | Cushion ass'y, FR, R |
| Repair status | | | |
| Course of action | The dealer replaced the seat cushion. | | |
| Repair result | | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? Yes | Parts dispatch date - |

<< ATTACHED FILE >>

| No. | File Name | File Description |
|-------|--|--|
| 1 |  JS3TD947864 [REDACTED]_01.doc (268kB) | VIN : JS3TD947864 [REDACTED] Engine No : 188589 Mileage : 23365mile Date Registered : Jun. 14,2006 Date Repaired : Jul. 26,2007 Description : |
| total | 1 files 268kB | |

<< Incident DESCRIPTION (When) >>

| | |
|-------|--|
| When? | |
|-------|--|

<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | As the result of our investigation, we have found that the detection pattern of seat sensors is sometime very hard to recognize the person who sits down passenger seat. We have changed detection pattern after 2009 MY |
|----------|--|

[Sending Form](#) [export to excel.](#)

Technical Report

ASMC File Name: J709041



Vin # JS3TD94786 [REDACTED]

Inspection date: 09/04/2007

Customer complaint: Passenger "air bar off" light is on when the seat is empty.

At ASMC the incident seat was installed in a vehicle and driven for aprox. 300 miles. We were able to duplicate the issue when the seat was empty and when a laptop computer was placed in the seat. The laptop and case weigh 12 lbs.



Seat with computer case. Weight is 12 lbs.

ASMC File Name:

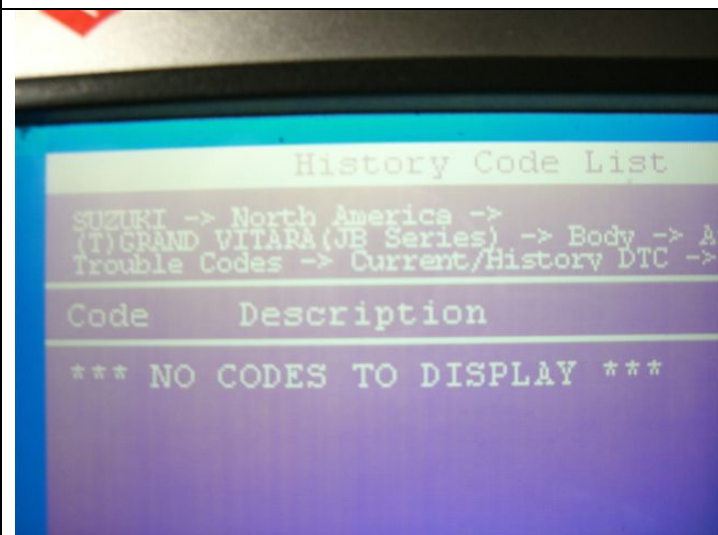
Technical Report



Empty seat.



Current code list: none found



History code list: None found.

ASMC File Name:

Technical Report

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|------------------------|
| ASMC File Name: |
|------------------------|

Technical Report

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ASMC File Name:

Technical Report

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ASMC File Name:

Technical Report

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| ASMC File Name: |
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Technical Report

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Technical Report

ASMC File Name:

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Technical Report

ASMC File Name:

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Technical Report

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<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200804B00042 [Automobile] | | Report Date 2008 / 04 / 14 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | Passenger side air bag light is on. | | |
| Issue No. | J804142 | | |
| Person Issued | | Person Approved | ASMC |
| VIN | JS2YB41318 [REDACTED] | Model Name | RW420F |
| Date of Incident | 2008 / 04 / 07 | Date Registered | 2007 / 11 / 15 |
| Service Dealer Name | MATHENY SUZUKI | | |
| Mileage | 9676 mile | | |
| Manufacturer of Vehicle | 100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 07 / 10 | | |


<< PRODUCT OVERVIEW >>

| | | | |
|--------------|--------------------|-------------------|-----------|
| Engine No. | J20A-468258 | Transmission No. | |
| Drive Wheels | 4WD | Transmission Type | MT |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|--|--|---|--|
| Customer's Complaint | The passenger side air bag turns on when the seat is occupied. | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | Seat cushion | | |
| How? | When a 200 pound person is riding as a passenger in the passenger front seat, at times the passenger side air bag light will turn on. Customer states they do not move and are sitting firmly in the seat when concern happens. Customer refused to be photographed in vehicle sitting in passenger seat. | | |
| What did you check? | Checked for DTC, road tested the vehicle and tried to reproduce customer complaint. | | |
| Checked result | Full scan tool check produced no DTC'S. Road tested vehicle and could not reproduce concern. Customer is refusing to drive vehicle or be a passenger in the vehicle. Vehicle is at dealer. | | |
| Possible cause of Incident | It is not known why the passenger side air bag light comes on sometimes when a 200 Lbs passenger is sitting in the seat. | | |
| Reason of your judgement | N/A | | |
| Possible causal Part No. | | Possible causal Part Name | |
| Repair status | Not Repaired | | |
| Course of action | The vehicle is at the dealer. | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

| No. | File Name | File Description | |
|-------|---|---|--|
| 1 |  _SX4_PASS_SIDE_SIR_4-08.do <small>c (737kB)</small> | The seat position when the passenger is using it. | |
| total | 1 files 737kB | | |

<< Incident DESCRIPTION (When) >>

| | |
|--------------------|---|
| When? | Cruising |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Special Conditions | When the passenger side is occupied. |
| Road Condition | City Street Local Road Highway / Freeway |

<< CUSTOMER USAGE >>

| | |
|-----------------|--------------------------------------|
| Application | Commuting |
| Type of Driving | City Street Highway / Freeway |

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | As the result of our investigation, we have found that the detection pattern of seat sensors is sometime very hard to recognize the person who sits down passenger seat. We have changed detection pattern after 2009 MY. |
|----------|---|

[Sending Form](#) [export to excel.](#)

Technical Report

ASMC File Name: J804142



SEAT BACK ON PASS SIDE SEAT AS
COMPARED TO DRIVERS FRONT SEAT BACK.

Technical Report

ASMC File Name: _____

Technical Report

ASMC File Name: _____



Technical Report

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200804B00043 [Automobile] | | Report Date 2008 / 04 / 14 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | Passenger side air bag light is on. | | |
| Issue No. | J804143 | | |
| Person Issued | | Person Approved | ASMC |
| VIN | JS2YC415685 | Model Name | RW420N |
| Date of Incident | 2008 / 04 / 09 | Date Registered | 2008 / 03 / 21 |
| Service Dealer Name | MATHENY SUZUKI | | |
| Mileage | 1540 mile | | |
| Manufacturer of Vehicle | 100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 07 / 02 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|--------------|--------------------|-------------------|-----------------|
| Engine No. | J20A-464382 | Transmission No. | FW568132 |
| Drive Wheels | 2WD | Transmission Type | AT |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|--|
| Customer's Complaint | 3 days after purchase of the vehicle the passenger air bag light coming on/off. | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | Seat cushion | | |
| How? | When a 160 pound person is riding as a passenger in the passenger front seat, at times the passenger side air bag light will turn on. Customer states they do not move and are sitting firmly in the seat when concern happens. | | |
| What did you check? | Checked for DTC, road tested the vehicle and tried to reproduce customer complaint. | | |
| Checked result | Full scan tool check produced no DTC'S. Road tested vehicle and could not reproduce concern with a person similar to the customer's passenger. | | |
| Possible cause of Incident | It is not known why the passenger side air bag light comes on sometimes when the passenger seat is occupied. | | |
| Reason of your judgement | N/A | | |
| Possible causal Part No. | | Possible causal Part Name | |
| Repair status | Not Repaired | | |
| Course of action | The vehicle is at the dealer. | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|-------|-----------------|
| When? | Cruising |
|-------|-----------------|

| | |
|--------------------|---|
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Special Conditions | When the passenger side is occupied. |
| Road Condition | City Street Local Road Highway / Freeway |

<< CUSTOMER USAGE >>




| | |
|-----------------|--------------------------------------|
| Application | Commuting |
| Type of Driving | City Street Highway / Freeway |

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | As the result of our investigation, we have found that the detection pattern of seat sensors is sometime very hard to recognize the person who sits down passenger seat. We have changed detection pattern after 2009 MY. |
|----------|---|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200812B00013 [Automobile] | | Report Date 2008 / 12 / 08 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1317,B1385,B1065 and B1312 | | |
| Issue No. | J812081  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB417875  | Model Name | RW420F |
| Date of Incident | 2008 / 10 / 15 | Date Registered | 2007 / 08 / 27 |
| Service Dealer Name | WEST VALLEY SUZUKI | | |
| Mileage | 14665 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 04 / 27 | | |


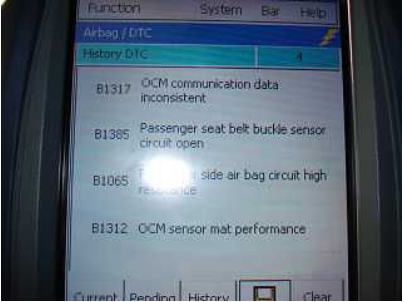



<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-443786 | Transmission No. | DW569150 |
| Body Color | ZCW | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | Passenger side OCM mat sensor failure. | | |
| How? | When a passenger weighs 161 Lbs the air bag light comes on. | | |
| What did you check? | The incident seat cushion assembly was installed on a known good vehicle to duplicate customer complaint. | | |
| Checked result | When one of our employees sit in the passenger seat and the air bag light in the dash came on after the vehicle was driven about 300 feet(passenger did not buckle up the seat belt)and B1317,B1385,B1065 and B1312 codes were set. Further investigation has revealed the OCM mat harness insulation has two pinched marks, but it is not confirmed that this is the root cause to set DTC's. | | |
| Diagnostic Code | B1317,B1385,B1065 and B1312 | | |
| Possible cause of Incident | Not known at this time | | |
| Reason of your judgement | NA | | |
| Possible causal Part No. | 85101-80JS1-CHN | Possible causal Part Name | Cushion FR,RH |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion assembly. | | |
| Repair result | | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2008 / 12 / 09 |

<< ATTACHED FILE >>

| | | | |
|-------|---|--|--|
| |  | <p>[REDACTED]</p> | |
| |  <p>DSC02731.JPG (150kB)</p> | <p>DTC set: B1317,1385,1065 and 1312</p> | |
| 3 |  <p>DSC02728.JPG (154kB)</p> | <p>Passenger seat position during testing.</p> | |
| 4 |  <p>DSC02735.JPG (40kB)</p> | <p>The yellow arrow shows the mat harness where the two pinched marks are.</p> | |
| 5 |  <p>DSC02734.JPG (164kB)</p> | <p>Enlarged picture of the pinched marks</p> | |
| total | <p>5 files 650kB</p> | | |

<< [REDACTED]

[REDACTED]

[REDACTED]

| | |
|-----------------|--|
| Update Contents | <p>-- [Mon Dec 8 10:41:52 PST 2008] Checked result : [When one of our employees sit in the passenger seat and the air bag light in the dash came on after the vehicle was driven about 300 feet(passenger did not buckle up the seat belt) and B1317,B1385,B1065 and B1312 codes were set.Further investigation has revealed the OCM mat harness insulation has two pinched marks, but it is not confirmed that this is the root cause to set DTC B1312.] -> [When one of our employees sit in the passenger seat and the air bag light in the dash came on after the vehicle was driven about 300 feet(passenger did not buckle up the seat belt) and B1317,B1385,B1065 and B1312 codes were set.Further investigation has revealed the OCM mat harness insulation has two pinched marks, but it is not confirmed that this is the root cause to set DTC's.]</p> |
|-----------------|--|

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | <p><Root Cause> Partially strong force was added on OCS(Occupant Classification System) and as the result, crack was arisen on printed wiring in OCS(Occupant Classification System) .</p> <p><Countermeasure> Graphite for reinforcement on printed wiring have been removed and flexibility of printed wiring have been improved.</p> <p><Effective Vehicle and Date> Vehicle Name Date Grand Vitara and SX4 2008.06.02</p> |
|----------|---|

[Sending Form](#) [export to excel.](#)





3182

140
MPH

220
km/h

P
R
N
D
3
2
L

F

C



Function

System

Bar

Help

Airbag / DTC

History DTC

4

- B1317 OCM communication data inconsistent
- B1385 Passenger seat belt buckle sensor circuit open
- B1065 Passenger side air bag circuit high resistance
- B1312 OCM sensor mat performance

Current

Pending

History






Clear





65 Q0 3
0329
0188

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200812B00023 [Automobile] | | Report Date 2008 / 12 / 10 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 | | |
| Issue No. | J812102  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413075  | Model Name | RW420F |
| Date of Incident | 2008 / 10 / 14 | Date Registered | 2007 / 03 / 20 |
| Service Dealer Name | SUZUKI OF LAKELAND | | |
| Mileage | 26055 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2006 / 12 / 18 | | |





<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-404688 | Transmission No. | MW560824 |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | The incident seat cushion assembly was installed on a known good vehicle to duplicate customer complaint. | | |
| Checked result | After installation of the seat cushion the air bag light came on right away when nobody was sitting in the passenger seat. | | |
| | Cleared code B1312 and the code reset right away. | | |
| | ASMC does not know the weight of the passenger when the air bag light came on at the first time. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Not known at this time | | |
| Reason of your judgement | NA | | |
| Possible causal Part No. | 85101-80JS1-CHN | Possible causal Part Name | Cushion FR,RH |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion assembly. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2008 / 12 / 12 |

<< ATTACHED FILE >>

| No. | File Name | File Description | |
|-------|---|---|--|
| 1 |  DSC02745.JPG (152kB) | Air bag light came on when nobody is sitting in the passenger seat. | |
| 2 |  DSC02748.JPG (149kB) | | |
| 3 |  DSC02746.JPG (131kB) | | |
| 4 |  Warranty data, SX4 B1312.xl S (126kB) | | |
| total | 4 files 556kB | | |

<< Incident DESCRIPTION (When) >>

<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | <p><Root Cause> Partially strong force was added on OCS(Occupant Classification System) and as the result, crack was arisen on printed wiring in OCS(Occupant Classification System) .</p> <p><Countermeasure> Graphite for reinforcement on printed wiring have been removed and flexibility of printed wiring have been improved.</p> <p><Effective Vehicle and Date> Vehicle Name Date Grand Vitara and SX4 2008.06.02</p> |
|----------|---|

[Sending Form](#) [export to excel.](#)



Current Code List


SUZUKI -> North America -> (Y)SX4 -> Body ->
Air Bag -> System w/ side air bags ->
Trouble Codes -> Current/History DTC ->

| Code | Description |
|------|-------------|
|------|-------------|

| | |
|-------|----------------------------|
| B1312 | OCM sensor mat performance |
|-------|----------------------------|



<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200902B00001 [Automobile] | | Report Date 2009 / 02 / 02 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J902021  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC414985 XXXXXXXXXX | Model Name | RW420N |
| Date of Incident | 2008 / 04 / 29 | Date Registered | 2008 / 12 / 01 |
| Mileage | 13899 mile | | |
| Manufacturer of Vehicle | 100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 12 / 07 | | |


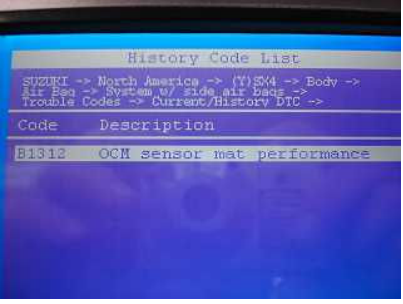
<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-531541 | Transmission No. | MW555230 |
| Body Color | ZJ3 | | |

<< DESCRIPTION >>

| | | | |
|--|--|--|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | The incident seat cushion assembly was installed on a known good test vehicle to duplicate customer complaint. | | |
| Checked result | It was confirmed that after driving the vehicle for about 30 minutes with a passenger 138 Lbs the air bag light and the passenger seat belt warning light came on. (The seat belt was buckled.) | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | When a known good seat cushion installed on the test vehicle with the same passenger sits on the cushion the air bag light will not come on. | | |
| Possible causal Part No. | 85101-80JS1-EDV | Possible causal Part Name | Cushion FR,RH ? |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion assembly. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2009 / 02 / 03 |

<< ATTACHED FILE >>

| No. | File Name | File Description |
|-------|---|--|
| 1 |  DSC03173.JPG (151kB) | The air bag warning light is on when the engine running. |
| 2 |  DSC03172.JPG (140kB) | History code shows B1312 |
| total | 2 files 291kB | |

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------------|
| When? | Cruising |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | <p><Root Cause> Partially strong force was added on OCS(Occupant Classification System) and as the result, crack was arisen on printed wiring in OCS(Occupant Classification System) .</p> <p><Countermeasure> Graphite for reinforcement on printed wiring have been removed and flexibility of printed wiring have been improved.</p> <p><Effective Vehicle and Date> Vehicle Name Date Grand Vitara and SX4 2008.06.02</p> |
|----------|---|

[Sending Form](#) [export to excel.](#)




History Code List

SUZUKI -> North America -> (Y)SX4 -> Body ->
Air Bag -> System w/ side air bags ->
Trouble Codes -> Current/History DTC ->

| Code | Description |
|-------|----------------------------|
| B1312 | OCM sensor mat performance |



<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|---------------------|
| FTIR No : US200902B00010 [Automobile] | | Report Date 2009 / 02 / 04 | |
|  AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J902042  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413875 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2008 / 12 / 09 | Date Registered | - |
| Mileage | 8172 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 05 / 26 | | |


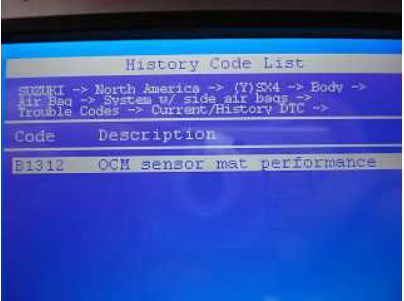
<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|--|
| Engine No. | J20A-451418 | Transmission No. | |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|--|---|--|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | The incident seat cushion assembly was installed on a known good test vehicle to duplicate customer complaint. | | |
| Checked result | <p>After installation of the incident seat cushion the airbag light came on right away and found DTC B1312. Cleared code.</p> <p>After clearing the code the vehicle was driven for two days and the airbag and the passenger seat belt warning light came at the same time when nobody was sitting in the passenger seat and the seat belt was unbuckled at the passenger side.</p> <p>The passenger seat belt warning light went out after the engine shot off and restarted but the airbag light stayed on.</p> | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based on inspection result. | | |
| Possible causal Part No. | 85101-80JS1-CHN | Possible causal Part Name | Cushion FR,RH ? ? |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion assembly. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2009 / 02 / 06 |

<< ATTACHED FILE >>

| No. | File Name | File Description | |
|-------|---|---------------------|--|
| 1 |  DSC03190.JPG (145kB) | Airbag light is on. | |
| 2 |  DSC03191.JPG (156kB) | DTC B1312 | |
| total | 2 files 301kB | | |

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------------|
| When? | Cruising |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | <p><Root Cause> Partially strong force was added on OCS(Occupant Classification System) and as the result, crack was arisen on printed wiring in OCS(Occupant Classification System) .</p> <p><Countermeasure> Graphite for reinforcement on printed wiring have been removed and flexibility of printed wiring have been improved.</p> <p><Effective Vehicle and Date> Vehicle Name Date Grand Vitara and SX4 2008.06.02</p> |
|----------|---|

[Sending Form](#) [export to excel.](#)



7119

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History Code List

SUZUKI -> North America -> (Y) SX4 -> Body ->
Air Bag -> System w/ side air bags ->
Trouble Codes -> Current/History DTC ->

| Code | Description |
|------|-------------|
|------|-------------|

| | |
|-------|----------------------------|
| B1312 | OCM sensor mat performance |
|-------|----------------------------|

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|---------------------|
| FTIR No : US200902B00021 [Automobile] | | Report Date 2009 / 02 / 06 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J902061  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YA413485 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2008 / 12 / 19 | Date Registered | - |
| Mileage | 8317 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 12 / 25 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-540286 | Transmission No. | MW566508 |
| Body Color | ZJP | | |

<< DESCRIPTION >>

| | | | |
|--|--|--|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | The technician checked for codes. | | |
| Checked result | Found DTC B1312. The technician cleared the code and the airbag light came back right away. At ASMC the incident cushion was installed on a test vehicle and the airbag warning light came on right away. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon dealer and ASMC test results. | | |
| Possible causal Part No. | 85101-80JS1-CHN | Possible causal Part Name | Cushion FR,RH ? ? |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion assembly. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2009 / 02 / 06 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|--------------------|
| When? | Cruising |
| Engine Warm-up Condition | Not related |

| | |
|-----------------|----------------------------------|
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |



<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | <p><Root Cause> Partially strong force was added on OCS(Occupant Classification System) and as the result, crack was arisen on printed wiring in OCS(Occupant Classification System) .</p> <p><Countermeasure> Graphite for reinforcement on printed wiring have been removed and flexibility of printed wiring have been improved.</p> <p><Effective Vehicle and Date> Vehicle Name Date Grand Vitara and SX4 2008.06.02</p> |
|----------|---|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200902B00043 [Automobile] | | Report Date 2009 / 03 / 02 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | B1318 OCM invalid data | | |
| Issue No. | J902271  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413495 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2009 / 01 / 29 | Date Registered | 2008 / 09 / 30 |
| Service Dealer Name | CABRAL SUZUKI | | |
| Mileage | 13648 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 07 / 24 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|--|
| Engine No. | J20A-620551 | Transmission No. | |
| Body Color | ZFN | | |

<< DESCRIPTION >>

| | | | |
|--|--|-----------------------------|-----------------|
| Customer's Complaint | The air bag light is on. | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | OCM circuit possible malfunction. | | |
| How? | The air bag light has come on. | | |
| What did you check? | Checked air bag harness connector to passenger seat. Weight of the passenger. | | |
| Checked result | The harness connector to passenger seat is in good condition. Customers have not had an issue until their grand son sat in seat,his weight is 350 #s OCM operated as designed for technician. | | |
| Possible cause of Incident | Not known at this time. | | |
| Reason of your judgement | N/A | | |
| Possible causal Part No. | 36691-80JA0 | Possible causal Part Name | WIRE,A/B |
| Repair status | Not Repaired | | |
| Course of action | The dealer cleared DTC and released the vehicle back to the customer. | | |
| Repair result | Not Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability | Why not? | |
| | No | No part was replaced | |
| The customer is satisfied for now, but root cause of the failure is not identified by dealer. | | | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>




<< CUSTOMER USAGE >>

<< **FEEDBACK** >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200902B00044 [Automobile] | | Report Date 2009 / 03 / 02 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | B1318 OCM invalid data | | |
| Issue No. | J902272  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB417895  | Model Name | RW420F |
| Date of Incident | 2009 / 01 / 27 | Date Registered | 2008 / 10 / 16 |
| Service Dealer Name | DENNIS DILLON SUZUKI | | |
| Mileage | 4831 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 07 / 25 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-621001 | Transmission No. | GW566922 |
| Body Color | ZY4 | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|-----------------|
| Customer's Complaint | The air bag light is on. | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | OCM circuit possible malfunction. | | |
| How? | The air bag light has come on. | | |
| What did you check? | Checked for DTC and OCM wiring harness circuit. | | |
| Checked result | Found DTC B1318; however the root cause of the unintended air bag light to come on is not determined by the dealer. | | |
| Diagnostic Code | B1318 | | |
| Possible cause of Incident | Not known at this time. | | |
| Reason of your judgement | N/A | | |
| Possible causal Part No. | 36691-80JA0 | Possible causal Part Name | WIRE,A/B |
| Repair status | Repaired Temporary | | |
| Course of action | The dealer cleared DTC and released the vehicle back to the customer. | | |
| | The customer is satisfied for now. | | |
| Repair result | Not Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>




<< CUSTOMER USAGE >>

<< **FEEDBACK** >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200902B00045 [Automobile] | | Report Date 2009 / 03 / 02 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | B1318 OCM invalid data | | |
| Issue No. | J902273  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413596  | Model Name | RW420F |
| Date of Incident | 2009 / 02 / 17 | Date Registered | 2008 / 11 / 26 |
| Service Dealer Name | CABRAL SUZUKI | | |
| Mileage | 5213 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 08 / 27 | | |


<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-629517 | Transmission No. | HW564134 |
| Body Color | ZY4 | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|-----------------|
| Customer's Complaint | The air bag light is on. | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | OCM circuit possible malfunction. | | |
| How? | The air bag light has come on. | | |
| What did you check? | Checked for DTC and OCM wiring harness circuit. | | |
| Checked result | Found DTC B1318 and the technician followed the test procedure and root cause of the failure can not be found. | | |
| Diagnostic Code | B1318 | | |
| Possible cause of Incident | Not known at this time. | | |
| Reason of your judgement | N/A | | |
| Possible causal Part No. | 36691-80JA0 | Possible causal Part Name | WIRE,A/B |
| Repair status | Repaired Temporary | | |
| Course of action | The dealer cleared DTC and released the vehicle back to the customer. | | |
| | The customer is satisfied for now. | | |
| Repair result | Not Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

| No. | File Name | File Description | |
|-------|--|------------------|--|
| 1 |  Warranty data Warranty data, SX4 B 1318 OCM invalid data.xls (97kB) | | |
| total | 1 files 97kB | | |

<< Incident DESCRIPTION (When) >>




<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200902B00046 [Automobile] | | Report Date 2009 / 03 / 02 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | B1318 OCM invalid data | | |
| Issue No. | J902274  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB417X95  | Model Name | RW420F |
| Date of Incident | 2009 / 01 / 09 | Date Registered | 2008 / 12 / 26 |
| Service Dealer Name | VAN CAMPEN MOTORS, INC | | |
| Mileage | 261 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 07 / 09 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-616278 | Transmission No. | GW556036 |
| Body Color | ZJ3 | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|-----------------|
| Customer's Complaint | The air bag light is on. | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | OCM circuit possible malfunction. | | |
| How? | The air bag light has come on. | | |
| What did you check? | Checked for DTC and OCM wiring harness circuit. | | |
| Checked result | Found DTC B1318 and the technician followed the test procedure and root cause of the failure can not be found and code B1318 can not be duplicated by dealer. | | |
| Diagnostic Code | B1318 | | |
| Possible cause of Incident | Not known at this time. | | |
| Reason of your judgement | N/A | | |
| Possible causal Part No. | 36691-80JA0 | Possible causal Part Name | WIRE,A/B |
| Repair status | Repaired Temporary | | |
| Course of action | The dealer cleared DTC and released the vehicle back to the customer. | | |
| | The customer is satisfied for now. | | |
| Repair result | Not Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>


<< CUSTOMER USAGE >>

<< **FEEDBACK** >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US200902B00047 [Automobile] | | Report Date 2009 / 03 / 02 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | B1318 OCM invalid data | | |
| Issue No. | J902275 | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB417385 [REDACTED] | Model Name | RW420F |
| Date of Incident | 2008 / 02 / 26 | Date Registered | 2008 / 10 / 28 |
| Service Dealer Name | FOGGS SUZUKI | | |
| Mileage | 10035 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 11 / 16 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-521222 | Transmission No. | LW562287 |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|----------------------------|---|---------------------------|----------------------------|
| Customer's Complaint | WHILE DRIVING AT HIGHWAY SPEEDS SIR INDICATOR ILLUMINATED AT 3RD TIME AND THE PASSENGER SIDE AIRBAG LIGHT ILLUMINATED | | |
| Reproducibility | Yes | | |
| What? | OCM MAT FAILURE | | |
| How? | UNSURE | | |
| What did you check? | REPAIR HISTORY OF THE VEHICLE. | | |
| Checked result | <p>The vehicle has an interment SIR DTC B1318. The vehicle has had the SDM and the seat cushion replaced prior but the vehicle returns back to the dealer after 1 to 2 moths of operation with the same DTC. The tech states they place a computer bag in the right front seat and under stands that the pass air bag light will and could turn on and off. However while driving the red SIR light will turn on and the DTC B1318 will set.</p> <p>DEALER'S DIAGNOSIS AT 6,381 MILES: THE RED AND PASSENGER AIR BAG INDICATORS ON ALL THE TIME.. WHEN ATTEMPTING TO COMMUNICATE WITH OCM WITH SDT SCAN TOOL TECH FOUND NO COMMUNICATIONS, BUT WERE ABLE TO COMMUNICATE WITH SIR DRIVER SYSTEM. DTC PRODUCED IN SIR SYSTEM WAS CURRENT AND COULD NOT BE CLEARED. TECH CHECKED CONNECTIONS AND ALL WIRING FROM SDM TO OCM ALL APPEARED TO BE GOOD.</p> | | |
| Diagnostic Code | B1318 | | |
| Possible cause of Incident | UNSURE | | |
| Reason of your judgement | ROOT CAUSE WAS NOT DETERMINED BY DEALER. | | |
| Possible causal Part No. | 38910-80J40 | Possible causal Part Name | CONTROLLER ASSY,A/B |
| Repair status | Repaired Temporary | | |
| Course of action | <p>AFTER REPLACING THE SEAT CUSHION AND A/B CONTROLLER THE VEHICLE HAS RETURNED AGAIN. CLEARED DTC AND VEHICLE RELEASED BACK TO THE CUSTOMER.</p> <p>CUSTOMER IS SATISFIED FOR NOW.</p> | | |

| | | | |
|--|---------------------------------|---|--|
| Repair result | Not Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|--|
| When? | Cruising |
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Special Conditions | THIS CONCERN WAS PRESENT WITH NOBODY RIDING AS A PASSENGER IN THE RIGHT FRONT SEAT. |
| Road Condition | Local Road Highway / Freeway Paved Road 【 Asphalt Concrete 】 |
| Carrying Weight | 275 lbs |

<< CUSTOMER USAGE >>





| | |
|--------------------------------------|---|
| Application | Commuting |
| Typical Usage | Repeating short time driving(less than ten minutes) Continuous driving at high speed |
| Type of Driving | City Street Local Road Highway / Freeway |
| Frequency of Driving | Everyday |
| Mileage Per a Day | 25 mile |
| Parking Situation | Parking Location Indoor |
| | Surface condition of Parking Location Paved |
| | Car Cover Not Covered |
| Customer's Info on a voluntary basis | Customer's Age 40's |
| | Customer's Sex Female |
| | Driving Experience 20 year(s) |

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|---------------------|
| FTIR No : US200903B00010 [Automobile] | | Report Date 2009 / 03 / 05 | |
|  AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1315/B1318 | | |
| Issue No. | J903052  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413275  | Model Name | RW420F |
| Date of Incident | 2009 / 03 / 05 | Date Registered | - |
| Service Dealer Name | Quality Motors Suzuki | | |
| Mileage | 23000 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2006 / 11 / 30 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-398878 | Transmission No. | LW569536 |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | The air bag light came on. | | |
| How? | When the customer was driving the vehicle without passanger or any objects placed on the passenger seat the air bag light came on. The average temperature in Burlington, VT was from 03/02/09 and repair date was 18 degrees of Fahrenheit. | | |
| What did you check? | Checked for DTC and air bag connector under the passenger seat. | | |
| Checked result | Found two DTC's and the connector under seat is in good condition. | | |
| Diagnostic Code | B1315, B1318 | | |
| Possible cause of Incident | Not known at this time. | | |
| Possible causal Part No. | | Possible causal Part Name | |
| Repair status | Not Repaired | | |
| Course of action | The technician has cleared codes and released the vehicle back to the customer. The customer is satisfied for now. The vehicle is not repaired, because the root cause is not found by the dealer. | | |
| Repair result | Not Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|-------|-----------------|
| When? | Cruising |
|-------|-----------------|

| | |
|--------------------------|---------------------------------------|
| Frequency | 1 times per day |
| Engine Warm-up Condition | After Warm-up |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related Yes |
| | Occurring Temp 10 to 20 ° F |
| Number of passengers | 0 passenger(s) |

<< CUSTOMER USAGE >>


| | |
|----------------------|--------------------------------------|
| Application | Commuting |
| Type of Driving | Highway / Freeway Snow region |
| Frequency of Driving | Everyday |
| Parking Situation | Parking Location Outdoor |

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | <p>Regarding DTC B1315 We conclude that to light the airbag warning lamp when the temperature of seat cushion was -20 deg C (-4 deg F) or below was within specification. The operation of OCM (Occupant Classification Module) was not assured when the temperature of seat cushion was -20 deg C (-4 deg F) or below.</p> <p>Regarding DTC B1318 Please refer to the service bulletin N-Q-G-022 for the details.</p> <p>There was no relation between B1315 and B1318.</p> <p>We will close this issue.</p> <p>If you even have a request about the temperature range specification of OCM, please send us a new FTIR with adding information of benchmark conducted about the assured temperature range of OCM on the competitive vehicle.</p> <p>Thank you for your information.</p> |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|---------------------|
| FTIR No : US200903B00031 [Automobile] | | Report Date 2009 / 03 / 24 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | Air bag light on--B1318 stored. | | |
| Issue No. | J903243 | | |
| Person Issued | Tony Cartagena | Person Approved | Gabe Szerepi |
| VIN | JS2YB413X95 [REDACTED] | Model Name | RW420F |
| Date of Incident | 2009 / 03 / 09 | Date Registered | - |
| Service Dealer Name | Advantage Suzuki--431745 | | |
| Mileage | 10208 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 06 / 18 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-610856 | Transmission No. | FW562250 |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|--|---|---|--------------------------------|
| Customer's Complaint | Air bag light on. | | |
| Reproducibility | Yes | | |
| What? | Air bag light on. Code B1318 extracted from SDM. | | |
| How? | Cause is unknown at this time. | | |
| What did you check? | All wiring and connections to the passenger seat cushion checked OK. OC system detects passengers weight properly. The air bag light came on when the outside air temp was 5-10 degrees F. | | |
| Checked result | No damage to wiring or connectors at passenger seat cushion. OC system operates normally. | | |
| Possible cause of Incident | Cause is unknown at this time. | | |
| Reason of your judgement | Replacement of the passenger seat cushion on the first visit did not resolve the concern. | | |
| Possible causal Part No. | 85101-80JS0-EDV | Possible causal Part Name | CUSHION ASSY,FR,R(GRAY) |
| Repair status | Not Repaired | | |
| Course of action | No action taken after first passenger seat cushion replacement. | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|--|
| When? | Incident occurs intermittently Cruising |
| Frequency | 1 times per month |
| Engine Warm-up Condition | Not related |

| | |
|--------------------|---|
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related Yes |
| | Occurring Temp 10 to 15 ° F |
| Special Conditions | Air bag light on. B1318 stored. |
| Road Condition | City Street Local Road Highway / Freeway |

<< CUSTOMER USAGE >>



| | |
|-------------|------------------|
| Application | Commuting |
|-------------|------------------|

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|---------------------|
| FTIR No : US200903B00032 [Automobile] | | Report Date 2009 / 03 / 24 | |
|  AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | Air bag light on--B1318 stored. | | |
| Issue No. | J90324 | | |
| Person Issued | Tony Cartagena | Person Approved | Gabe Szerepi |
| VIN | JS2YB413795 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2009 / 03 / 16 | Date Registered | - |
| Service Dealer Name | Advantage Suzuki--431745 | | |
| Mileage | 7631 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 06 / 26 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|--|
| Engine No. | J20A-612834 | Transmission No. | |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|--|--|---|--------------------------------|
| Customer's Complaint | Air bag light on. | | |
| Reproducibility | Yes | | |
| What? | Air bag light on. Code B1318 extracted from SDM. | | |
| How? | Cause is unknown at this time. | | |
| What did you check? | All wiring and connections to the passenger seat cushion checked OK. OC system detects passengers weight properly. | | |
| Checked result | No damage to wiring or connectors at passenger seat cushion. OC system operates normally. Tech states the weather outside is currently 60 degrees but was 16 degrees F last week. | | |
| Possible cause of Incident | Cause is unknown at this time. | | |
| Reason of your judgement | OC system is operating as designed. DTC B1318 cause is unknown at this time. | | |
| Possible causal Part No. | 85101-80JS0-EDV | Possible causal Part Name | CUSHION ASSY,FR,R(GRAY) |
| Repair status | Not Repaired | | |
| Course of action | No action taken. | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|--|
| When? | Incident occurs intermittently Cruising |
| Frequency | 1 times per month |
| Engine Warm-up Condition | Not related |

| | |
|--------------------|---|
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related Yes |
| | Occurring Temp 10 to 16 ° F |
| Special Conditions | Air bag light on. B1318 stored. |
| Road Condition | City Street Local Road Highway / Freeway |

<< CUSTOMER USAGE >>


| | |
|-------------|------------------|
| Application | Commuting |
|-------------|------------------|

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | Please refer to the Service Bulletin N-Q-G-022. Thank you for your information. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|---------------------|
| FTIR No : US200909B00018 [Automobile] | | Report Date 2009 / 09 / 18 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 | | |
| Issue No. | J909182 | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS3TE044294 [REDACTED] | Model Name | JB424W |
| Date of Incident | 2009 / 09 / 04 | Date Registered | - |
| Service Dealer Name | RHODEN AUTO CENTER INC | | |
| Mileage | 4153 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 06 / 06 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|---------------------|------------------|-----------------|
| Engine No. | J24B-1002036 | Transmission No. | FB201248 |
| Body Color | Z7T | | |

<< DESCRIPTION >>


| | | | |
|--|---|-----------------------------------|-------------------------------|
| Customer's Complaint | The air bag light is on. | | |
| Reproducibility | Yes | | |
| What? | OCM failure | | |
| How? | DTC's stored in the system and after clearing the code B1312 returns right away. | | |
| What did you check? | Air bag wiring harness and connectors under the passenger seat. | | |
| Checked result | Tech states he has inspected the wiring and connections under the passenger seat cushion but found no problems. Technician states B1312,B1318 codes are in history at this time. Tech cleared codes but the B1312 reset. | | |
| Diagnostic Code | B1312,B1318 | | |
| Possible cause of Incident | OCM circuit failure. | | |
| Reason of your judgement | After installing the new seat cushion the air bag light will not come on. | | |
| Possible causal Part No. | 85101-65JR1-FCF | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability | Have you sent the incident parts? | Estimated Parts dispatch date |
| | Yes | No | 2009 / 09 / 22 |
| 85101-65JR1-FCF CUSHION ASSY,FR,R | | | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

<< CUSTOMER USAGE >>

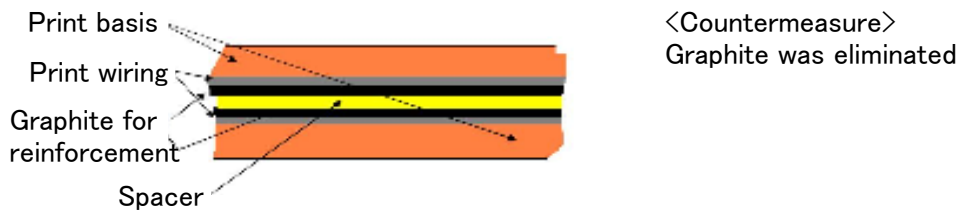
<< FEEDBACK >> [refer](#)

| Feedback | <p><Result></p> <p>1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent.</p> <p>2, A crack occurred on EOL(End of Line resister).</p> <p>3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <p>1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008.</p> <p>2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.</p> <p>3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date></p> <p>JS2YC5A29B [REDACTED] Mar 23, 2011</p> <p>JS2YB5A35B [REDACTED] Mar 23, 2011</p> <p>JS2YC5A40B [REDACTED] Mar 23, 2011</p> <p>JS2YA5A56B [REDACTED] Mar 23, 2011</p> <p>JS2YA5A73B [REDACTED] Apr 5, 2011</p> <p>JS2YC5A98B [REDACTED] Apr 6, 2011</p> <p>JS2YA5A10B [REDACTED] Apr 5, 2011</p> <p>JS2YA5A25B [REDACTED] Mar 23, 2011</p> <p>JS2YB5A21B [REDACTED] Mar 23, 2011</p> <p>Thank you for [REDACTED] mation.</p> | | |
|----------|--|------------------|--|
| No. | File Name | File Description | |
| 1 |  Document.pdf (631kB) | | |
| total | 1 files 631kB | | |

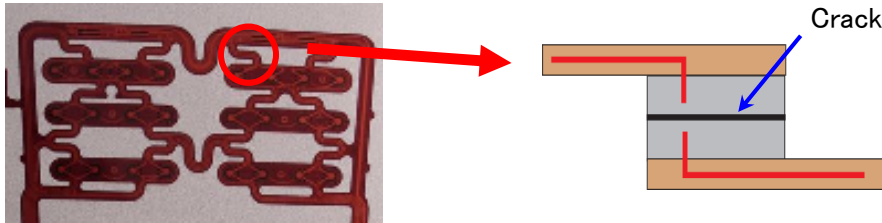
[Sending Form](#) [export to excel.](#)

Result of investigation

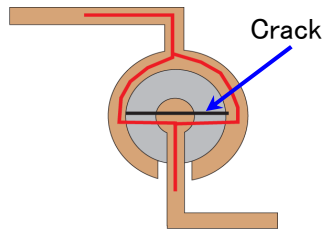
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

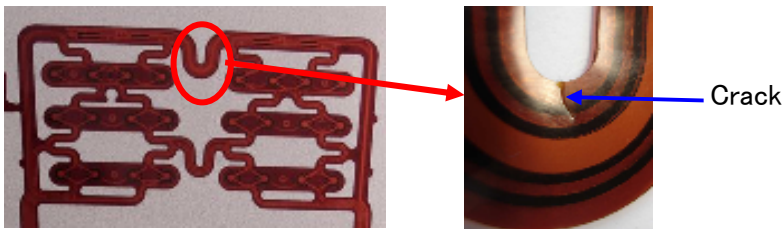


<Countermeasure>

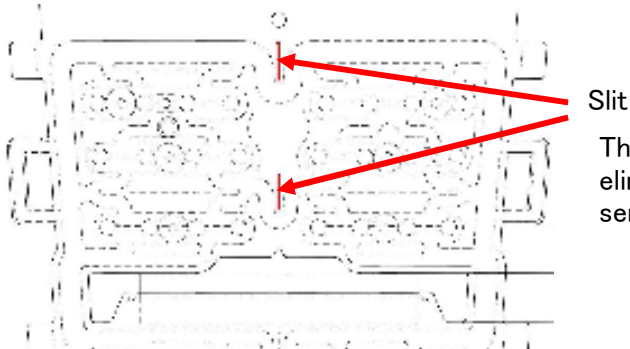


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

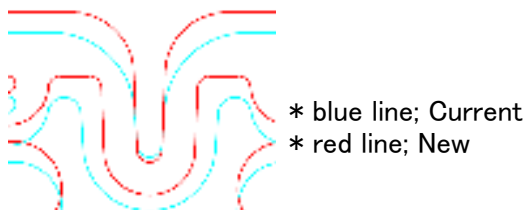


<Countermeasure A>



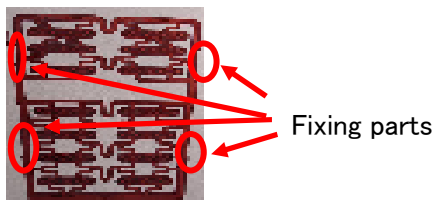
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|---------------------|
| FTIR No : US201002B00003 [Automobile] | | Report Date 2010 / 02 / 04 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1315/B1318 | | |
| Issue No. | J002041  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413896  | Model Name | RW420F |
| Date of Incident | 2010 / 02 / 02 | Date Registered | - |
| Mileage | 9874 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 09 / 11 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-634399 | Transmission No. | JW558301 |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | No (customer's complaint only) | | |
| What? | The air bag light came on. | | |
| How? | The air bag light came on when the ambient overnight temperature 11 degrees F. Customer parks car outside, and had snow fall with slight breeze night before. | | |
| What did you check? | Checked for DTC and air bag connector under the passenger seat. | | |
| Checked result | Found two DTC's and the connector under seat is in good condition. | | |
| Diagnostic Code | B1315, B1318 | | |
| Possible cause of Incident | Not known at this time. | | |
| Possible causal Part No. | | Possible causal Part Name | |
| Repair status | Not Repaired | | |
| Course of action | The technician has cleared codes and released the vehicle back to the customer. The customer is satisfied for now. The vehicle is not repaired, because the root cause is not found by the dealer. | | |
| Repair result | Not Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|------------------------|
| When? | Cruising |
| Frequency | 1 times per day |
| Engine Warm-up Condition | After Warm-up |

| | |
|----------------------|---------------------------------------|
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related Yes |
| | Occurring Temp 10 to 20 ° F |
| Number of passengers | 0 passenger(s) |

<< CUSTOMER USAGE >>




| | |
|----------------------|--------------------------------------|
| Application | Commuting |
| Type of Driving | Highway / Freeway Snow region |
| Frequency of Driving | Everyday |
| Parking Situation | Parking Location Outdoor |

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | <p>Regarding DTC B1315 We conclude that to light the airbag warning lamp when the temperature of seat cushion was -20 deg C (-4 deg F) or below was within specification. The operation of OCM (Occupant Classification Module) was not assured when the temperature of seat cushion was -20 deg C (-4 deg F) or below.</p> <p>Regarding DTC B1318 Please refer to the service bulletin N-Q-G-022 for the details.</p> <p>There was no relation between B1315 and B1318.</p> <p>We will close this issue.</p> <p>If you even have a request about the temperature range specification of OCM, please send us a new FTIR with adding information of benchmark conducted about the assured temperature range of OCM on the competitive vehicle.</p> <p>Thank you for your information.</p> |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201002B00034 [Automobile] | | Report Date 2010 / 02 / 17 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1311 | | |
| Issue No. | J002171  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC417796  | Model Name | RW420N |
| Date of Incident | 2009 / 12 / 16 | Date Registered | 2009 / 03 / 31 |
| Service Dealer Name | MOON TOWNSHIP SUZUKI | | |
| Mileage | 18496 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 09 / 10 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-634003 | Transmission No. | JW556947 |
| Body Color | ZJ3 | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | Air bag light is on. | | |
| Reproducibility | Yes | | |
| What? | OCM malfunction. | | |
| How? | The vehicle came into the dealership with air bag light was on. The dealer diagnosed the vehicle and found DTC B1311 along with the DTC B1318. | | |
| What did you check? | Checked for trouble codes. | | |
| Checked result | Found DTC B1318 and the technician tried to reprogram for this code and the message was: not need reprogram. Found also DTC B1311 and the technician isolated the root cause to OCM malfunction. At ASMC we have confirmed dealer's findings. | | |
| Possible cause of Incident | Possible OCM failure. | | |
| Reason of your judgement | Based upon dealer's diagnosis. | | |
| Possible causal Part No. | 85101-80JS2-EDV | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2010 / 02 / 19 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>



<< CUSTOMER USAGE >>

<< **FEEDBACK** >> [refer](#)

| | |
|----------|---|
| Feedback | As the result of investigating collected seat cushion assy, it is assumed that the failure was abnormal connection or abnormal termination at reprogramming process of OCS for B1318 issue. In view of this, we will close this issue with no action. Thank you for your information. |
|----------|---|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201002B00038 [Automobile] | | Report Date 2010 / 02 / 23 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1311 | | |
| Issue No. | J002231  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413296 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2010 / 01 / 11 | Date Registered | 2009 / 03 / 02 |
| Service Dealer Name | MCQUILLEN SUZUKI | | |
| Mileage | 9967 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 08 / 26 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-629042 | Transmission No. | HW561743 |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | AIR BAG LIGHT IS ON. | | |
| Reproducibility | Yes | | |
| What? | OCM MALFUNCTION. | | |
| How? | AFTER REFLASHING THE OCM B1318 AND B1311 CODES SET. | | |
| What did you check? | CHECKED FOR TROUBLE CODES. | | |
| Checked result | IN SPEAKING WITH TECH HE CLAIMS THAT HE ATTEMPTED TO REFLASH SEAT OCM AND AFTER REFLASHING DTC B1318 WAS STILL CURRENT/LATCHED DTC AND IN ADDITION A DTC B1311. IN A REATTEMPT TO REFLASH THE MODULE AGAIN WOULD NOT TAKE A FLASH. ADVISED THE DEALER TO REPLACE THE OCM TO CORRECT THE CONCERN. THE DEALER STATED TO ME THAT AFTER THE OCM WAS REPLACED THE CONCERN WAS CORRECTED. | | |
| Possible cause of Incident | OCM FAILURE. | | |
| Reason of your judgement | BASED UPON DEALER DIAGNOSIS AND ASMC CONFIRMATION. | | |
| Possible causal Part No. | 85101-80JS2-EDV | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Course of action | AFTER THE OCM WAS REPLACED THE CONCERN WAS CORRECTED | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2010 / 02 / 26 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>


<< CUSTOMER USAGE >>

<< **FEEDBACK** >> [refer](#)

| | |
|----------|---|
| Feedback | As the result of investigating collected seat cushion assy, it is assumed that the failure was abnormal connection or abnormal termination at reprogramming process of OCS for B1318 issue. In view of this, we will close this issue with no action. Thank you for your information. |
|----------|---|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|---------------------|
| FTIR No : US201004B00064 [Automobile] | | Report Date 2010 / 04 / 29 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | Air bag light comes on / Accident report | | |
| Issue No. | CRJ004292 | | |
| Person Issued | DHORN | Person Approved | Gabe Szerepi |
| VIN | JS2YC414296 [REDACTED] | Model Name | RW420N |
| Date of Incident | 2010 / 04 / 27 | Date Registered | - |
| Service Dealer Name | KING SUZUKI | | |
| Mileage | 20000 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 07 / 21 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-618452 | Transmission No. | GW557363 |
| Body Color | Z9T | | |

<< DESCRIPTION >>

| | |
|----------------------|--|
| Customer's Complaint | Air bag light comes on / Accident report |
| Reproducibility | Yes |
| What? | Air bag did not deploy. |
| How? | <p>Issue: Call from C's husband [REDACTED]. Air bag light comes on. Taken to dealer several weeks ago. Not yet repaired. Not sure if parts ordered. C claims can not get answer from dealer.</p> <p>Wants: Help to find out what is going on.</p> <p>Action: Call to dealer, spoke with service advisor Denny. Vehicle at dealer on 3/05/10. Parts to be ordered. Will have to check with his parts dept and call me back as to parts ordering info.</p> <p>Per Connect: no b/o for any air bag parts for this dealer.</p> <p>Per Connect: One past repair for this issue on 7/31/09 at 6K, dealer #452017 replaced the front cushion assembly for code B1312.</p> <p>Informed C will call back once get parts ordering information from dealer.</p> <p>C then stated his wife was in an accident yesterday - her car was hit on passenger side and air bags did not deploy. Offered to mail airbag brochure to C to explain how airbags designed to operate. C was referred to insurance company for resolution of airbag concern. F9 to CP.</p> <p>Accident Incident Investigation Report attached to SR.</p> <ol style="list-style-type: none"> 1. Did the both of the passenger and driver airbag not deployed? Yes no air bags deployed. 2. Did any human sit on the passenger seat when the accident occurred? No 3. If both of the driver and passenger air bag not deployed, how serious was the customer's injury? Waiting on owner to return call. UPDATE owners injuries were only minor and did go to Emergency Room as precaution. 4. If the customer's vehicle was crushed by the other vehicle, How was the relative angle of the other car from customer's car and where did the customer's car crushed? Being repaired already by independent shop in Boyton Bch, FL. Trying to contact to see if any one has pictures. It was reported by SM Larry Eacho of Suzuki of West Broward who is a personal friend of the owner, that the vehicle got hit in the right front corner. (passenger side front headlamp area). Update SM spoke to owner with TM present during call she advised that passenger seat vacant at time of accident and that the vehicle was hit in front of drivers side tire and front bumper. NO PICTURES AVAILABLE. Got estimate/invoice |

from geico repair shop attached.

5. Can we have pictures which help us to know the damage condition of the vehicle? Trying vehicle repairs by independent already performed and should be complete today according to SM . I f anyone has pictures it would be them. UPDATE No PICTURES.



History was a B1312 in the OCM no other codes. Part ordered on 06/17/09 then the dealer waited till customer could come in at her convenience the seat mat was replaced for B1312 on 07/31/09. Then owner reported airbag light on in March of 2010 but did not leave the vehicle for diagnoses with dealer at that time. Then accident occurred.

Note: Owner's profession is a Veterinary technician. I wonder if dog every rides in front passenger seat? Causing the B1312?

From all that I have gathered so far I would not have expected any airbag deployment. 1 from the angle of crash, 2 no one sitting in OCM.

| | | | |
|--|---------------------------------|---|--|
| Possible causal Part No. | | Possible causal Part Name | |
| Repair status | Not Repaired | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

| No. | File Name | File Description | |
|-------|---|------------------|--|
| 1 |  ACCIDENT report.doc (56kB) | | |
| 2 |  KMBT35020100512115408.pdf f (144kB) | | |
| total | 2 files 200kB | | |

<< Incident DESCRIPTION (When) >>

<< CUSTOMER USAGE >>

<< UPDATE-LOG >>

| | |
|--|---|
| | <p>-- [Mon May 17 12:51:16 PDT 2010] How? : [Issue: Call from C's husband [REDACTED]. Air bag light comes on. Taken to dealer several weeks ago. Not yet repaired. Not sure if parts ordered. C claims can not get answer from dealer. Wants: Help to find out what is going on. Action: Call to dealer, spoke with service advisor Denny. Vehicle at dealer on 3/05/10. Parts to be ordered. Will have to check with his parts dept and call me back as to parts ordering info. Per Connect: no b/o for any air bag parts for this dealer. Per Connect: One past repair for this issue on 7/31/09 at 6K, dealer #452017 replaced the front cushion assembly for code B1312. Informed C will call back once get parts ordering information from dealer. C then stated his wife was in an accident yesterday - her car was hit on passenger side and air bags did not deploy. Offered to mail airbag brochure to C to explain how airbags designed to operate. C was referred to insurance company for resolution of airbag concern. F9 to CP. Accident Incident Investigation Report attached to SR.Open recalls - n/aMiles: 20K f/u w/dlr&C - 1 day (dh)] -> [Issue: Call from C's husband Diego Sanabria. Air bag light comes on. Taken to dealer several</p> |
|--|---|

weeks ago. Not yet repaired. Not sure if parts ordered. C claims can not get answer from dealer. Wants: Help to find out what is going on. Action: Call to dealer, spoke with service advisor Denny. Vehicle at dealer on 3/05/10. Parts to be ordered. Will have to check with his parts dept and call me back as to parts ordering info. Per Connect: no b/o for any air bag parts for this dealer. Per Connect: One past repair for this issue on 7/31/09 at 6K, dealer #452017 replaced the front cushion assembly for code B1312. Informed C will call back once get parts ordering information from dealer. C then stated his wife was in an accident yesterday - her car was hit on passenger side and air bags did not deploy. Offered to mail airbag brochure to C to explain how airbags designed to operate. C was referred to insurance company for resolution of airbag concern. F9 to CP. Accident Incident Investigation Report attached to SR. Answers for SMC request: 1. Did the both of the passenger and driver airbag not deployed? Yes no air bags deployed.2. Did any human sit on the passenger seat when the accident occurred? No3. If both of the driver and passenger air bag not deployed, how serious was the customer's injury? Waiting on owner to return call. UPDATE owners injuries were only minor and did go to Emergency Room as precaution.4. If the customer's vehicle was crushed by the other vehicle, How was the relative angle of the other car from customer's car and where did the customer's car crushed? Being repaired already by independent shop in Boyton Bch, FL. Trying to contact to see if any one has pictures. It was reported by SM Larry Eacho of Suzuki of West Broward who is a personal friend of the owner, that the vehicle got hit in the right front corner. (passenger side front headlamp area). TM is trying to collect pictures of the incident.]

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[Thu May 20 11:31:53 PDT 2010]

File attached. [KMBT35020100512115408.pdf]

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[Thu May 20 11:32:57 PDT 2010]

How? : [Issue: Call from C's husband [REDACTED]. Air bag light comes on. Taken to dealer several weeks ago. Not yet repaired. Not sure if parts ordered. C claims can not get answer from dealer. Wants: Help to find out what is going on. Action: Call to dealer, spoke with service advisor Denny. Vehicle at dealer on 3/05/10. Parts to be ordered. Will have to check with his parts dept and call me back as to parts ordering info. Per Connect: no b/o for any air bag parts for this dealer. Per Connect: One past repair for this issue on 7/31/09 at 6K, dealer #452017 replaced the front cushion assembly for code B1312. Informed C will call back once get parts ordering information from dealer. C then stated his wife was in an accident yesterday - her car was hit on passenger side and air bags did not deploy. Offered to mail airbag brochure to C to explain how airbags designed to operate. C was referred to insurance company for resolution of airbag concern. F9 to CP. Accident Incident Investigation Report attached to SR. Answers for SMC request: 1. Did the both of the passenger and driver airbag not deployed? Yes no air bags deployed.2. Did any human sit on the passenger seat when the accident occurred? No3. If both of the driver and passenger air bag not deployed, how serious was the customer's injury? Waiting on owner to return call. UPDATE owners injuries were only minor and did go to Emergency Room as precaution.4. If the customer's vehicle was crushed by the other vehicle, How was the relative angle of the other car from customer's car and where did the customer's car crushed? Being repaired already by independent shop in Boyton Bch, FL. Trying to contact to see if any one has pictures. It was reported by SM Larry Eacho of Suzuki of West Broward who is a personal friend of the owner, that the vehicle got hit in the right front corner. (passenger side front headlamp area). TM is trying to collect pictures of the incident.] -> [Issue: Call from C's husband [REDACTED]. Air bag light comes on. Taken to dealer several weeks ago. Not yet repaired. Not sure if parts ordered. C claims can not get answer from dealer. Wants: Help to find out what is going on. Action: Call to dealer, spoke with service advisor Denny. Vehicle at dealer on 3/05/10. Parts to be ordered. Will have to check with his parts dept and call me back as to parts ordering info. Per Connect: no b/o for any air bag parts for this dealer. Per Connect: One past repair for this issue on 7/31/09 at 6K, dealer #452017 replaced the front cushion assembly for code B1312. Informed C will call back once get parts ordering information from dealer. C then stated his wife was in an accident yesterday - her car was hit on passenger side and air bags did not deploy. Offered to mail airbag brochure to C to explain how airbags designed to operate. C was referred to insurance company for resolution of airbag concern. F9 to CP. Accident Incident Investigation Report attached to SR. 1. Did the both of the passenger and driver airbag not deployed? Yes no air bags deployed.2. Did any human sit on the passenger seat when the accident occurred? No3. If both of the driver and passenger air bag not deployed, how serious was the customer's injury? Waiting on owner to return call. UPDATE owners injuries were only minor and did go to Emergency Room as precaution.4. If the customer's vehicle was crushed by the other vehicle, How was the relative angle of the other car from customer's car and where did the customer's car crushed? Being repaired already by independent shop in Boyton Bch, FL. Trying to contact to see if any one has pictures. It was reported by SM Larry Eacho of Suzuki of West Broward who is a personal friend of the owner, that the vehicle got hit in the right front corner. (passenger side front headlamp area). Update SM spoke to owner with TM present during call she advised that passenger seat vacant at time of accident and that the vehicle was hit in front of drivers side tire and front bumper. NO PICTURES AVAILABLE. Got estimate/invoice from geico repair shop attached.5. Can we have pictures which help us to know the damage condition of the vehicle? Trying vehicle repairs by independent already performed and

Update Contents

should be complete today according to SM . I f anyone has pictures it would be them. UPDATE No PICTURES. History was a B1312 in the OCM no other codes. Part ordered on 06/17/09 then the dealer waited till customer could come in at her convenience the seat mat was replaced for B1312 on 07/31/09. Then owner reported airbag light on in March of 2010 but did not leave the vehicle for diagnoses with dealer at that time. Then accident occurred. Note: Owner's profession is a Veterinary technician. I wonder if dog every rides in front passenger seat? Causing the B1312? From all that I have gathered so far I would not have expected any airbag deployment. 1 from the angle of crash, 2 no one sitting in OCM.]

<< FEEDBACK >> [refer](#)

Feedback

We were not able to collect any of airbag controller and sensor and module and we were not able to collect pictures in which the condition of the break could be known in order to conduct analysis for our investigation.
In view of this, we will close this issue.
Thank you for your information.

[Sending Form](#) [export to excel.](#)



AMERICAN SUZUKI MOTOR CORPORATION
AUTOMOTIVE

ACCIDENT-INCIDENT INVESTIGATION REPORT

| | |
|--|------------------------------------|
| CSR NAME: Debbie Horn | VIN: JS2YC414296 [REDACTED] |
| SR #: 2-228526461 | MILEAGE: 20,000 |
| NAME OF OWNER: [REDACTED] | |
| NAME OF DRIVER: [REDACTED] | |
| DATE OF INCIDENT: 4/27/10 | TODAYS DATE: 4/28/10 |
| LOCATION OF INCIDENT: On NW 2 nd Avenue in Delray Beach, FL. | |
| DETAILS OF INCIDENT: C driving on 2 nd Avenue. There is a road that merges onto this road on the right side that has stop sign. The other driver, the merging car ran stop sign and hit C on passenger side, T-boned C's vehicle. Air bags did not deploy. | |
| STREET/HIGHWAY: NW 2 nd Avenue in Delray Beach, FL | |
| SPEED: about 35 mph | |
| DIRECTION: West | |
| TIME OF DAY: 5:20 pm | |
| LOCATION OF VEHICLE: Insurance company took away vehicle – C not sure where is at. | |
| BODY SHOP/TOW YARD CONTACT INFO: n/a | |
| NAME: | |
| ADDRESS: | |
| PHONE #: | |
| WILL OWNER ALLOW INSPECTION? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | |
| WERE THERE INJURIES? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> HOSPITALIZATION? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> | |
| IF YES, NAME(S): Bruised from seat belt. Has sore neck and shoulder. | |
| SEATING POSITION(S): Driver only | |
| SEAT BELT WORN? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | |
| REPORTED TO POLICE? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | |
| IF YES, REPORT #: n/a | |
| AGENCY: Delray Beach, FL police dept | |
| NAME OF INSURANCE CARRIER? Geico Insurance | |
| OWNER REFERRED TO INSURANCE CARRIER? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | |
| IF YES, CLAIM #: n/a | |

GEICO
GEICO PLANTATION OFFICE
EMAIL SUPP TO R6ADSuppPBeach@GEICO.COM
or fax to 866-954-0779
6601 NW 14TH ST. STE #1
PLANTATION, FL 33313
(561)262-1805 Fax: (305)328-7383

ESTIMATE OF RECORD

Written By: WAYNE ANDERSON 05/10/2010 10:36 AM
Adjuster: AAHP EXT: FCC: (561)262-1805

Insured: [REDACTED] Claim: [REDACTED]
Owner: [REDACTED] Policy: [REDACTED]
Address: [REDACTED] Date of Loss: 04/27/2010 at 12:00 AM
DELRAY BEACH, FL [REDACTED] Type of Loss: Collision
Evening: [REDACTED] Point of Impact: 1. Right Front
Business: [REDACTED]

Inspect MASTER AUTO BODY - XF Day: (561)572-2512
Location: 4000 THOR DRIVE NON_DRIVE_IN
BOYNTON BEACH, FL 33426-0000

Repair MASTER AUTO BODY Business: (561)572-2512
Facility: 4000 THOR DR 10 Days to Repair
BOYNTON BEACH, FL 33426 License # 20-2639389

2009 SUZU SX4 SPORT 4-2.0L-FI 4D SED RED Int:
VIN: JS2YC414296 [REDACTED] Lic: [REDACTED] FL Prod Date: Odometer: 14154
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Intermittent Wipers Keyless Entry
Navigation System Steering Wheel Controls Tinted Glass
Dual Mirrors Console/Storage Rear Spoiler
Power Steering Power Brakes Power Windows
Power Locks Power Mirrors Power Trunk/Gate Release
AM Radio FM Radio Stereo
Search/Seek CD Player Satellite Radio
Anti-Lock Brakes (4) Driver Air Bag Passenger Air Bag
Head/Curtain Air Bags Front Side Impact Air Bag 4 Wheel Disc Brakes
Cloth Seats Bucket Seats Recline/Lounge Seats
Automatic Transmission Overdrive Aluminum/Alloy Wheels

| NO. | OP. | DESCRIPTION | QTY | EXT. | PRICE | LABOR | PAINT |
|-----|------|---------------------------|-----|------|---------|-------|-------|
| 1# | | ***** | 1 | | | | |
| 2# | | towed by secondary towing | 1 | | | | |
| 3# | | ***** | 1 | | | | |
| 4# | | SETUP AND MEASURE | 1 | | | 2.0 | |
| 5# | | ALIGN SUSPENSION | 1 | | 59.95 T | | |
| 6# | | UNIBODY SWAYED 2 RAILS | 1 | | | 3.0 | |
| 7# | Repl | Cover Car Complete | 1 | | | | 0.2 |
| 8 | | INFORMATION LABELS | | | | | |

ESTIMATE OF RECORD
2009 SUZU SX4 SPORT 4-2.0L-FI 4D SED RED Int:

| NO. | OP. | DESCRIPTION | QTY | EXT. | PRICE | LABOR | PAINT |
|--------|------|--------------------------------|-----|------|--------|-------|-------|
| 9 | | Rpl information labels | | | | 0.3 | |
| 10 | Repl | Emission label | 1 | | 7.16 | Incl. | |
| 11 | Repl | AC label | 1 | | 5.36 | Incl. | |
| 12 | | FRONT BUMPER | | | | | |
| 13 | Repl | Absorber | 1 | | 217.24 | Incl. | |
| N 14 | Repl | Bumper cover w/lower deflector | 1 | | 423.87 | 2.4 | 2.8 |
| 15 | | Add for fog lamps | | | | 0.3 | |
| 16 | Repl | Reinforcement | 1 | | 268.78 | 0.4 | |
| 17 | | GRILLE | | | | | |
| 18 | Repl | Upper grille | 1 | | 126.02 | Incl. | |
| 19 | R&I | Lower grille | | | | Incl. | |
| 20 | | FRONT LAMPS | | | | | |
| 21 | Repl | RT Headlamp | 1 | | 304.32 | 0.3 | |
| 22 | Repl | Aim headlamps | 1 | | | 0.5 | |
| N 23 | R&I | LT Headlamp | | | | 0.3 | |
| 24 | Repl | RT Fog lamp | 1 | | 118.04 | 0.3 | |
| N 25 | R&I | LT Fog lamp | | | | 0.3 | |
| 26 | Repl | Aim fog lamps | 1 | | | 0.3 | |
| 27 | | RADIATOR SUPPORT | | | | | |
| N 28 | Repl | Upper tie bar | 1 | | 87.28 | 0.5 | 0.5 |
| 29 | Repl | RT Under cover | 1 | | 106.15 | Incl. | |
| N 30 | Repl | RT Side support | 1 | | 48.60 | s 1.0 | 0.5 |
| 31 | | COOLING | | | | | |
| N 32 | R&I | Radiator assy auto trans | | | | m 1.7 | |
| 33 | | AIR CONDITIONER & HEATER | | | | | |
| 34 | Repl | Refrigerant recovery | 1 | | | m 0.4 | M |
| N 35** | Repl | Qual Repl Parts Condenser assy | 1 | | 148.00 | m 1.1 | |
| 36 | | Deduct for Overlap | | | 219.00 | -0.2 | |
| 37 | Repl | Evacuate & recharge | 1 | | | m 1.4 | M |
| 38# | Repl | R-134 REFRIGERANT | 1 | | 25.00 | | |
| 39 | | HOOD | | | | | |
| 40 | Repl | Hood | 1 | | 373.18 | 1.0 | 2.4 |
| 41 | | Add for Underside(Complete) | | | | | 1.2 |
| 42 | Repl | RT Hinge | 1 | | 42.72 | 0.3 | 0.3 |
| 43* | Rpr | LT Hinge | | | | 0.3 | 0.3 |
| 44 | | FENDER | | | | | |
| 45 | Repl | RT Fender sedan | 1 | | 210.14 | 1.6 | 2.0 |
| 46 | | Overlap Major Adj. Panel | | | | | -0.4 |
| 47 | | Add for Edging | | | | | 0.5 |
| 48 | Repl | RT Fender mtg bkt | 1 | | 6.48 | | |
| 49 | Repl | RT Fender liner | 1 | | 47.65 | Incl. | |
| 50 | Repl | RT Side panel | 1 | | 51.90 | s 1.5 | 0.5 |
| 51 | Repl | RT Upper rail | 1 | | 36.80 | s 3.0 | 0.6 |
| N 52 | Refn | LT Fender sedan | | | | | 2.0 |
| 53 | | Overlap Major Adj. Panel | | | | | -0.4 |
| 54 | | WINDSHIELD | | | | | |
| 55 | Repl | Washer reservoir sedan | 1 | | 38.00 | 0.5 | |
| 56 | | COWL | | | | | |

ESTIMATE OF RECORD
2009 SUZU SX4 SPORT 4-2.0L-FI 4D SED RED Int:

| NO. | OP. | DESCRIPTION | QTY | EXT. PRICE | LABOR | PAINT |
|---------------|----------------------------------|-------------------------|-----|------------|-------|-------|
| 57 | Repl RT Cowl grille | | 1 | 126.27 | 0.8 | |
| 58 | | PILLARS, ROCKER & FLOOR | | | | |
| N 59 | R&I RT Rocker molding bright red | | | | 0.5 | |
| N 60 | R&I LT Rocker molding bright red | | | | 0.5 | |
| 61 | | OTHER CHARGES | | | | |
| 62# | E.P.C. | | 1 | 2.50 | | |
| Subtotals ==> | | | | 2881.41 | 26.3 | 13.0 |


- Line 14 : n/a reconditioned at keystone
- Line 23 : ACCESS TIME
- Line 25 : ACCESS TIME
- Line 28 : Time is after all necessary bolted on parts are removed.
- Line 30 : Time is after all necessary bolted on parts are removed.
- Line 32 : ACCESS TIME
- Line 35 : IN STOCK AND READY FOR DELIVERY
- Line 52 : FOR COLOR MATCH
- Line 59 : ACCESS TIME
- Line 60 : ACCESS TIME

Estimate Notes:
Metallic colors are base coat/clear coat. Non-metallic colors are single stage.

Prior Damage Notes:
no unrelated prior dasmage visible at time of inwspection

| | | |
|-----------------------|-----------------------------|------------|
| Parts | | 2818.96 |
| Body Labor | 24.5 hrs @ \$ 38.00/hr | 931.00 |
| Paint Labor | 13.0 hrs @ \$ 38.00/hr | 494.00 |
| Mechanical Labor | 1.8 hrs @ \$ 67.00/hr | 120.60 |
| Paint Supplies | 13.0 hrs @ \$ 22.00/hr | 286.00 |
| Sublet/Misc. | | 59.95 |
| Other Charges | | 2.50 |
| SUBTOTAL | | \$ 4713.01 |
| Sales Tax | Tier 1 \$ 4713.01 @ 6.5000% | 306.35 |
| TOTAL COST OF REPAIRS | | \$ 5019.36 |
| ADJUSTMENTS: | | |
| Deductible | | 500.00 |
| TOTAL ADJUSTMENTS | | \$ 500.00 |
| NET COST OF REPAIRS | | \$ 4519.36 |

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-------------------------------|
| FTIR No : US201009B00003 [Automobile] | | Report Date 2010 / 09 / 01 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | 2009 SX4, air bag light on, B1318 stored (second time in) | | |
| Issue No. | J008316 | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi, Y. Kawai |
| VIN | JS2YB413496 [REDACTED] | Model Name | RW420F |
| Date of Incident | 2010 / 05 / 04 | Date Registered | 2009 / 08 / 04 |
| Service Dealer Name | WEST VALLEY SUZUKI | | |
| Mileage | 7871 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 09 / 23 | | |

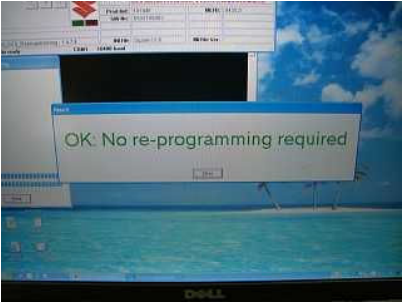
<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|----------------|
| Engine No. | J20A-638679 | Transmission No. | 8I14911 |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|--|--|--|--|
| Customer's Complaint | Air bag light on at 2nd time. | | |
| Reproducibility | Yes | | |
| What? | OCM module. | | |
| How? | The DTC B1318 sets after reprogramming OCM. | | |
| What did you check? | Checked for DTC and repair history of the vehicle. | | |
| Checked result | Technician states the OCM was reflashed on the first visit successfully but the vehicle has returned 5 months later with B1318 stored. Tech states he has checked all wires under the passenger seat cushion but found no problems. Technician states there are no objects under the passenger seat contacting the harness. At ASMC we have tried to reflash the OCM and the message was: OK, No reprogramming is required. | | |
| Diagnostic Code | B1318 | | |
| Possible cause of Incident | Possible OCM malfunction | | |
| Reason of your judgement | Based upon dealer's finding and ASMC diagnosis. | | |
| Possible causal Part No. | 85101-80JS2-CHN | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Course of action | Replaced the seat cushion to repair the vehicle. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2010 / 09 / 01 |

<< ATTACHED FILE >>


| No. | File Name | File Description | |
|-------|--|---|--|
| 1 |  sEAT CUSHION TEST 003.jp g (235kB) | DTC was set the 2nd time after reprogramming the OCM. | |
| total | 1 files 235kB | | |

<< Incident DESCRIPTION (When) >>

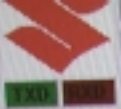
<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | <p><Result></p> <ol style="list-style-type: none"> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <ol style="list-style-type: none"> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part. <p><Affected VIN [redacted] te></p> <p>JS2YC5A29B6 [redacted]; Mar 23, 2011 JS2YB5A35B6 [redacted]; Mar 23, 2011 JS2YC5A40B6 [redacted]; Mar 23, 2011 JS2YA5A56B6 [redacted]; Mar 23, 2011 JS2YA5A73B6 [redacted]; Apr 5, 2011 JS2YC5A98B6 [redacted]; Apr 6, 2011 JS2YA5A10B6 [redacted]; Apr 5, 2011 JS2YA5A25B6 [redacted]; Mar 23, 2011 JS2YB5A21B6 [redacted]; Mar 23, 2011</p> <p>Thank you for [redacted] mation.</p> |
|----------|---|

| No. | File Name | File Description | |
|-------|---|------------------|--|
| 1 |  Document.pdf (631kB) | | |
| total | 1 files 631kB | | |

[Sending Form](#) [export to excel.](#)



OCS Suzuki F14 UPDATE V.1.1.4 (CABPROGHWID13)

| | | | |
|-----------|------------|---------------|--------|
| Prod-Int: | 10104F | MLFB: | 043521 |
| SW-No: | 6592705003 | | |
| | | | |
| | | | |
| INI File | Suzuki OCS | INI File Ver. | |
| COM1 | 10400 baud | | |

Result

OK: No re-programming required

Close

d_OCS_Reprogramming - 1.4.7.4

de ready

ing

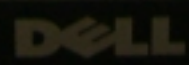
Break

Autosave...

RescueSW - settings.jpg

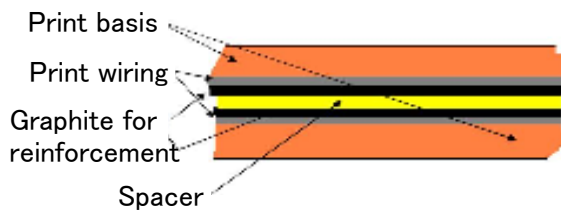
Setup

Show Desktop



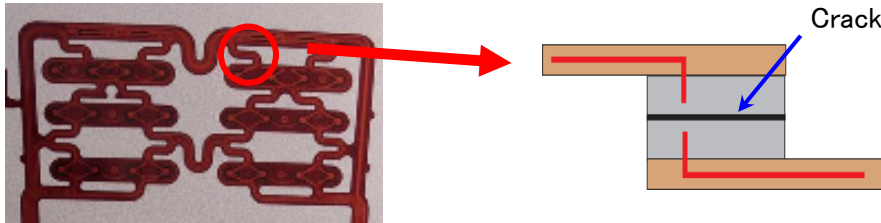
Result of investigation

1, A crack on the print wiring of the sensor mat

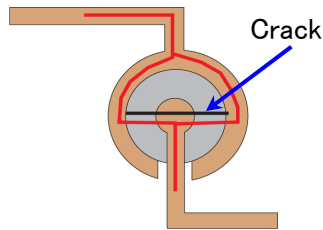


<Countermeasure>
Graphite was eliminated

2, A crack on the print wiring of the sensor mat

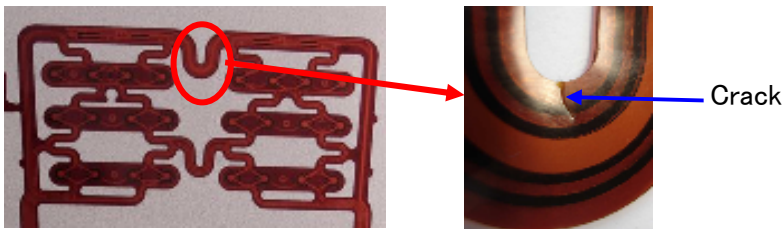


<Countermeasure>

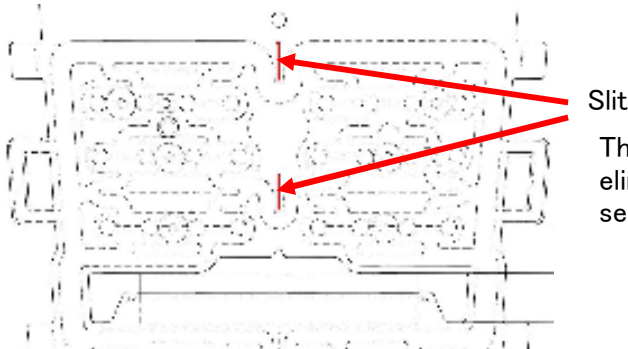


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

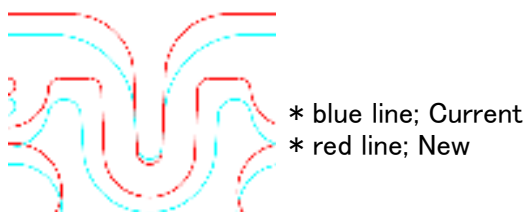


<Countermeasure A>



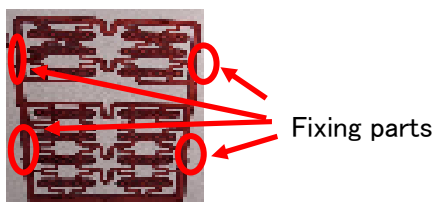
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201201B00030 [Automobile] | | Report Date 2012 / 01 / 23 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312: OCM sensor mat circuit malfunction after warranty period expired. | | |
| Issue No. | J201231  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC415485  | Model Name | RW420N |
| Date of Incident | 2012 / 01 / 17 | Date Registered | 2008 / 03 / 21 |
| Service Dealer Name | CLASSIC SUZUKI | | |
| Mileage | 39799 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 11 / 07 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-516336 | Transmission No. | KW574905 |
| Body Color | ZJP | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--------------------------------|
| Customer's Complaint | The air bag light is on. | | |
| Reproducibility | Yes | | |
| What? | OCM sensor mat circuit failure. | | |
| How? | The air bag light came on and DTC B1312 was set. | | |
| What did you check? | The technician checked for codes. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon technician diagnosis. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion under goodwill and customer paid for the labor. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Customer pay repair | |


<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|-----------|---------------------------|
| When? | After Engine Start |
| Frequency | (all the time) |

<< CUSTOMER USAGE >>

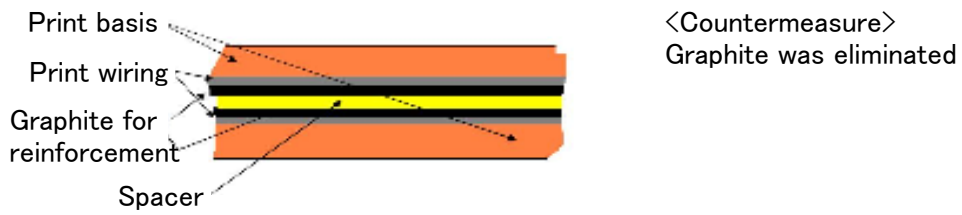
<< FEEDBACK >> [refer](#)

| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B6 [REDACTED] Mar 23, 2011 JS2YB5A35B6 [REDACTED] Mar 23, 2011 JS2YC5A40B6 [REDACTED] Mar 23, 2011 JS2YA5A56B6 [REDACTED] Mar 23, 2011 JS2YA5A73B6 [REDACTED] Apr 5, 2011 JS2YC5A98B6 [REDACTED] Apr 6, 2011 JS2YA5A10B6 [REDACTED] Apr 5, 2011 JS2YA5A25B6 [REDACTED] Mar 23, 2011 JS2YB5A21B6 [REDACTED] Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> | | |
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| No. | File Name | File Description | |
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| total | 1 files 631kB | | |

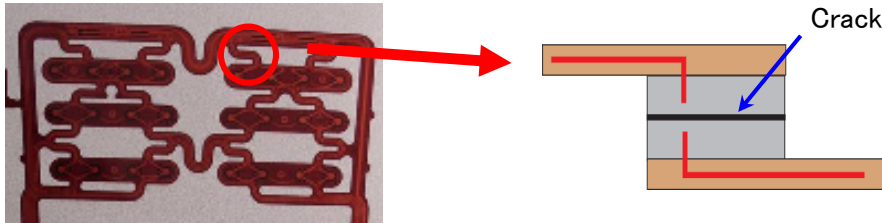
[Sending Form](#) [export to excel.](#)

Result of investigation

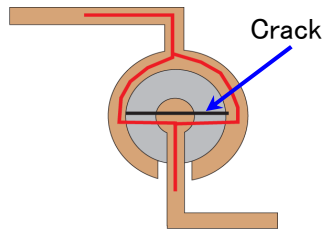
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

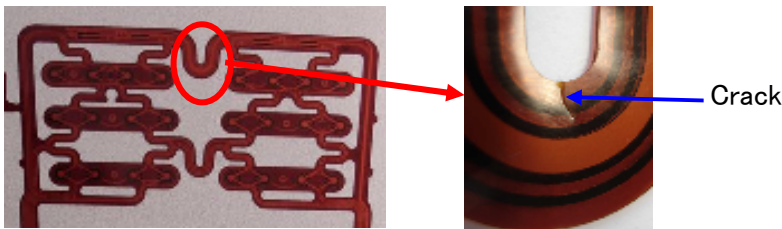


<Countermeasure>

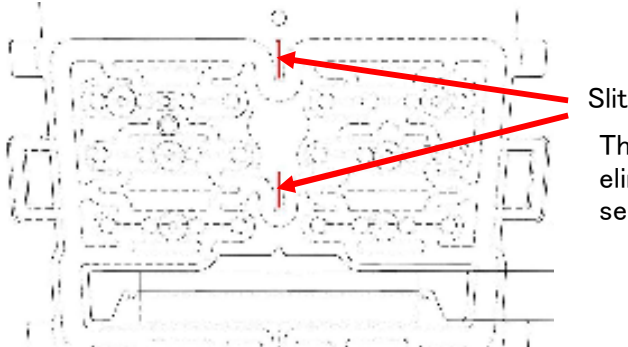


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat



<Countermeasure A>



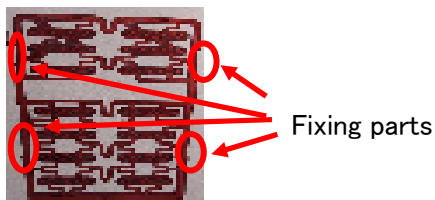
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201201B00031 [Automobile] | | Report Date 2012 / 01 / 23 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312: OCM sensor mat circuit malfunction after warranty period expired. | | |
| Issue No. | J201232  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC41598  | Model Name | RW420N |
| Date of Incident | 2011 / 12 / 22 | Date Registered | 2008 / 05 / 07 |
| Service Dealer Name | AUTMTV WRNTY SERV | | |
| Mileage | 40095 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 10 / 20 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-508230 | Transmission No. | KW564262 |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--------------------------------|
| Customer's Complaint | The air bag light is on. | | |
| Reproducibility | Yes | | |
| What? | OCM sensor mat circuit or status is malfunction. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | The technician checked for codes. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon technician diagnosis. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion under goodwill and customer paid for the labor. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Customer pay repair | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>


| | |
|-----------|---------------------------|
| When? | After Engine Start |
| Frequency | (all the time) |

<< CUSTOMER USAGE >>

| | |
|-------------|------------------|
| Application | Commuting |
|-------------|------------------|

<< FEEDBACK >> [refer](#)

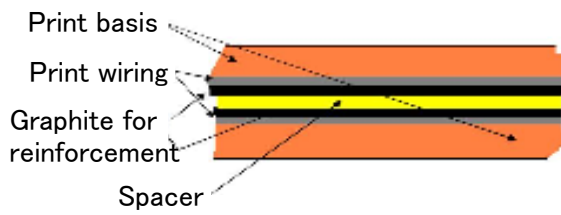
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|------------|--|--------------|------------|--------------|------------|------------|--------------|------------|------------|--------------|------------|------------|--------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|--------------|------------|------------|--------------|
| Feedback | <p><Result></p> <ol style="list-style-type: none"> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <ol style="list-style-type: none"> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part. <p><Affected VIN and date></p> <table> <tr><td>JS2YC5A29B</td><td>[REDACTED]</td><td>Mar 23, 2011</td></tr> <tr><td>JS2YB5A35B</td><td>[REDACTED]</td><td>Mar 23, 2011</td></tr> <tr><td>JS2YC5A40B</td><td>[REDACTED]</td><td>Mar 23, 2011</td></tr> <tr><td>JS2YA5A56B</td><td>[REDACTED]</td><td>Mar 23, 2011</td></tr> <tr><td>JS2YA5A73B</td><td>[REDACTED]</td><td>Apr 5, 2011</td></tr> <tr><td>JS2YC5A98B</td><td>[REDACTED]</td><td>Apr 6, 2011</td></tr> <tr><td>JS2YA5A10B</td><td>[REDACTED]</td><td>Apr 5, 2011</td></tr> <tr><td>JS2YA5A25B</td><td>[REDACTED]</td><td>Mar 23, 2011</td></tr> <tr><td>JS2YB5A21B</td><td>[REDACTED]</td><td>Mar 23, 2011</td></tr> </table> <p>Thank you for information.</p> | JS2YC5A29B | [REDACTED] | Mar 23, 2011 | JS2YB5A35B | [REDACTED] | Mar 23, 2011 | JS2YC5A40B | [REDACTED] | Mar 23, 2011 | JS2YA5A56B | [REDACTED] | Mar 23, 2011 | JS2YA5A73B | [REDACTED] | Apr 5, 2011 | JS2YC5A98B | [REDACTED] | Apr 6, 2011 | JS2YA5A10B | [REDACTED] | Apr 5, 2011 | JS2YA5A25B | [REDACTED] | Mar 23, 2011 | JS2YB5A21B | [REDACTED] | Mar 23, 2011 |
| JS2YC5A29B | [REDACTED] | Mar 23, 2011 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A35B | [REDACTED] | Mar 23, 2011 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A40B | [REDACTED] | Mar 23, 2011 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YA5A56B | [REDACTED] | Mar 23, 2011 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YA5A73B | [REDACTED] | Apr 5, 2011 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A98B | [REDACTED] | Apr 6, 2011 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YA5A10B | [REDACTED] | Apr 5, 2011 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YA5A25B | [REDACTED] | Mar 23, 2011 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A21B | [REDACTED] | Mar 23, 2011 | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| total | 1 files 631kB | |

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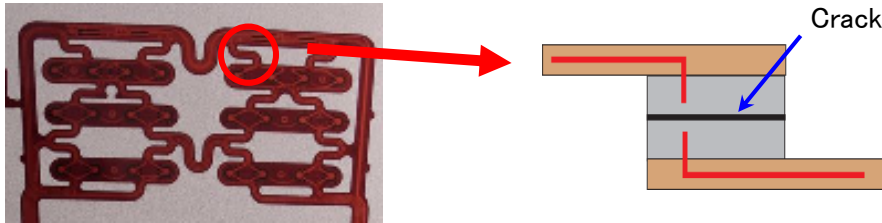
Result of investigation

1, A crack on the print wiring of the sensor mat

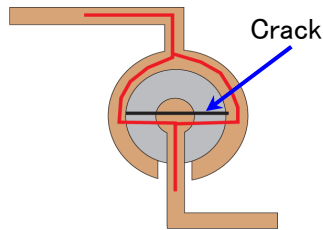


<Countermeasure>
Graphite was eliminated

2, A crack on the print wiring of the sensor mat

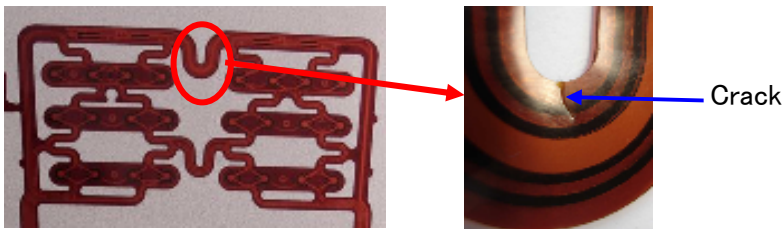


<Countermeasure>

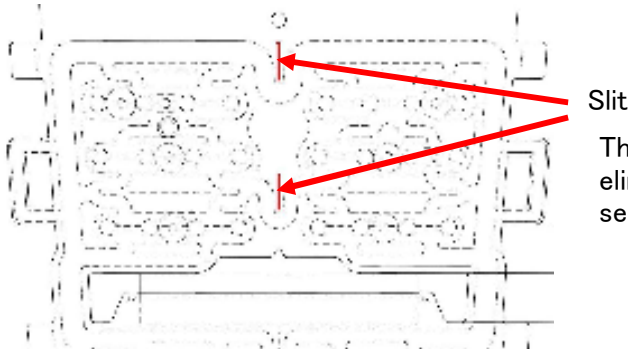


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat



<Countermeasure A>



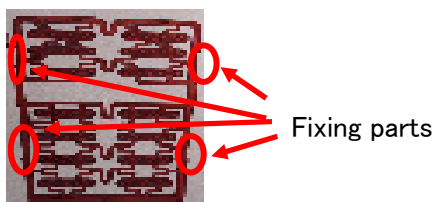
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201201B00032 [Automobile] | | Report Date 2012 / 01 / 23 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312: OCM sensor mat circuit malfunction after warranty period expired. | | |
| Issue No. | J201233  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YA413385  | Model Name | RW420F |
| Date of Incident | 2011 / 12 / 23 | Date Registered | 2008 / 06 / 30 |
| Service Dealer Name | AUTO CITY SUZ OLIV BRANCH | | |
| Mileage | 30565 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 03 / 07 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-570413 | Transmission No. | CW555145 |
| Body Color | ZFM | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--------------------------------|
| Customer's Complaint | The air bag light is on. | | |
| Reproducibility | Yes | | |
| What? | OCM sensor mat circuit or status is malfunction. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | The technician checked for codes. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon technician diagnosis. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion under goodwill and customer paid for the labor. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Customer pay repair | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|-----------|---------------------------|
| When? | After Engine Start |
| Frequency | (all the time) |


<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

| | |
|-----------------|-------------------------------|
| Type of Driving | City Street Highway / Freeway |
|-----------------|-------------------------------|

<< FEEDBACK >> [refer](#)

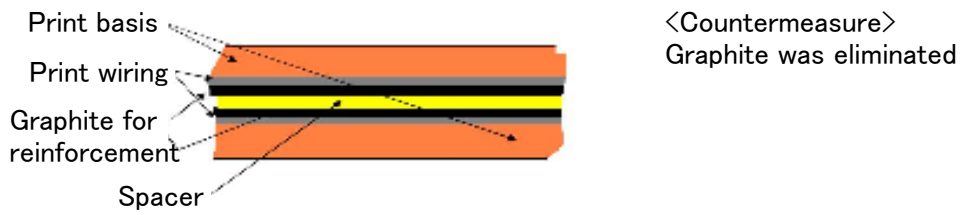
| | |
|----------|---|
| Feedback | <p><Result></p> <p>1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent.</p> <p>2, A crack occurred on EOL(End of Line resister).</p> <p>3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <p>1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008.</p> <p>2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.</p> <p>3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date></p> <p>JS2YC5A29B [REDACTED] Mar 23, 2011</p> <p>JS2YB5A35B [REDACTED] Mar 23, 2011</p> <p>JS2YC5A40B [REDACTED] Mar 23, 2011</p> <p>JS2YA5A56B [REDACTED] Mar 23, 2011</p> <p>JS2YA5A73B [REDACTED] Apr 5, 2011</p> <p>JS2YC5A98B [REDACTED] Apr 6, 2011</p> <p>JS2YA5A10B [REDACTED] Apr 5, 2011</p> <p>JS2YA5A25B [REDACTED] Mar 23, 2011</p> <p>JS2YB5A21B [REDACTED] Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
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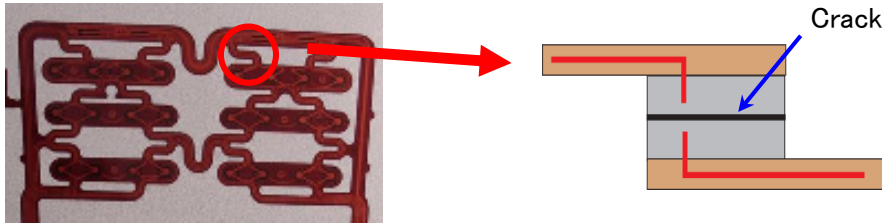
[Sending Form](#) [export to excel.](#)

Result of investigation

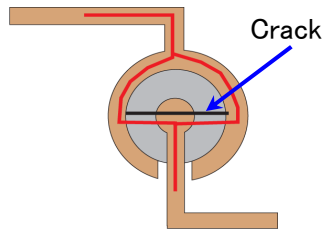
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

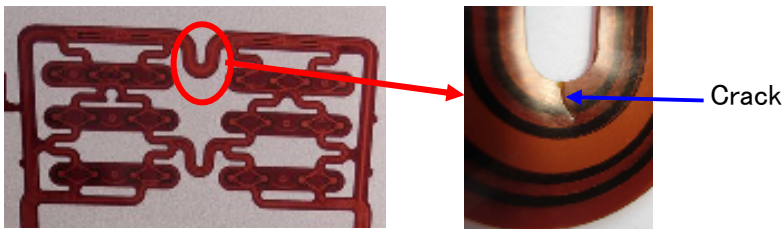


<Countermeasure>

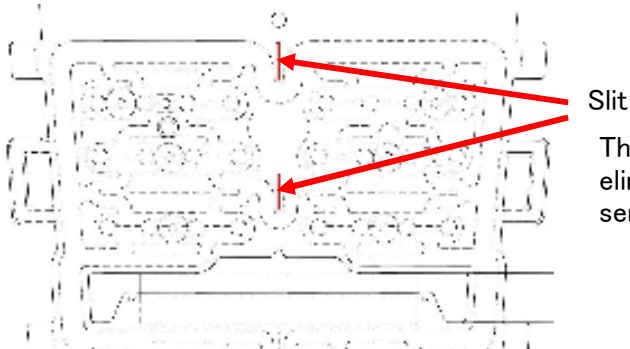


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

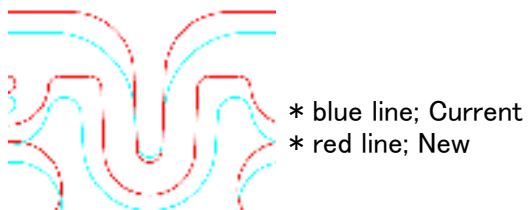


<Countermeasure A>



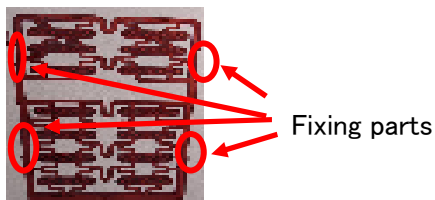
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>





The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201201B00033 [Automobile] | | Report Date 2012 / 01 / 23 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312: OCM sensor mat failure after warranty period expired. | | |
| Issue No. | J201234  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC414585 XXXXXXXXXX | Model Name | RW420N |
| Date of Incident | 2011 / 12 / 29 | Date Registered | 2008 / 11 / 21 |
| Service Dealer Name | HOPPER MOTORPLEX INC | | |
| Mileage | mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 12 / 25 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-540311 | Transmission No. | MW566309 |
| Body Color | ZJR | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--------------------------------|
| Customer's Complaint | The air bag light is on. | | |
| Reproducibility | Yes | | |
| What? | OCM sensor mat circuit or status is malfunction. | | |
| How? | The air bag light come on and DTC B1312 was set. | | |
| What did you check? | The technician checked for codes. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon technician diagnosis. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion under goodwill and customer paid for the labor. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Customer pay repair | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| When? | After Engine Start |
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |


| | |
|----------------|--|
| Road Condition | Local Road Highway / Freeway |
|----------------|--|

<< CUSTOMER USAGE >>

| | |
|-------------|--|
| Application | Commuting Shopping/Pick-up |
|-------------|--|

<< FEEDBACK >> [refer](#)

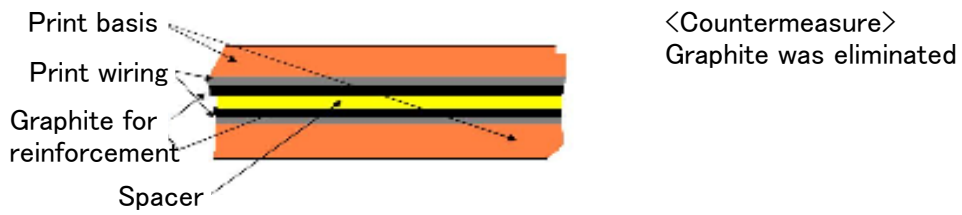
| | |
|----------|---|
| Feedback | <p><Result></p> <p>1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent.</p> <p>2, A crack occurred on EOL(End of Line resister).</p> <p>3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <p>1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008.</p> <p>2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.</p> <p>3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date></p> <p>JS2YC5A29B [REDACTED] Mar 23, 2011</p> <p>JS2YB5A35B [REDACTED] Mar 23, 2011</p> <p>JS2YC5A40B [REDACTED] Mar 23, 2011</p> <p>JS2YA5A56B [REDACTED] Mar 23, 2011</p> <p>JS2YA5A73B [REDACTED] Apr 5, 2011</p> <p>JS2YC5A98B [REDACTED] Apr 6, 2011</p> <p>JS2YA5A10B [REDACTED] Apr 5, 2011</p> <p>JS2YA5A25B [REDACTED] Mar 23, 2011</p> <p>JS2YB5A21B [REDACTED] Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
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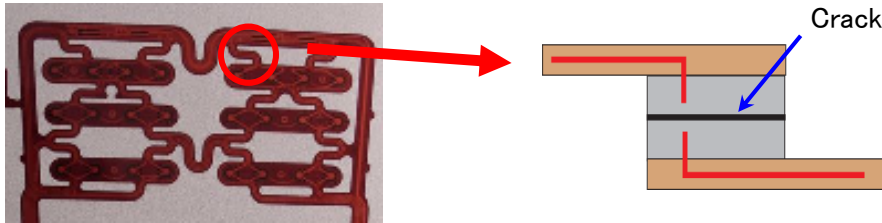
[Sending Form](#) [export to excel.](#)

Result of investigation

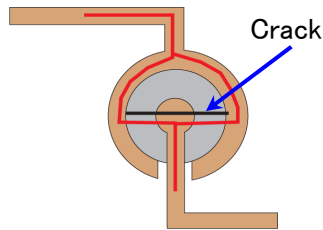
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2, A crack on the print wiring of the sensor mat

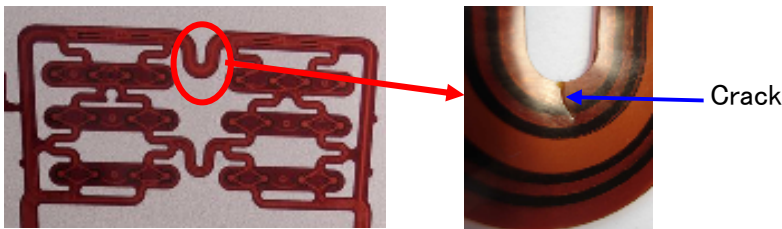


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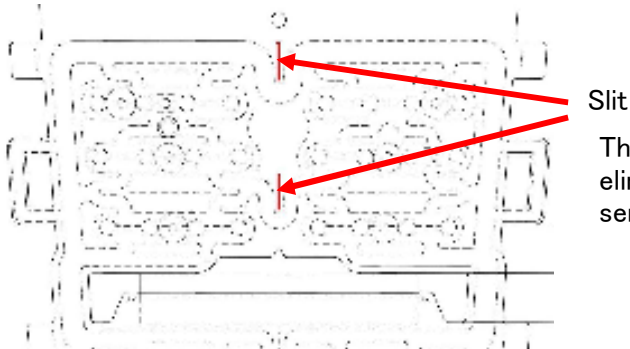


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

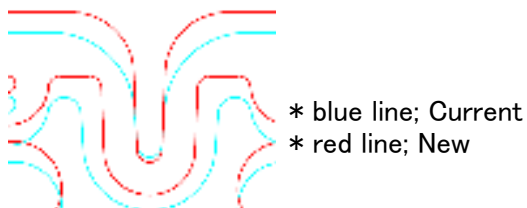


<Countermeasure A>



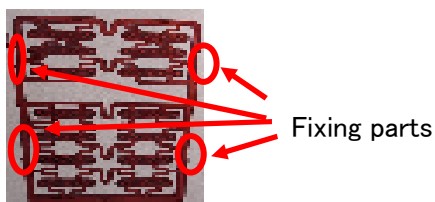
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201201B00034 [Automobile] | | Report Date 2012 / 01 / 23 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312: OCM sensor mat circuit malfunction after warranty period expired. | | |
| Issue No. | J201235  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB41387  | Model Name | RW420F |
| Date of Incident | 2012 / 01 / 06 | Date Registered | 2007 / 06 / 05 |
| Service Dealer Name | FIVE STAR SUZUKI | | |
| Mileage | 39318 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2006 / 12 / 01 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-399441 | Transmission No. | LW570633 |
| Body Color | ZJ3 | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|---------------------------------|
| Customer's Complaint | The air bag light is on. | | |
| Reproducibility | Yes | | |
| What? | OCM sensor mat circuit or status is malfunction. | | |
| How? | The air bag light come on and DTC B1312 was set. | | |
| What did you check? | The technician checked for codes. | | |
| Checked result | Found DTC B1312 and tried to reprogram OCM module without success. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon technician diagnosis. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion under goodwill and customer paid for the labor. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Customer pay repair | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| When? | After Engine Start |
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |


| | |
|----------------|--|
| Road Condition | City Street Local Road Highway / Freeway |
|----------------|--|

<< CUSTOMER USAGE >>

| | |
|-------------|--|
| Application | Commuting Shopping/Pick-up |
|-------------|--|

<< FEEDBACK >> [refer](#)

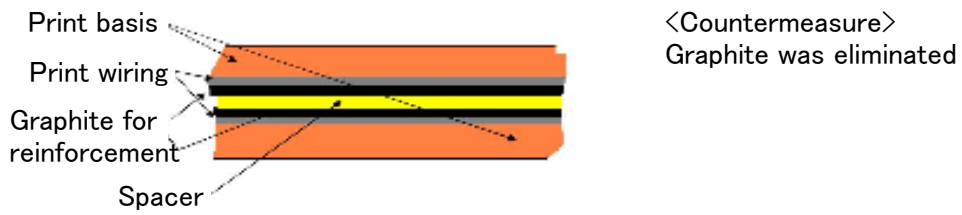
| | |
|----------|--|
| Feedback | <p><Result></p> <p>1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent.</p> <p>2, A crack occurred on EOL(End of Line resister).</p> <p>3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <p>1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008.</p> <p>2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.</p> <p>3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date></p> <p>JS2YC5A29B ;Mar 23, 2011</p> <p>JS2YB5A35B ;Mar 23, 2011</p> <p>JS2YC5A40B ;Mar 23, 2011</p> <p>JS2YA5A56B ;Mar 23, 2011</p> <p>JS2YA5A73B ;Apr 5, 2011</p> <p>JS2YC5A98B ;Apr 6, 2011</p> <p>JS2YA5A10B ;Apr 5, 2011</p> <p>JS2YA5A25B ;Mar 23, 2011</p> <p>JS2YB5A21B ;Mar 23, 2011</p> <p>Thank you for information.</p> |
|----------|--|

| No. | File Name | File Description |
|-------|---|------------------|
| 1 |  Document.pdf (631kB) | |
| total | 1 files 631kB | |

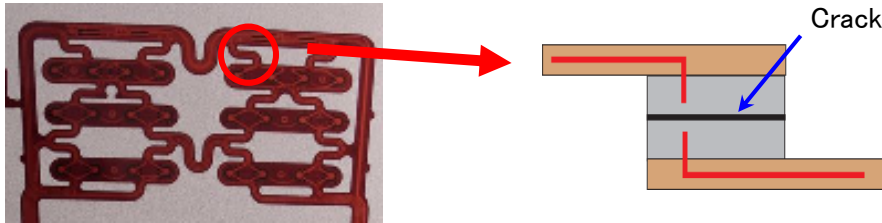
[Sending Form](#) [export to excel.](#)

Result of investigation

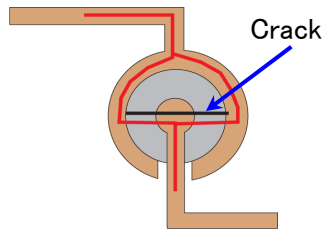
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

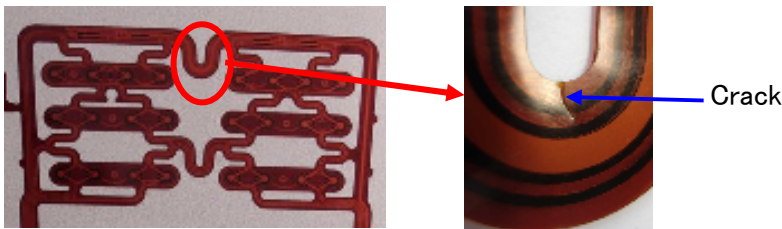


<Countermeasure>

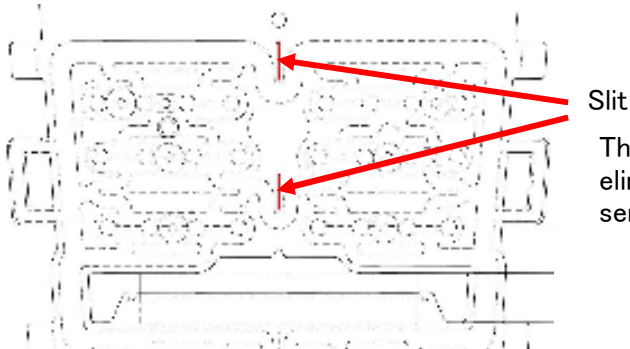


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

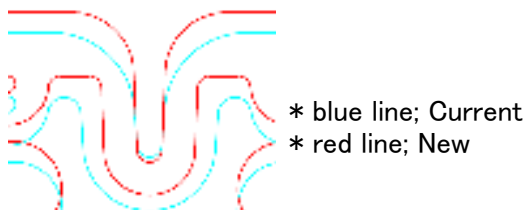


<Countermeasure A>



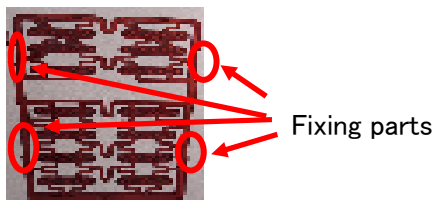
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>







The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201201B00035 [Automobile] | | Report Date 2012 / 01 / 23 | |
|  AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312: OCM sensor mat failure after warranty period expired. (Warranty data attached.) | | |
| Issue No. | J201236  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413685  | Model Name | RW420F |
| Date of Incident | 2011 / 12 / 27 | Date Registered | 2007 / 12 / 20 |
| Service Dealer Name | MASTRIA SUZUKI | | |
| Mileage | 46662 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 10 / 08 | | |


<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-501761 | Transmission No. | KW555563 |
| Body Color | ZY4 | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|---------------------------------|
| Customer's Complaint | The air bag warning light on when an adult is sitting on the passenger seat. | | |
| Reproducibility | Yes | | |
| What? | OCM sensor mat failure. | | |
| How? | The air bag light came on and DTC B1312 was set. | | |
| What did you check? | The technician checked for codes. | | |
| Checked result | Found DTC B1312 and tried to reprogram OCM module without success. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon technician diagnosis. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion under goodwill and customer paid for the labor. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Customer pay repair | |

<< ATTACHED FILE >>

| No. | File Name | File Description | |
|-------|--|------------------|--|
| 1 |  SX4 B1312.xls (126kB) | Warranty data | |
| total | 1 files 126kB | | |

<< Incident DESCRIPTION (When) >>


| | |
|-----------|---------------------------|
| When? | After Engine Start |
| Frequency | (all the time) |

<< CUSTOMER USAGE >>

| | |
|-----------------|--------------------------------------|
| Application | Commuting Shopping/Pick-up |
| Type of Driving | City Street Highway / Freeway |

<< FEEDBACK >> [refer](#)

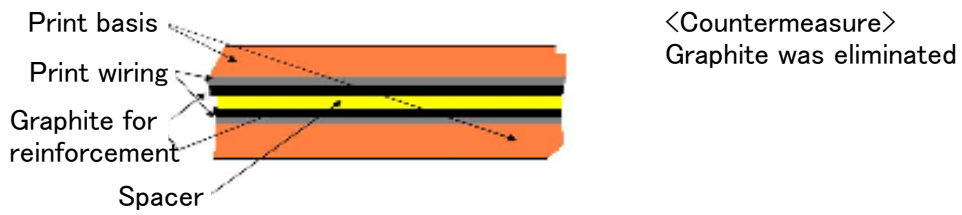
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B ;Mar 23, 2011 JS2YB5A35B ;Mar 23, 2011 JS2YC5A40B ;Mar 23, 2011 JS2YA5A56B ;Mar 23, 2011 JS2YA5A73B ;Apr 5, 2011 JS2YC5A98B ;Apr 6, 2011 JS2YA5A10B ;Apr 5, 2011 JS2YA5A25B ;Mar 23, 2011 JS2YB5A21B ;Mar 23, 2011</p> <p>Thank you for information.</p> |
|----------|--|

| No. | File Name | File Description |
|-------|---|------------------|
| 1 |  Document.pdf (631kB) | |
| total | 1 files 631kB | |

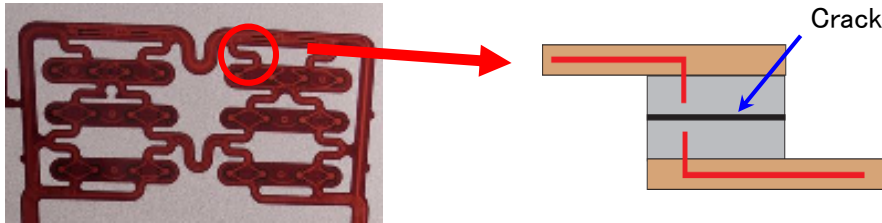
[Sending Form](#) [export to excel.](#)

Result of investigation

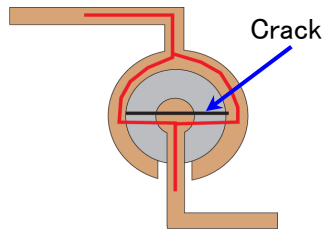
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

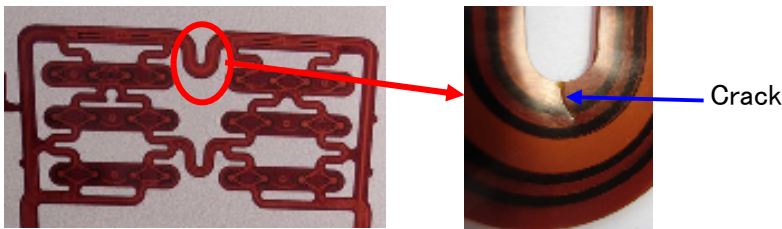


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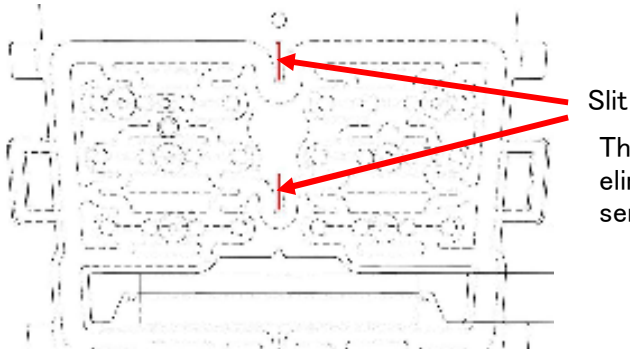


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat



<Countermeasure A>



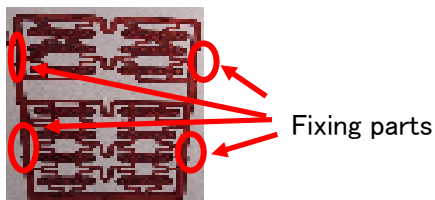
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201201B00036 [Automobile] | | Report Date 2012 / 01 / 23 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312: OCM sensor mat circuit failure after warranty period expired. | | |
| Issue No. | J201237  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB417185  | Model Name | RW420F |
| Date of Incident | 2011 / 12 / 27 | Date Registered | 2008 / 05 / 29 |
| Service Dealer Name | MASTRIA SUZUKI | | |
| Mileage | 36501 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 01 / 15 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-546440 | Transmission No. | AW555900 |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|---------------------------------|
| Customer's Complaint | The air bag warning light on | | |
| Reproducibility | Yes | | |
| What? | OCM sensor mat failure. | | |
| How? | The air bag light came on and DTC B1312 was set. | | |
| What did you check? | The technician checked for codes. | | |
| Checked result | Found DTC B1312 OCM circuit failure. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon technician diagnosis. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion under goodwill and customer paid for the labor. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? Customer pay repair | |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>


| | |
|-----------|---------------------------|
| When? | at Engine Starting |
| Frequency | (all the time) |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

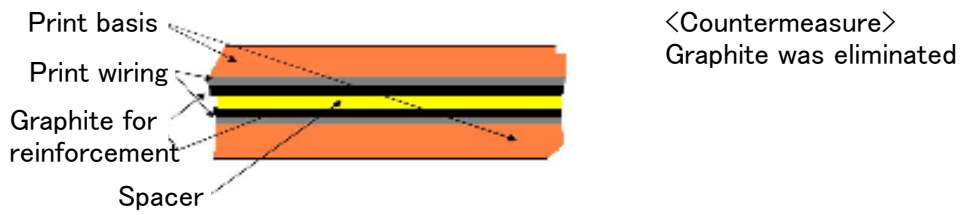
| | |
|----------|--|
| Feedback | <p><Result></p> <ol style="list-style-type: none"> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <ol style="list-style-type: none"> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part. <p><Affected VIN and date></p> <p>JS2YC5A29B [REDACTED]; Mar 23, 2011 JS2YB5A35B [REDACTED]; Mar 23, 2011 JS2YC5A40B [REDACTED]; Mar 23, 2011 JS2YA5A56B [REDACTED]; Mar 23, 2011 JS2YA5A73B [REDACTED]; Apr 5, 2011 JS2YC5A98B [REDACTED]; Apr 6, 2011 JS2YA5A10B [REDACTED]; Apr 5, 2011 JS2YA5A25B [REDACTED]; Mar 23, 2011 JS2YB5A21B [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
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| No. | File Name | File Description |
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| total | 1 files 631kB | |

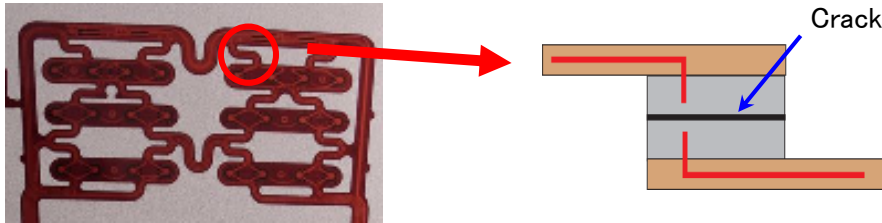
[Sending Form](#) [export to excel.](#)

Result of investigation

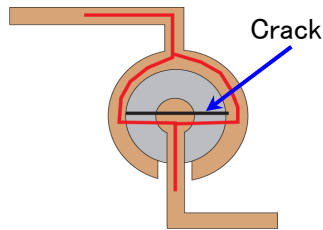
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

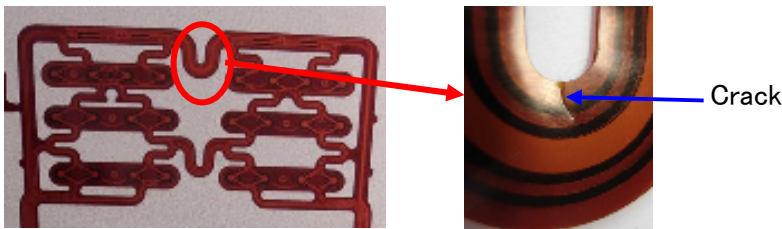


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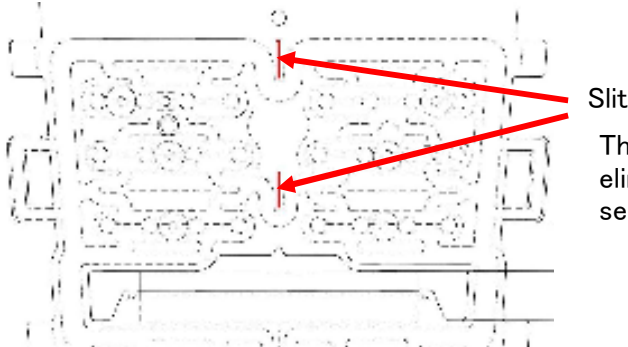


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

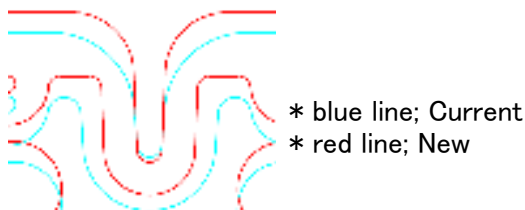


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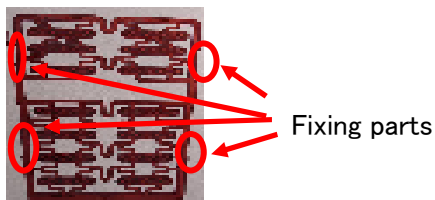
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00031 [Automobile] | | Report Date 2012 / 02 / 06 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202073  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB5A33A6  | Model Name | RW420F |
| Date of Incident | 2011 / 12 / 29 | Date Registered | 2010 / 11 / 08 |
| Service Dealer Name | KEN POLLOCK SUZUKI | | |
| Mileage | 23032 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2010 / 02 / 18 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|---------------------|------------------|-----------------|
| Engine No. | J20B-1018932 | Transmission No. | 02D13648 |
| Body Color | ZMU | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based on inspection result. | | |
| Possible causal Part No. | 85101-80JS4-JUA | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion assembly. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 02 / 07 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>


| | |
|--------------------------|----------------------------|
| When? | Cruising |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |

| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

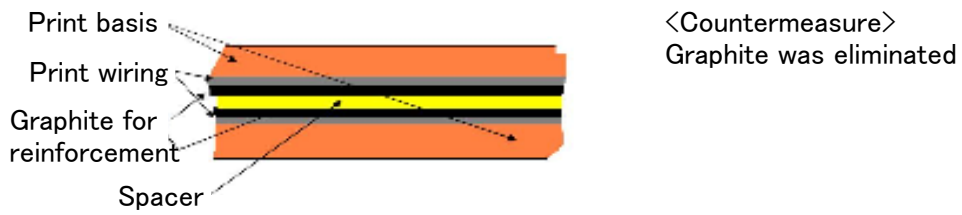
| | |
|----------|---|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B ;Mar 23, 2011 JS2YB5A35B ;Mar 23, 2011 JS2YC5A40B ;Mar 23, 2011 JS2YA5A56B ;Mar 23, 2011 JS2YA5A73B ;Apr 5, 2011 JS2YC5A98B ;Apr 6, 2011 JS2YA5A10B ;Apr 5, 2011 JS2YA5A25B ;Mar 23, 2011 JS2YB5A21B ;Mar 23, 2011</p> <p>Thank you for information.</p> |
|----------|---|

| No. | File Name | File Description |
|-------|--|------------------|
| 1 |  Document.pdf (631kB) | |
| total | 1 files 631kB | |

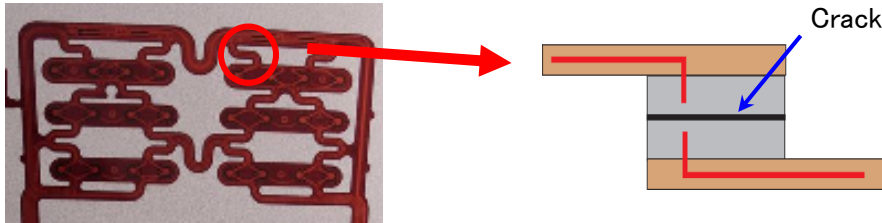
[Sending Form](#) [export to excel.](#)

Result of investigation

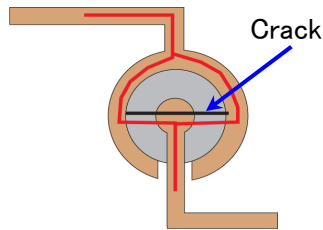
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

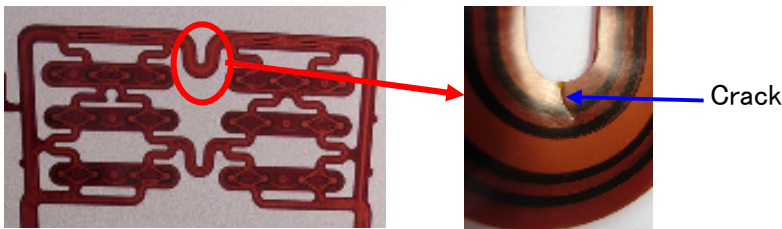


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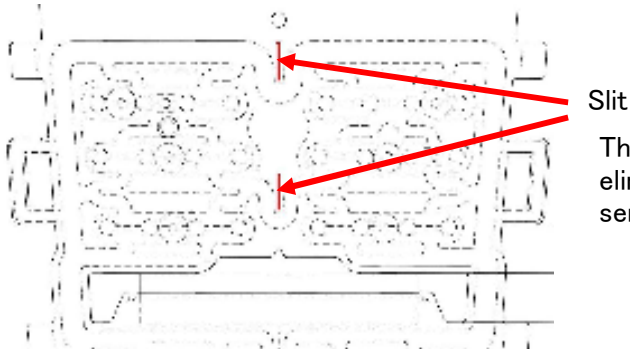


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2, A crack on the print wiring of the sensor mat

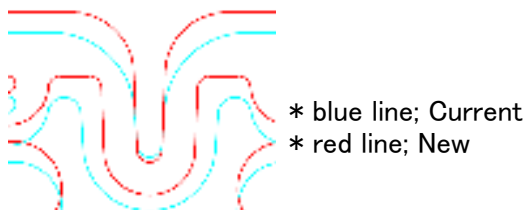


<Countermeasure A>



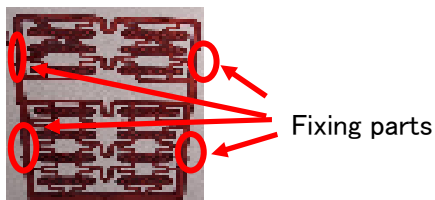
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>





The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00034 [Automobile] | | Report Date 2012 / 02 / 07 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202074  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB5A3XB6 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2012 / 01 / 11 | Date Registered | 2011 / 01 / 31 |
| Service Dealer Name | WILLIAM LEHMAN SUZUKI | | |
| Mileage | 17490 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2010 / 10 / 27 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|---------------------|------------------|-----------------|
| Engine No. | J20B-1037048 | Transmission No. | 0XD23989 |
| Body Color | ZMZ | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based on inspection result. | | |
| Possible causal Part No. | 85101-80JS4-JUA | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion assembly. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 02 / 07 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>


| | |
|--------------------------|----------------------------|
| When? | Cruising |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |

| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

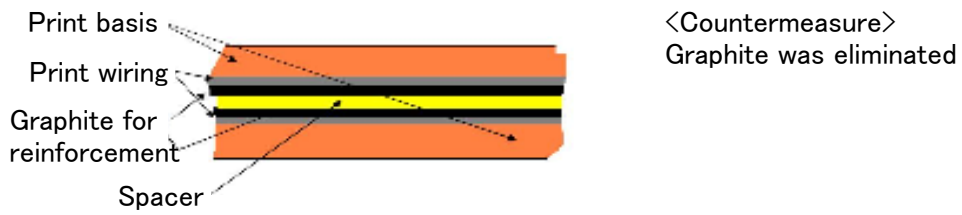
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B [REDACTED]; Mar 23, 2011 JS2YB5A35B [REDACTED]; Mar 23, 2011 JS2YC5A40B [REDACTED]; Mar 23, 2011 JS2YA5A56B [REDACTED]; Mar 23, 2011 JS2YA5A73B [REDACTED]; Apr 5, 2011 JS2YC5A98B [REDACTED]; Apr 6, 2011 JS2YA5A10B [REDACTED]; Apr 5, 2011 JS2YA5A25B [REDACTED]; Mar 23, 2011 JS2YB5A21B [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
|----------|--|

| No. | File Name | File Description |
|-------|---|------------------|
| 1 |  Document.pdf (631kB) | |
| total | 1 files 631kB | |

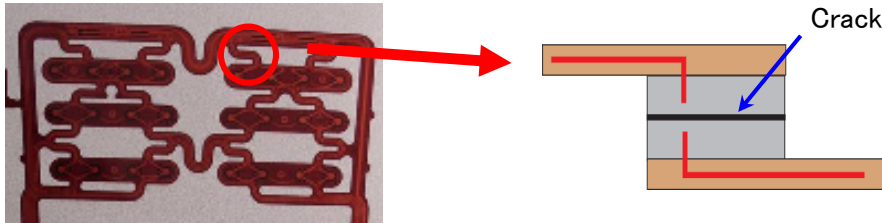
[Sending Form](#) [export to excel.](#)

Result of investigation

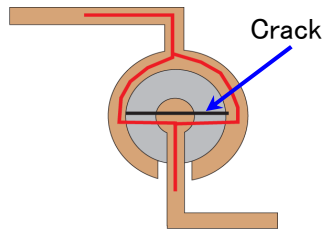
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

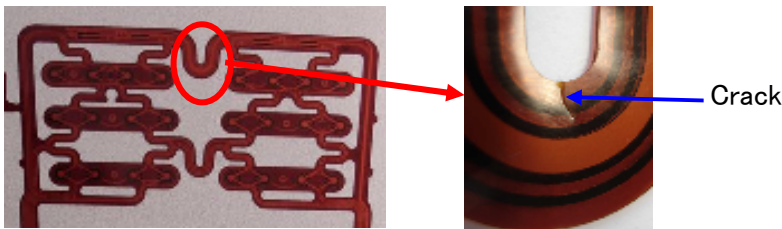


<Countermeasure>

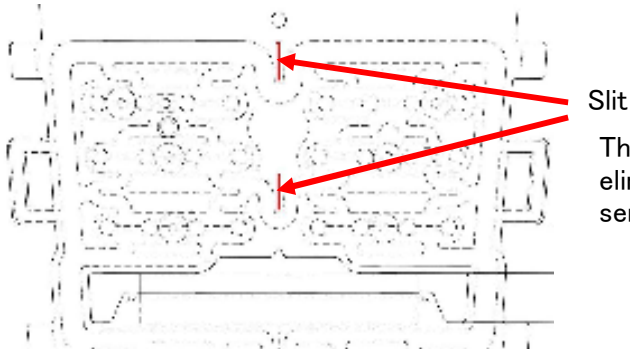


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

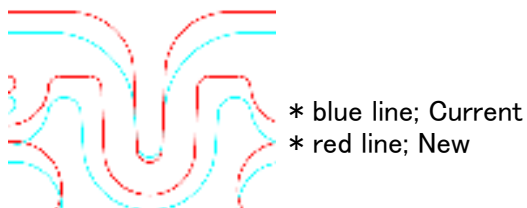


<Countermeasure A>



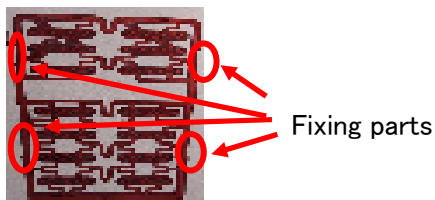
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>





The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00041 [Automobile] | | Report Date 2012 / 02 / 14 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202144  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS3TE044494 XXXXXXXXXX | Model Name | JB424W |
| Date of Incident | 2012 / 01 / 17 | Date Registered | 2009 / 07 / 16 |
| Service Dealer Name | BILL SEIDLE SUZUKI INC | | |
| Mileage | 29464 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 07 / 19 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|---------------------|------------------|-----------------|
| Engine No. | J24B-1014927 | Transmission No. | GB208073 |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-JUA | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion assembly. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? Yes | Parts dispatch date 2012 / 02 / 14 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>


| | |
|--------------------------|----------------------------|
| When? | Cruising |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |

| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

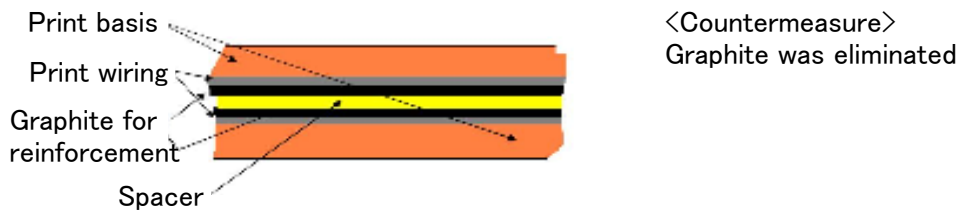
| | |
|----------|---|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B [REDACTED] Mar 23, 2011 JS2YB5A35B [REDACTED] Mar 23, 2011 JS2YC5A40B [REDACTED] Mar 23, 2011 JS2YA5A56B [REDACTED] Mar 23, 2011 JS2YA5A73B [REDACTED] Apr 5, 2011 JS2YC5A98B [REDACTED] Apr 6, 2011 JS2YA5A10B [REDACTED] Apr 5, 2011 JS2YA5A25B [REDACTED] Mar 23, 2011 JS2YB5A21B [REDACTED] Mar 23, 2011</p> <p>Thank you for [REDACTED] mation.</p> |
|----------|---|

| No. | File Name | File Description |
|-------|---|------------------|
| 1 |  Document.pdf (631kB) | |
| total | 1 files 631kB | |

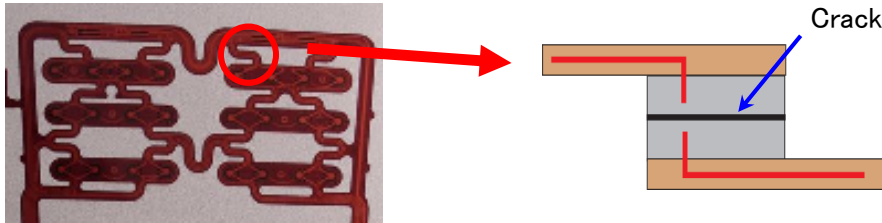
[Sending Form](#) [export to excel.](#)

Result of investigation

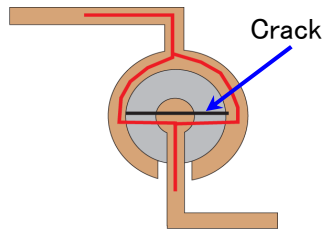
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

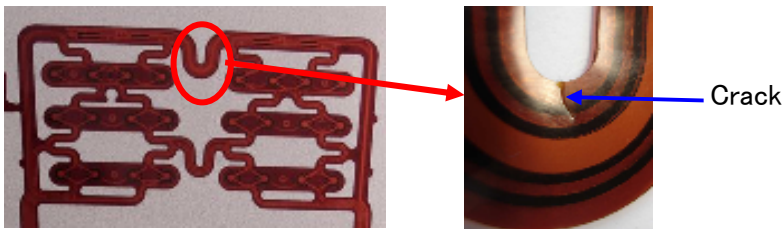


<Countermeasure>

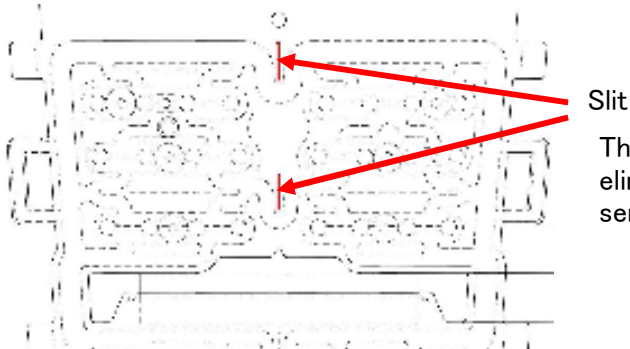


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

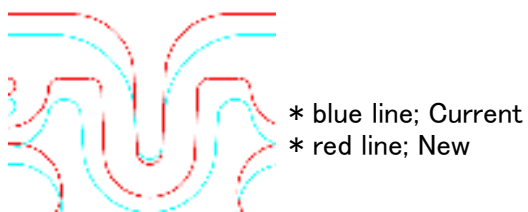


<Countermeasure A>



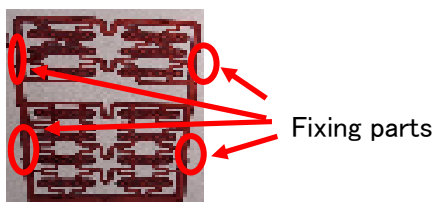
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>







The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00042 [Automobile] | | Report Date 2012 / 02 / 14 | |
|  AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202145  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC415085  | Model Name | RW420N |
| Date of Incident | 2012 / 01 / 24 | Date Registered | 2009 / 03 / 06 |
| Service Dealer Name | CHACON SUZUKI | | |
| Mileage | 35002 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 04 / 23 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-592392 | Transmission No. | DW565555 |
| Body Color | ZJP | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? Yes | Parts dispatch date 2012 / 02 / 14 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>


| | |
|--------------------------|----------------------------|
| When? | Cruising |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |

| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

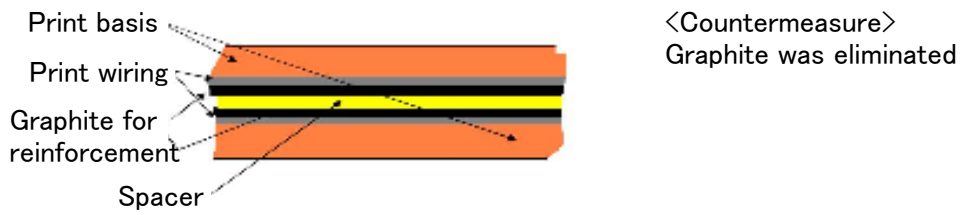
| | |
|----------|---|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B [REDACTED] Mar 23, 2011 JS2YB5A35B [REDACTED] Mar 23, 2011 JS2YC5A40B [REDACTED] Mar 23, 2011 JS2YA5A56B [REDACTED] Mar 23, 2011 JS2YA5A73B [REDACTED] Apr 5, 2011 JS2YC5A98B [REDACTED] Apr 6, 2011 JS2YA5A10B [REDACTED] Apr 5, 2011 JS2YA5A25B [REDACTED] Mar 23, 2011 JS2YB5A21B [REDACTED] Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
|----------|---|

| No. | File Name | File Description |
|-------|---|------------------|
| 1 |  Document.pdf (631kB) | |
| total | 1 files 631kB | |

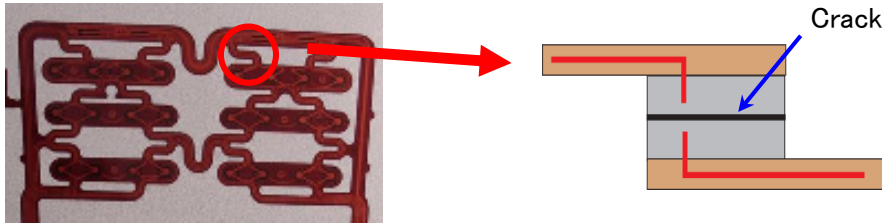
[Sending Form](#) [export to excel.](#)

Result of investigation

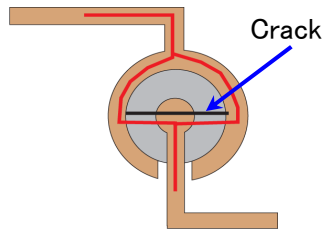
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

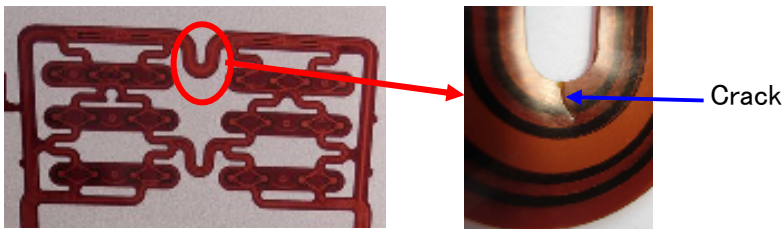


<Countermeasure>

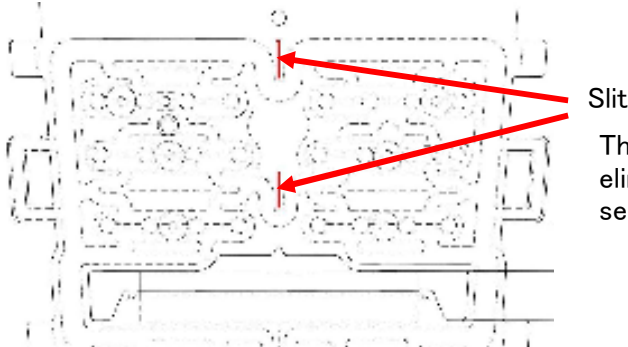


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

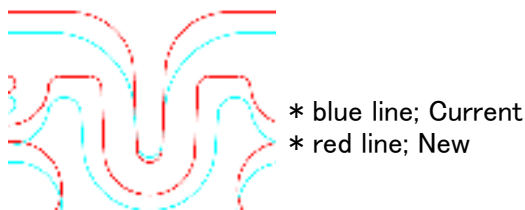


<Countermeasure A>



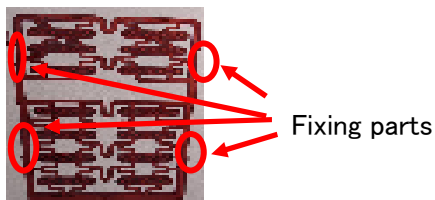
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00043 [Automobile] | | Report Date 2012 / 02 / 14 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202146  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413396  | Model Name | RW420F |
| Date of Incident | 2012 / 01 / 18 | Date Registered | 2009 / 03 / 27 |
| Service Dealer Name | QUALITY MOTORS SUZUKI | | |
| Mileage | 33737 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 08 / 07 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-625733 | Transmission No. | GW574054 |
| Body Color | ZFM | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312 and B1315 | | |
| Diagnostic Code | B1312, B1315 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? Yes | Parts dispatch date 2012 / 02 / 14 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| When? | Cruising |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |

| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |





<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | |
|----------|---|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun 2, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. Effective VIN and date are shown below. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part. Effective VIN and date are shown below.</p> <p><Effective VIN and date> JS2YA5A39B6 [REDACTED] 2011.04.20 JS2YC5A21B6 [REDACTED] 2011.04.20 JS2YB5A79B6 [REDACTED] 2011.04.20 JS2YB5A22B6 [REDACTED] 2011.04.20 JS2YC5A23B6 [REDACTED] 2011.04.20 JS2YC5A94B6 [REDACTED] 2011.04.20 JS3TD0D25B4 [REDACTED] 2011.04.12 JS3TD0D70B4 [REDACTED] 2011.04.12 JS3TD0D41B4 [REDACTED] 2011.04.12 JS3TD0D72B4 [REDACTED] 2011.04.12 JS3TE0D49B4 [REDACTED] 2011.04.12</p> <p>Thank you for [REDACTED] mation.</p> |
|----------|---|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00050 [Automobile] | | Report Date 2012 / 02 / 16 | |
|  AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202151  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413796  | Model Name | RW420F |
| Date of Incident | 2012 / 01 / 12 | Date Registered | 2009 / 05 / 28 |
| Service Dealer Name | MARKETPLACE SUZUKI | | |
| Mileage | 35782 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 11 / 14 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-658983 | Transmission No. | LW557518 |
| Body Color | ZFM | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 02 / 17 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

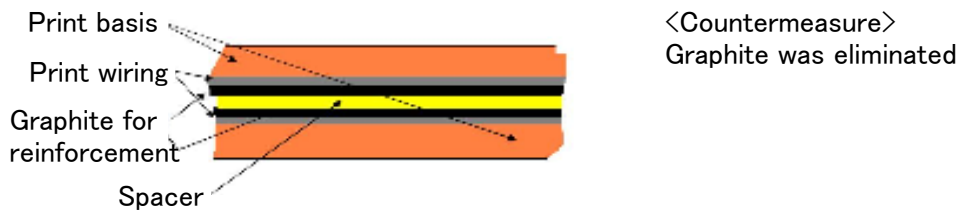
| | |
|----------|---|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B6 [REDACTED]; Mar 23, 2011 JS2YB5A35B6 [REDACTED]; Mar 23, 2011 JS2YC5A40B6 [REDACTED]; Mar 23, 2011 JS2YA5A56B6 [REDACTED]; Mar 23, 2011 JS2YA5A73B6 [REDACTED]; Apr 5, 2011 JS2YC5A98B6 [REDACTED]; Apr 6, 2011 JS2YA5A10B6 [REDACTED]; Apr 5, 2011 JS2YA5A25B6 [REDACTED]; Mar 23, 2011 JS2YB5A21B6 [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
|----------|---|

| No. | File Name | File Description |
|-------|---|------------------|
| 1 |  Document.pdf (631kB) | |
| total | 1 files 631kB | |

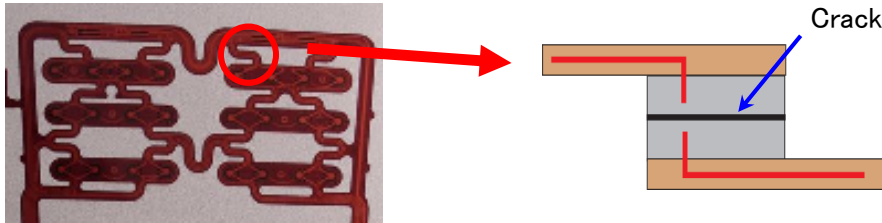
[Sending Form](#) [export to excel.](#)

Result of investigation

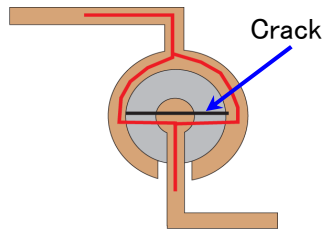
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

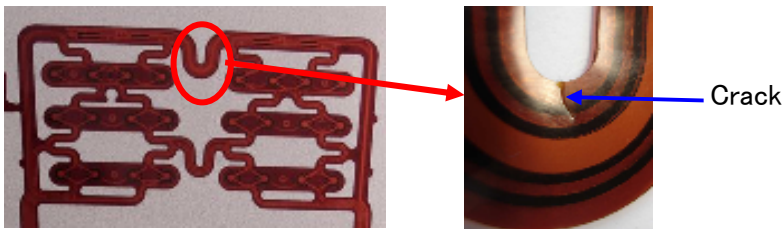


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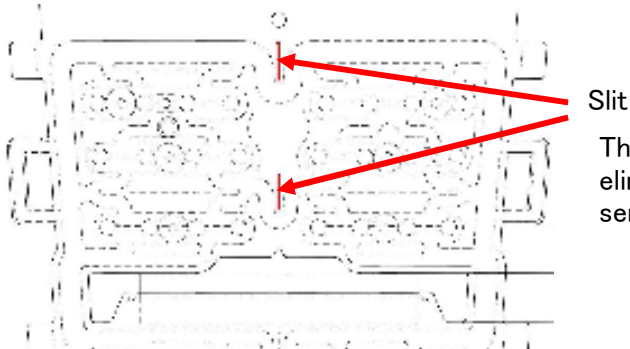


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

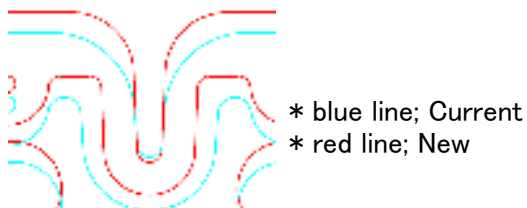


<Countermeasure A>



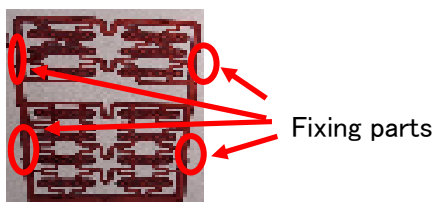
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00051 [Automobile] | | Report Date 2012 / 02 / 16 | |
|  AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202152  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS3TE04219 XXXXXXXXXX | Model Name | JB424W |
| Date of Incident | 2012 / 01 / 26 | Date Registered | 2009 / 05 / 12 |
| Service Dealer Name | BOB TYLER SUZUKI | | |
| Mileage | 29010 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 06 / 19 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|---------------------|------------------|-----------------|
| Engine No. | J24B-1005806 | Transmission No. | FB207498 |
| Body Color | ZLB | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-65JR4-JVB | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 02 / 17 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

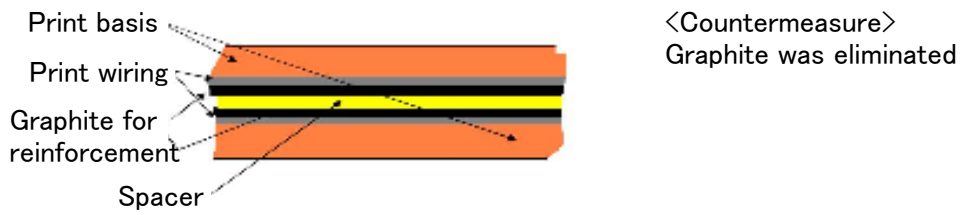
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B [REDACTED]; Mar 23, 2011 JS2YB5A35B [REDACTED]; Mar 23, 2011 JS2YC5A40B [REDACTED]; Mar 23, 2011 JS2YA5A56B [REDACTED]; Mar 23, 2011 JS2YA5A73B [REDACTED]; Apr 5, 2011 JS2YC5A98B [REDACTED]; Apr 6, 2011 JS2YA5A10B [REDACTED]; Apr 5, 2011 JS2YA5A25B [REDACTED]; Mar 23, 2011 JS2YB5A21B [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
|----------|--|

| No. | File Name | File Description |
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| total | 1 files 631kB | |

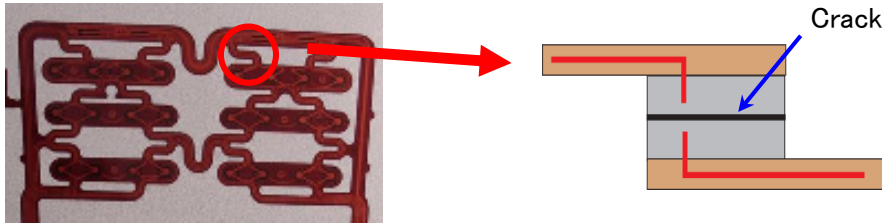
[Sending Form](#) [export to excel.](#)

Result of investigation

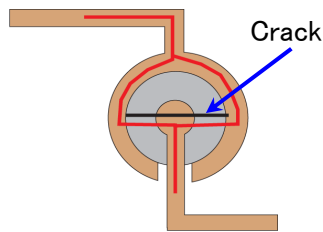
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

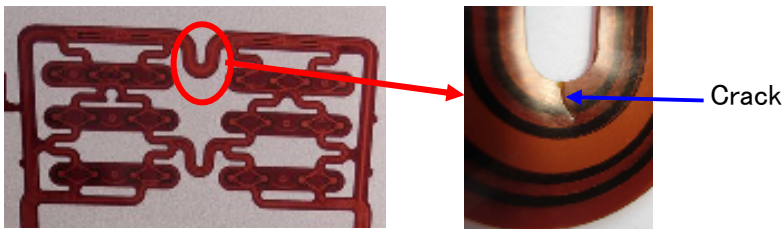


<Countermeasure>

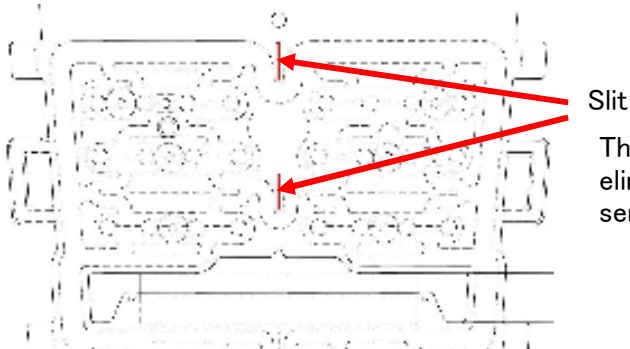


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

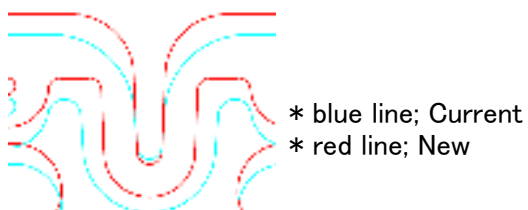


<Countermeasure A>



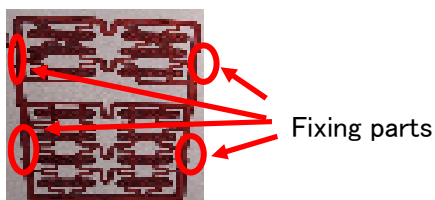
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>





The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00052 [Automobile] | | Report Date 2012 / 02 / 16 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202153  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC414X96 XXXXXXXXXX | Model Name | RW420N |
| Date of Incident | 2012 / 01 / 20 | Date Registered | 2009 / 08 / 22 |
| Service Dealer Name | PEMBROKE SUZUKI | | |
| Mileage | 24892 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 11 / 21 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-661913 | Transmission No. | LW560095 |
| Body Color | ZFN | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 02 / 17 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

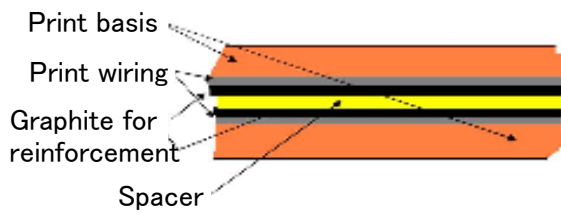
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B [REDACTED] ;Mar 23, 2011 JS2YB5A35B [REDACTED] ;Mar 23, 2011 JS2YC5A40B [REDACTED] ;Mar 23, 2011 JS2YA5A56B [REDACTED] ;Mar 23, 2011 JS2YA5A73B [REDACTED] ;Apr 5, 2011 JS2YC5A98B [REDACTED] ;Apr 6, 2011 JS2YA5A10B [REDACTED] ;Apr 5, 2011 JS2YA5A25B [REDACTED] ;Mar 23, 2011 JS2YB5A21B [REDACTED] ;Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
|----------|--|

| No. | File Name | File Description |
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| total | 1 files 631kB | |

[Sending Form](#) [export to excel.](#)

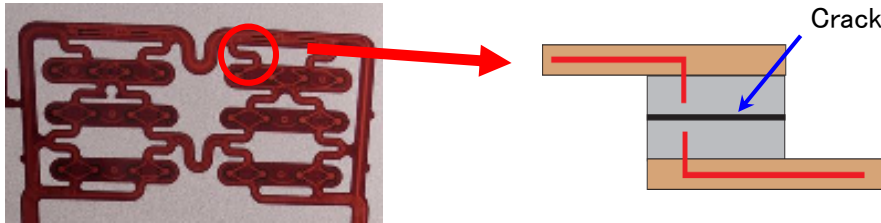
Result of investigation

1, A crack on the print wiring of the sensor mat

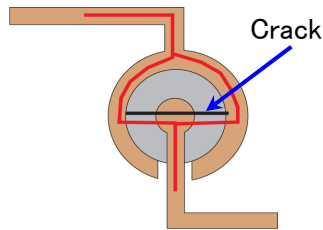


<Countermeasure>
Graphite was eliminated

2, A crack on the print wiring of the sensor mat

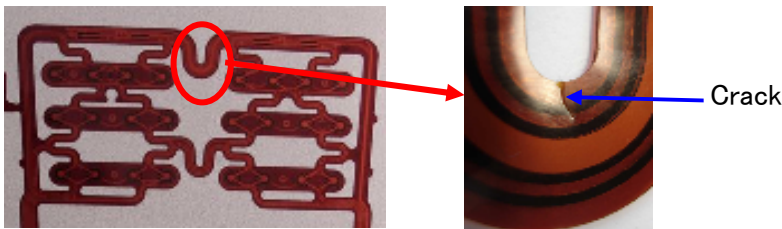


<Countermeasure>



The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

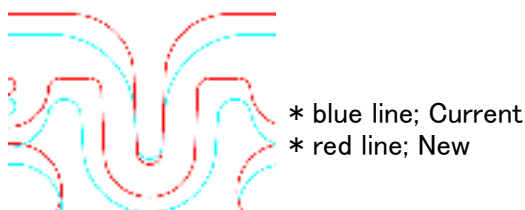


<Countermeasure A>



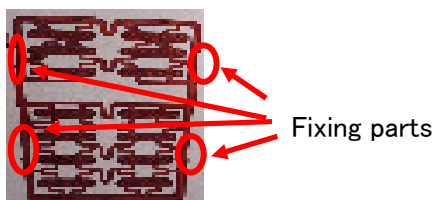
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>





The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00053 [Automobile] | | Report Date 2012 / 02 / 16 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202154  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC415785 XXXXXXXXXX | Model Name | RW420N |
| Date of Incident | 2012 / 01 / 23 | Date Registered | 2009 / 03 / 02 |
| Service Dealer Name | QUALITY SUZUKI | | |
| Mileage | 30517 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 01 / 31 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-554663 | Transmission No. | AW567840 |
| Body Color | ZJP | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 02 / 17 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

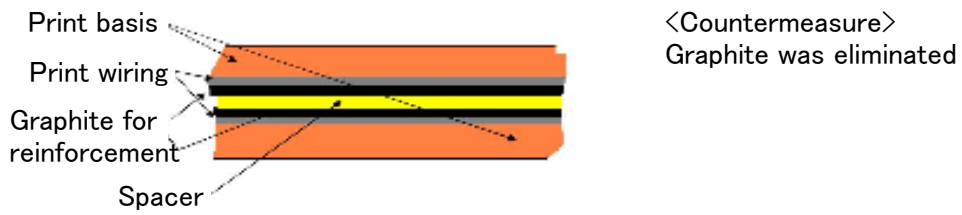
| | |
|----------|---|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B [REDACTED] Mar 23, 2011 JS2YB5A35B [REDACTED] Mar 23, 2011 JS2YC5A40B [REDACTED] Mar 23, 2011 JS2YA5A56B [REDACTED] Mar 23, 2011 JS2YA5A73B [REDACTED] Apr 5, 2011 JS2YC5A98B [REDACTED] Apr 6, 2011 JS2YA5A10B [REDACTED] Apr 5, 2011 JS2YA5A25B [REDACTED] Mar 23, 2011 JS2YB5A21B [REDACTED] Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
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| total | 1 files 631kB | |

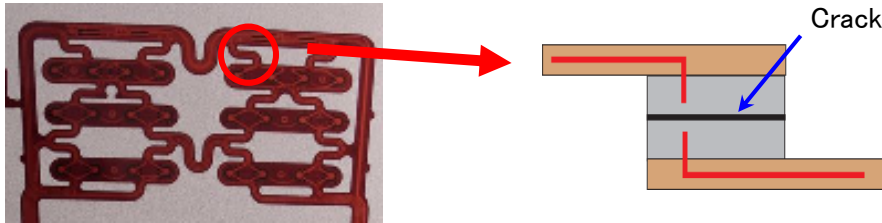
[Sending Form](#) [export to excel.](#)

Result of investigation

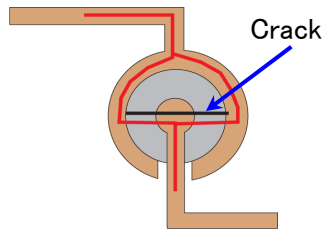
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

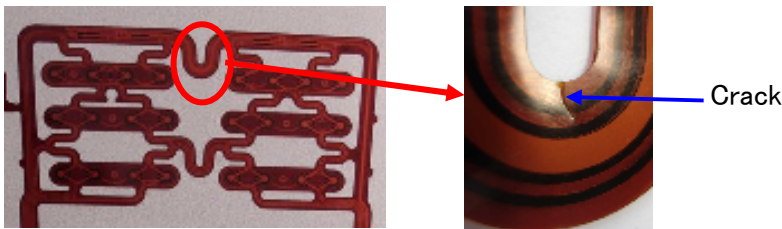


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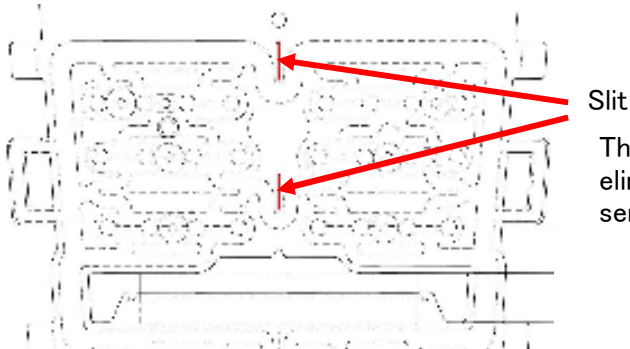


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

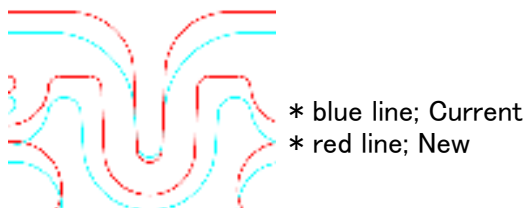


<Countermeasure A>



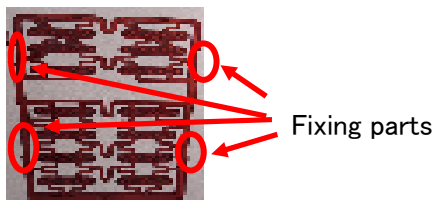
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00054 [Automobile] | | Report Date 2012 / 02 / 16 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202155  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC417596  | Model Name | RW420N |
| Date of Incident | 2012 / 01 / 18 | Date Registered | 2009 / 11 / 07 |
| Service Dealer Name | CHERRY HILL SUZUKI | | |
| Mileage | 20181 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 09 / 01 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-630742 | Transmission No. | HW564510 |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 02 / 17 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

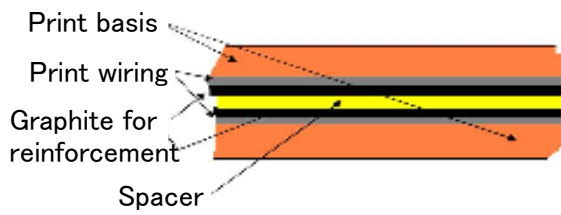
| | |
|----------|---|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B6 [REDACTED]; Mar 23, 2011 JS2YB5A35B6 [REDACTED]; Mar 23, 2011 JS2YC5A40B6 [REDACTED]; Mar 23, 2011 JS2YA5A56B6 [REDACTED]; Mar 23, 2011 JS2YA5A73B6 [REDACTED]; Apr 5, 2011 JS2YC5A98B6 [REDACTED]; Apr 6, 2011 JS2YA5A10B6 [REDACTED]; Apr 5, 2011 JS2YA5A25B6 [REDACTED]; Mar 23, 2011 JS2YB5A21B6 [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
|----------|---|

| No. | File Name | File Description |
|-------|---|------------------|
| 1 |  Document.pdf (631kB) | |
| total | 1 files 631kB | |

[Sending Form](#) [export to excel.](#)

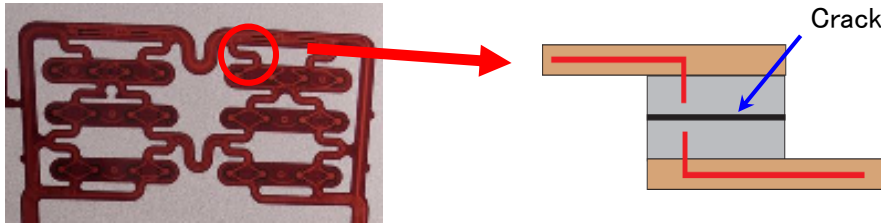
Result of investigation

1, A crack on the print wiring of the sensor mat

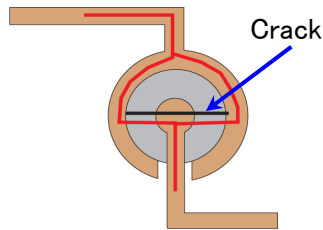


<Countermeasure>
Graphite was eliminated

2, A crack on the print wiring of the sensor mat

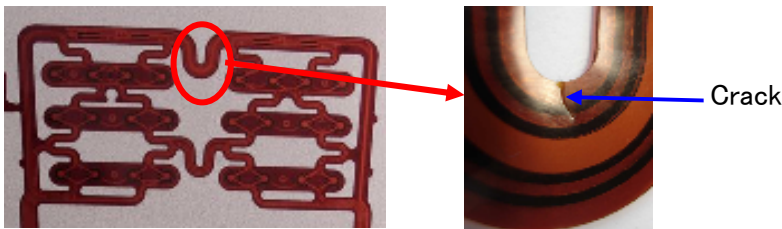


<Countermeasure>

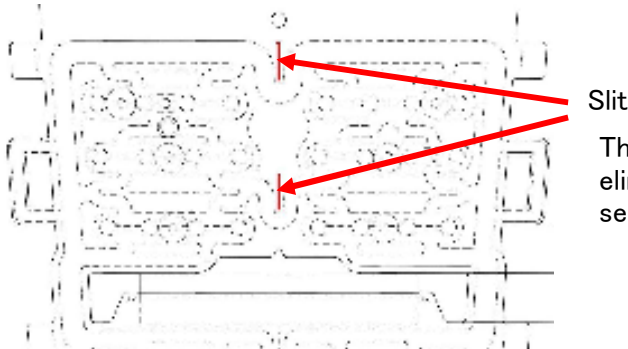


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

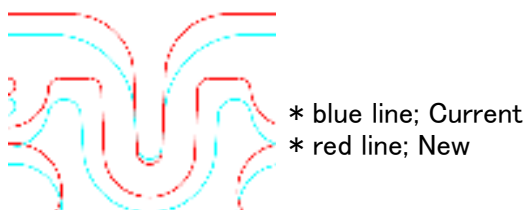


<Countermeasure A>



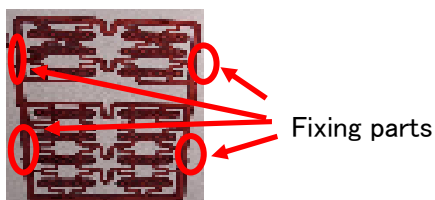
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>





The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00055 [Automobile] | | Report Date 2012 / 02 / 16 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202156  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YA413296 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2012 / 01 / 26 | Date Registered | 2010 / 03 / 27 |
| Service Dealer Name | FOUNTAIN SUZUKI | | |
| Mileage | 25438 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 10 / 06 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-643857 | Transmission No. | JW571836 |
| Body Color | ZJ3 | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 02 / 17 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

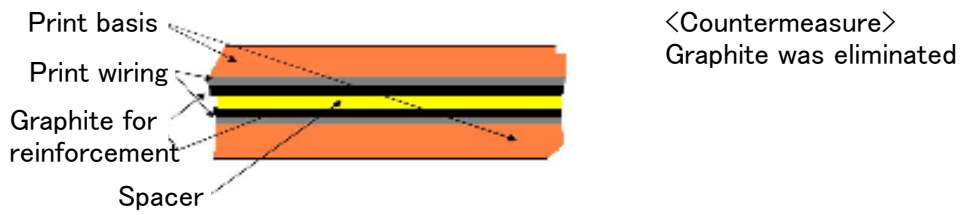
| | |
|----------|---|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B [REDACTED] Mar 23, 2011 JS2YB5A35B [REDACTED] Mar 23, 2011 JS2YC5A40B [REDACTED] Mar 23, 2011 JS2YA5A56B [REDACTED] Mar 23, 2011 JS2YA5A73B [REDACTED] Apr 5, 2011 JS2YC5A98B [REDACTED] Apr 6, 2011 JS2YA5A10B [REDACTED] Apr 5, 2011 JS2YA5A25B [REDACTED] Mar 23, 2011 JS2YB5A21B [REDACTED] Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
|----------|---|

| No. | File Name | File Description |
|-------|---|------------------|
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| total | 1 files 631kB | |

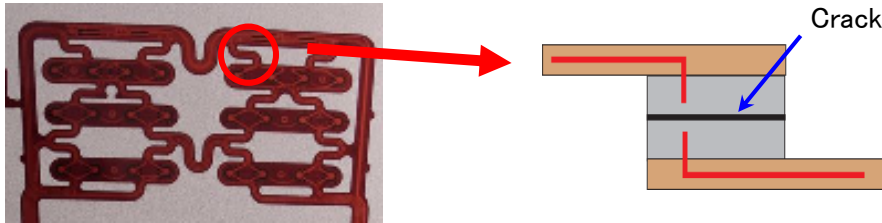
[Sending Form](#) [export to excel.](#)

Result of investigation

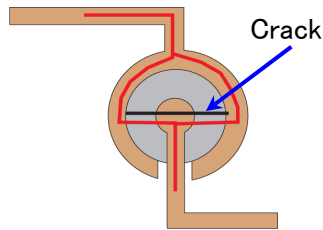
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

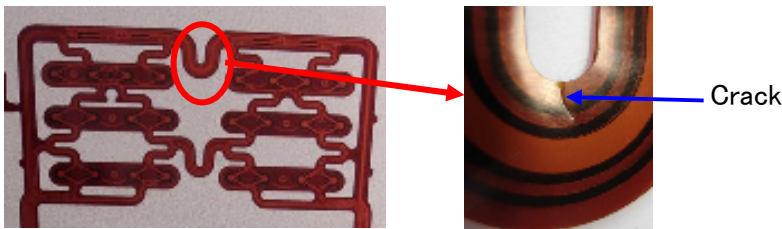


<Countermeasure>

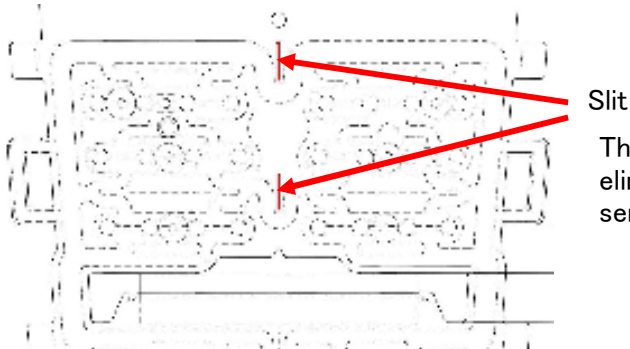


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat



<Countermeasure A>



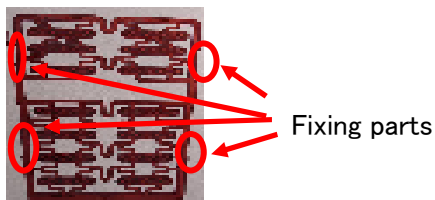
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>





The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00056 [Automobile] | | Report Date 2012 / 02 / 16 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | Duplicate report of J201231 | | |
| Issue No. |  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC415485 XXXXXXXXXX | Model Name | RW420N |
| Date of Incident | 2012 / 01 / 18 | Date Registered | 2008 / 03 / 21 |
| Service Dealer Name | CLASSIC SUZ OF BIRMINGHAM | | |
| Mileage | 39799 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 11 / 07 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-516336 | Transmission No. | KW574905 |
| Body Color | ZJP | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 02 / 17 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |

| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< UPDATE-LOG >>




| | |
|-----------------|---|
| Update Contents | -- [Thu Feb 16 11:40:52 PST 2012] Issue No. : [J202157] -> [] Subject : [DTC B1312 (OCM mat sensor failure.)] -> [Duplicate report of J201231] |
|-----------------|---|

<< FEEDBACK >> [refer](#)

| | |
|----------|--|
| Feedback | This FTIR (US201202B00056) is duplicated with the FTIR (US201201B00030). We will close this FTIR. |
|----------|--|

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201202B00057 [Automobile] | | Report Date 2012 / 02 / 16 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J202158  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB417X75  | Model Name | RW420F |
| Date of Incident | 2012 / 01 / 16 | Date Registered | 2007 / 09 / 29 |
| Service Dealer Name | PLANET SUZUKI | | |
| Mileage | 47010 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2006 / 11 / 01 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-389836 | Transmission No. | KW570932 |
| Body Color | Z9T | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 02 / 17 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

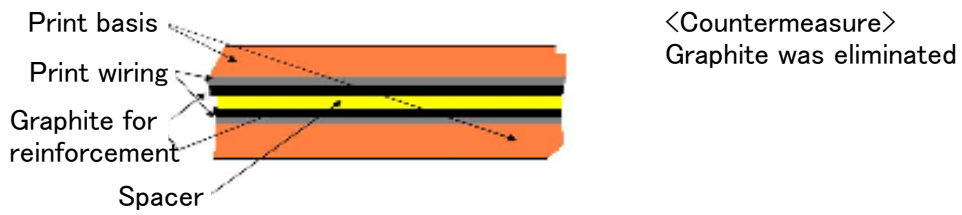
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B ;Mar 23, 2011 JS2YB5A35B ;Mar 23, 2011 JS2YC5A40B ;Mar 23, 2011 JS2YA5A56B ;Mar 23, 2011 JS2YA5A73B ;Apr 5, 2011 JS2YC5A98B ;Apr 6, 2011 JS2YA5A10B ;Apr 5, 2011 JS2YA5A25B ;Mar 23, 2011 JS2YB5A21B ;Mar 23, 2011</p> <p>Thank you for information.</p> |
|----------|--|

| No. | File Name | File Description |
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| total | 1 files 631kB | |

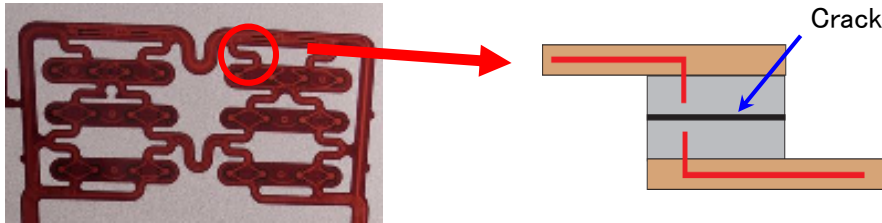
[Sending Form](#) [export to excel.](#)

Result of investigation

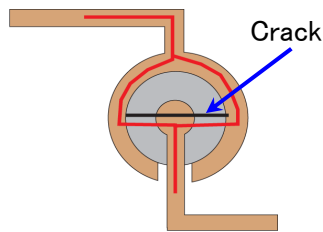
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

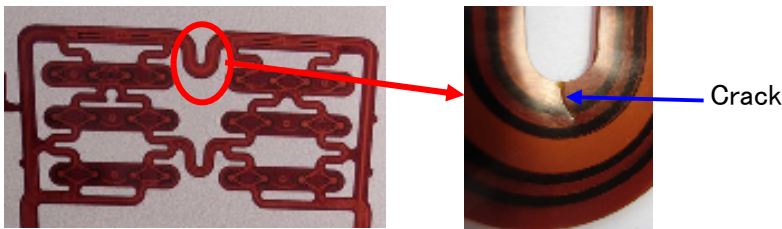


<Countermeasure>

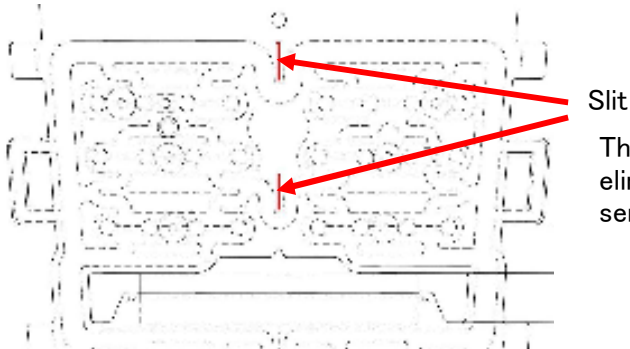


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

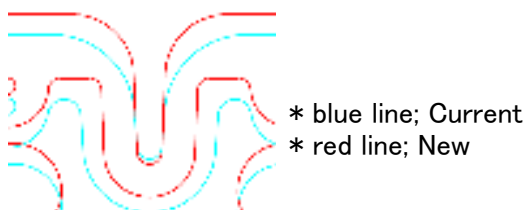


<Countermeasure A>



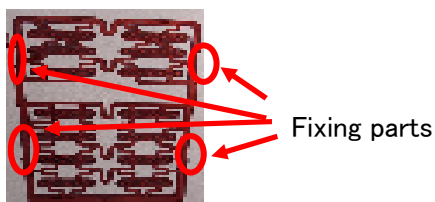
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>







The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00009 [Automobile] | | Report Date 2012 / 03 / 05 | |
|  AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203051  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB417585  | Model Name | RW420F |
| Date of Incident | 2012 / 02 / 13 | Date Registered | 2008 / 03 / 30 |
| Service Dealer Name | SHORTLINE AUTOMOTIVE INC | | |
| Mileage | 56674 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 10 / 25 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-510720 | Transmission No. | KW567645 |
| Body Color | ZFM | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 06 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

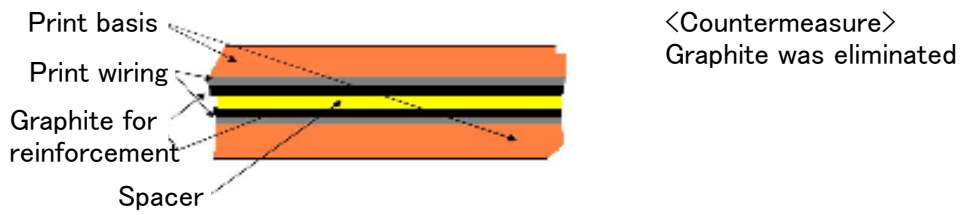
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B6 [REDACTED]; Mar 23, 2011 JS2YB5A35B6 [REDACTED]; Mar 23, 2011 JS2YC5A40B6 [REDACTED]; Mar 23, 2011 JS2YA5A56B6 [REDACTED]; Mar 23, 2011 JS2YA5A73B6 [REDACTED]; Apr 5, 2011 JS2YC5A98B6 [REDACTED]; Apr 6, 2011 JS2YA5A10B6 [REDACTED]; Apr 5, 2011 JS2YA5A25B6 [REDACTED]; Mar 23, 2011 JS2YB5A21B6 [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] mation.</p> |
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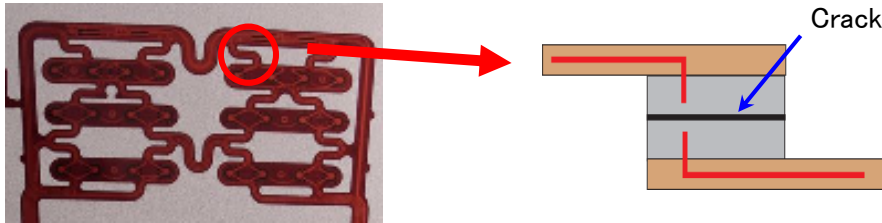
[Sending Form](#) [export to excel.](#)

Result of investigation

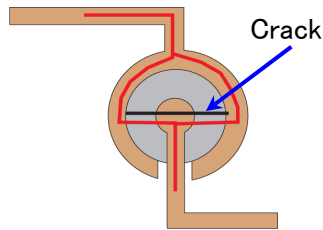
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

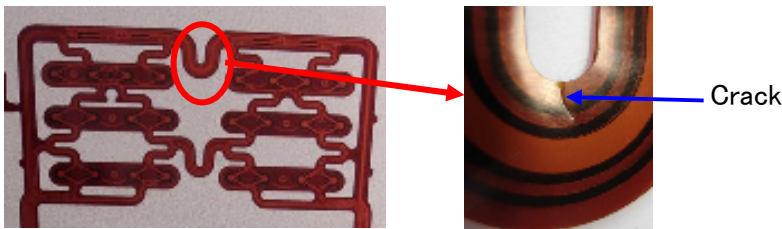


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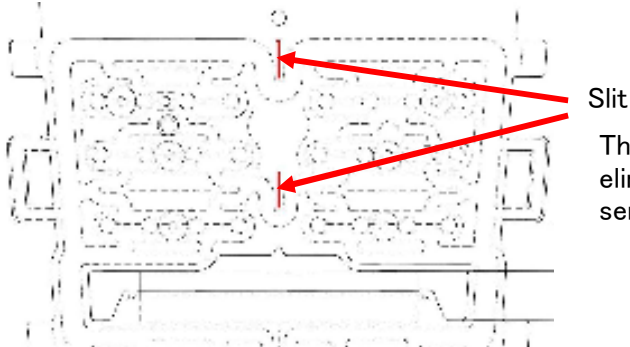


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

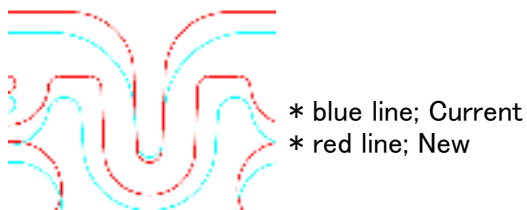


<Countermeasure A>



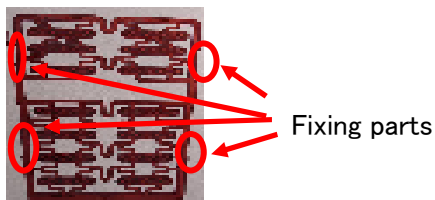
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00020 [Automobile] | | Report Date 2012 / 03 / 08 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203081  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC415385  | Model Name | RW420N |
| Date of Incident | 2012 / 02 / 17 | Date Registered | 2008 / 05 / 19 |
| Service Dealer Name | FITZGERALDS WHEATON SUZ | | |
| Mileage | 44763 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 08 / 29 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-484042 | Transmission No. | HW565678 |
| Body Color | ZJ3 | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 09 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

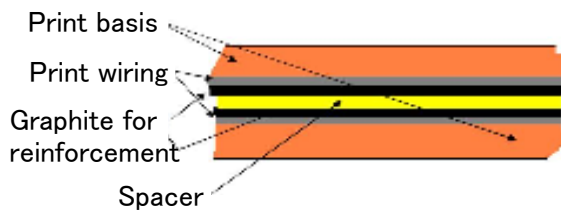
| | |
|----------|---|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B6 [REDACTED]; Mar 23, 2011 JS2YB5A35B6 [REDACTED]; Mar 23, 2011 JS2YC5A40B6 [REDACTED]; Mar 23, 2011 JS2YA5A56B6 [REDACTED]; Mar 23, 2011 JS2YA5A73B6 [REDACTED]; Apr 5, 2011 JS2YC5A98B6 [REDACTED]; Apr 6, 2011 JS2YA5A10B6 [REDACTED]; Apr 5, 2011 JS2YA5A25B6 [REDACTED]; Mar 23, 2011 JS2YB5A21B6 [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
|----------|---|

| No. | File Name | File Description |
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| total | 1 files 631kB | |

[Sending Form](#) [export to excel.](#)

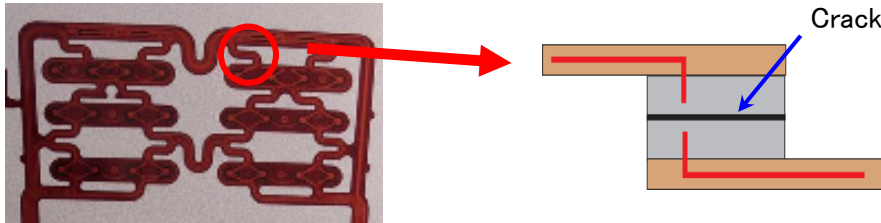
Result of investigation

1, A crack on the print wiring of the sensor mat

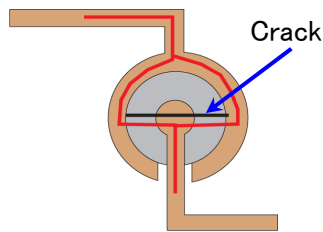


<Countermeasure>
Graphite was eliminated

2, A crack on the print wiring of the sensor mat

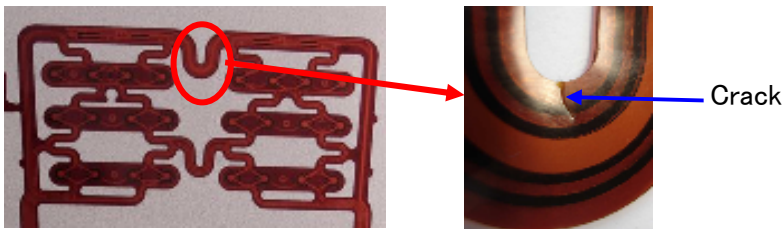


<Countermeasure>

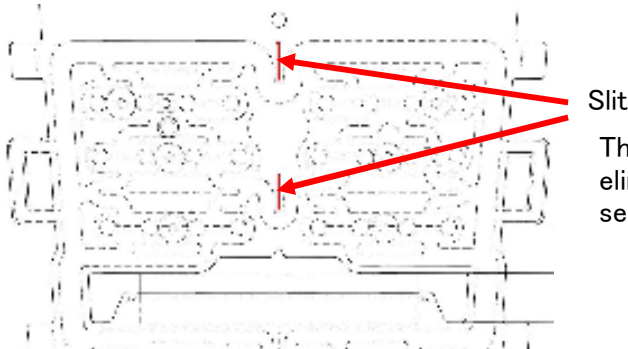


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

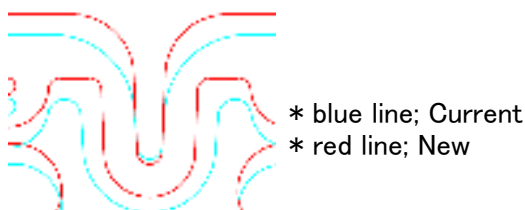


<Countermeasure A>



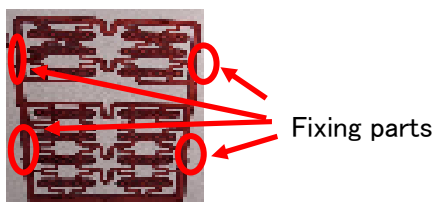
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>





The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00021 [Automobile] | | Report Date 2012 / 03 / 08 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203082  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413096 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2012 / 02 / 23 | Date Registered | 2009 / 09 / 08 |
| Service Dealer Name | LESKOVAR SUZUKI | | |
| Mileage | 63278 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 10 / 02 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-642560 | Transmission No. | JW569674 |
| Body Color | ZFM | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312 and tried to clear the code, but could not. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 09 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

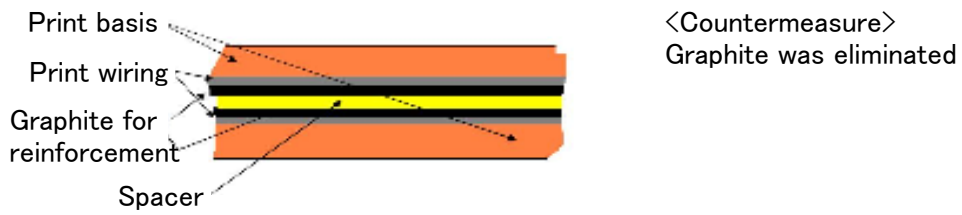
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B [REDACTED]; Mar 23, 2011 JS2YB5A35B [REDACTED]; Mar 23, 2011 JS2YC5A40B [REDACTED]; Mar 23, 2011 JS2YA5A56B [REDACTED]; Mar 23, 2011 JS2YA5A73B [REDACTED]; Apr 5, 2011 JS2YC5A98B [REDACTED]; Apr 6, 2011 JS2YA5A10B [REDACTED]; Apr 5, 2011 JS2YA5A25B [REDACTED]; Mar 23, 2011 JS2YB5A21B [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
|----------|--|

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| total | 1 files 631kB | |

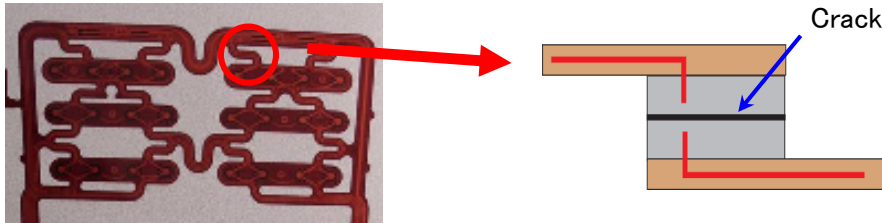
[Sending Form](#) [export to excel.](#)

Result of investigation

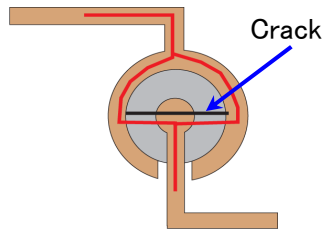
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

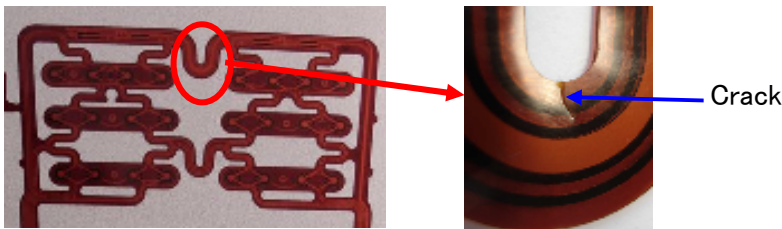


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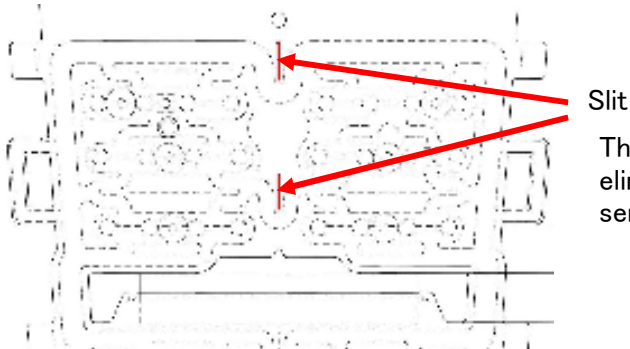


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

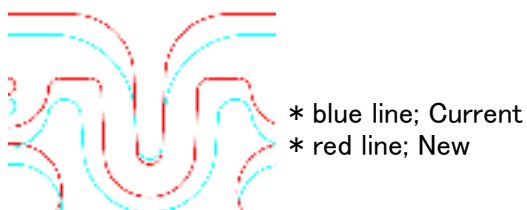


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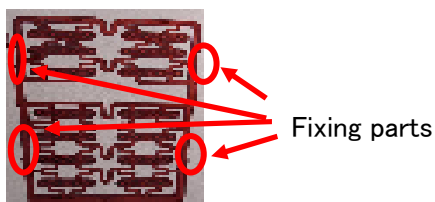
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>




The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00022 [Automobile] | | Report Date 2012 / 03 / 09 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203091  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YA413785 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2012 / 02 / 10 | Date Registered | 2009 / 05 / 27 |
| Mileage | 27179 mile | | |
| Manufacturer of Vehicle | 100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 02 / 04 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|--|
| Engine No. | J20A-555932 | Transmission No. | |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on and stays on.. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 09 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|---------------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |


| | |
|-----------------|----------------------------------|
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 138 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

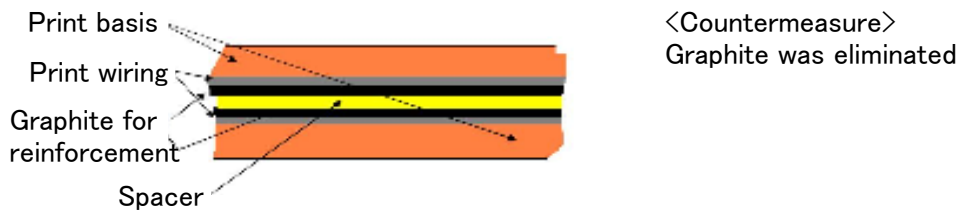
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B [REDACTED]; Mar 23, 2011 JS2YB5A35B [REDACTED]; Mar 23, 2011 JS2YC5A40B [REDACTED]; Mar 23, 2011 JS2YA5A56B [REDACTED]; Mar 23, 2011 JS2YA5A73B [REDACTED]; Apr 5, 2011 JS2YC5A98B [REDACTED]; Apr 6, 2011 JS2YA5A10B [REDACTED]; Apr 5, 2011 JS2YA5A25B [REDACTED]; Mar 23, 2011 JS2YB5A21B [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
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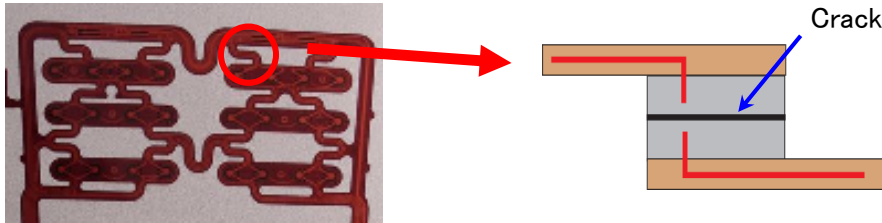
[Sending Form](#) [export to excel.](#)

Result of investigation

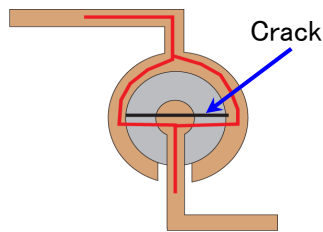
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

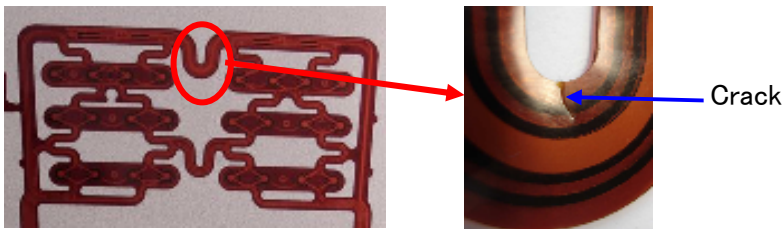


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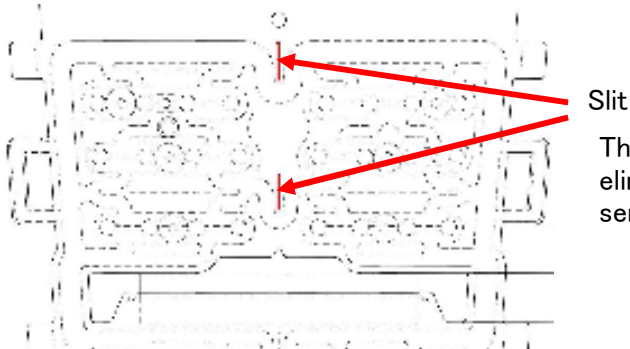


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

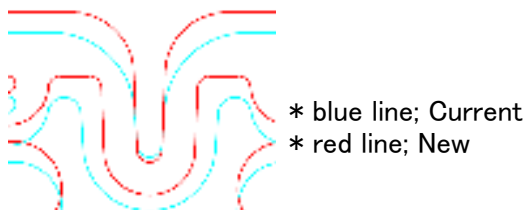


<Countermeasure A>



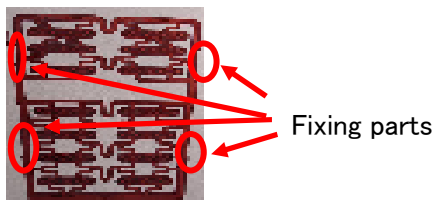
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00025 [Automobile] | | Report Date 2012 / 03 / 12 | |
|  AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203121  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB417285 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2012 / 02 / 20 | Date Registered | 2008 / 05 / 26 |
| Service Dealer Name | COURTESY SUZUKI | | |
| Mileage | 32636 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 12 / 15 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-535456 | Transmission No. | MW559899 |
| Body Color | ZJ3 | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on and stays on.. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 13 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 0 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

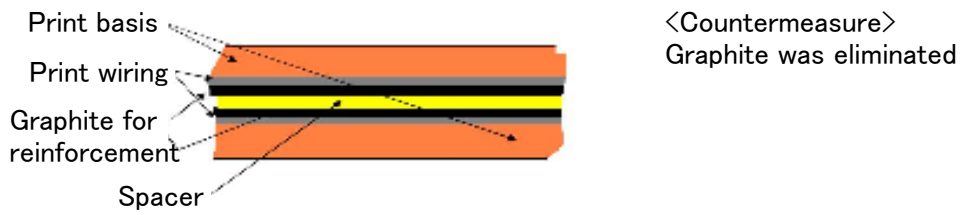
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B ;Mar 23, 2011 JS2YB5A35B ;Mar 23, 2011 JS2YC5A40B ;Mar 23, 2011 JS2YA5A56B ;Mar 23, 2011 JS2YA5A73B ;Apr 5, 2011 JS2YC5A98B ;Apr 6, 2011 JS2YA5A10B ;Apr 5, 2011 JS2YA5A25B ;Mar 23, 2011 JS2YB5A21B ;Mar 23, 2011</p> <p>Thank you for information.</p> |
|----------|--|

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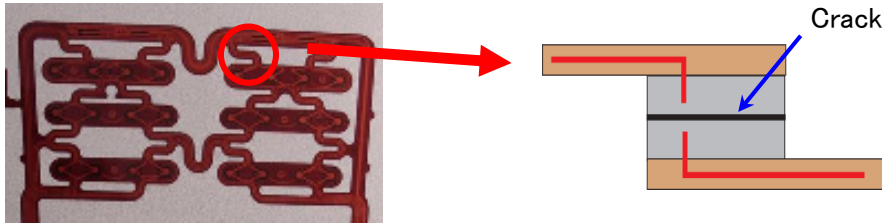
[Sending Form](#) [export to excel.](#)

Result of investigation

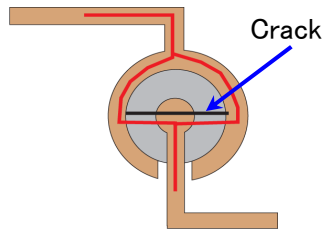
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

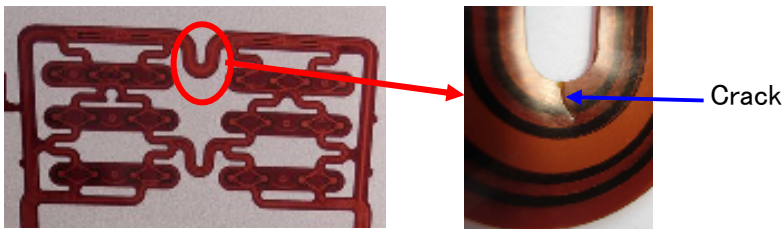


<Countermeasure>

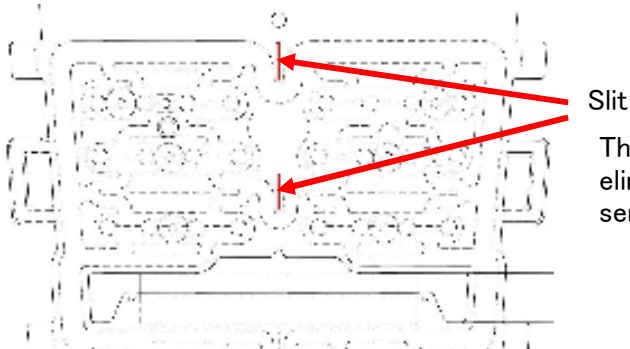


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

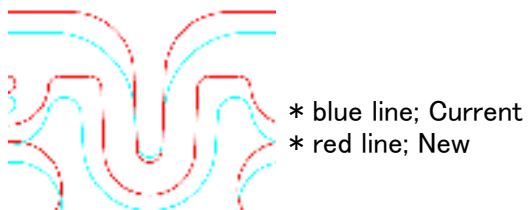


<Countermeasure A>



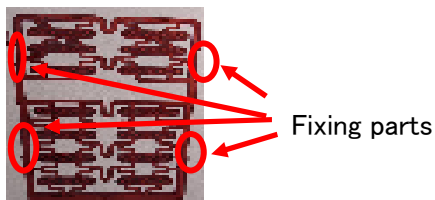
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>





The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00026 [Automobile] | | Report Date 2012 / 03 / 12 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203122  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC41489 XXXXXXXXXX | Model Name | RW420N |
| Date of Incident | 2012 / 02 / 14 | Date Registered | 2010 / 01 / 25 |
| Service Dealer Name | GATOR SUZUKI | | |
| Mileage | 28732 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 11 / 14 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-658774 | Transmission No. | LW557550 |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--|
| Customer's Complaint | The air bag light came on and stays on.. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 12 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 0 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

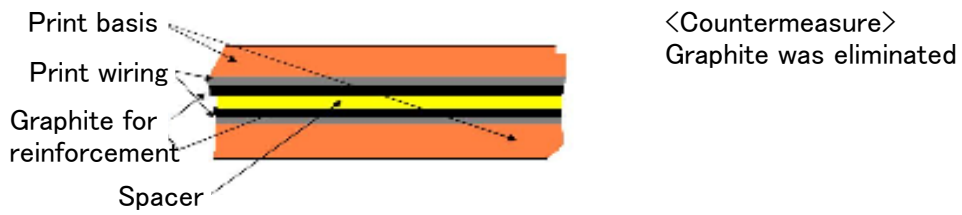
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B6 [REDACTED] Mar 23, 2011 JS2YB5A35B6 [REDACTED] Mar 23, 2011 JS2YC5A40B6 [REDACTED] Mar 23, 2011 JS2YA5A56B6 [REDACTED] Mar 23, 2011 JS2YA5A73B6 [REDACTED] Apr 5, 2011 JS2YC5A98B6 [REDACTED] Apr 6, 2011 JS2YA5A10B6 [REDACTED] Apr 5, 2011 JS2YA5A25B6 [REDACTED] Mar 23, 2011 JS2YB5A21B6 [REDACTED] Mar 23, 2011</p> <p>Thank you for your information.</p> |
|----------|--|

| No. | File Name | File Description |
|-------|---|------------------|
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| total | 1 files 631kB | |

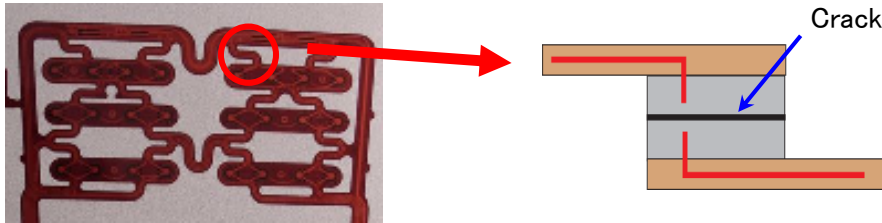
[Sending Form](#) [export to excel.](#)

Result of investigation

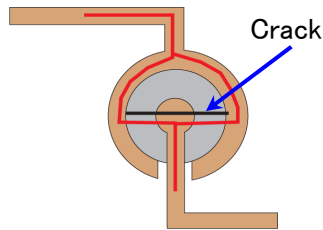
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

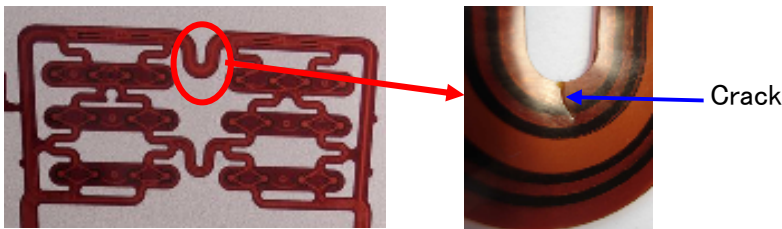


<Countermeasure>

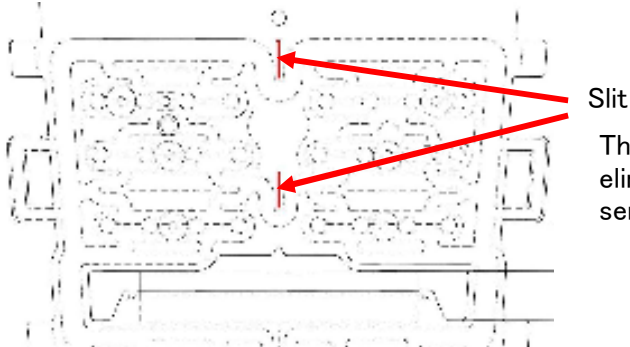


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

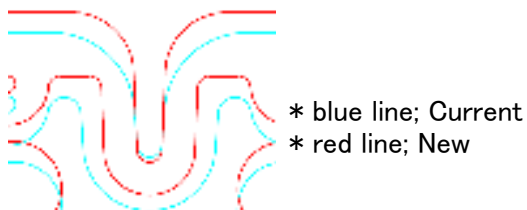


<Countermeasure A>



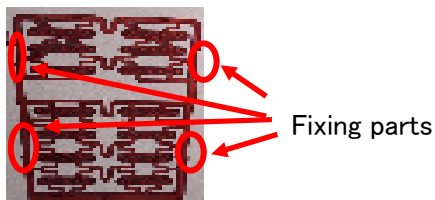
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00027 [Automobile] | | Report Date 2012 / 03 / 12 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203123  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC414996  | Model Name | RW420N |
| Date of Incident | 2012 / 02 / 16 | Date Registered | 2010 / 03 / 15 |
| Service Dealer Name | COURTESY SUZUKI | | |
| Mileage | 28491 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 10 / 21 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-649709 | Transmission No. | KW561472 |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--|
| Customer's Complaint | The air bag light came on and stays on.. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 13 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 0 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

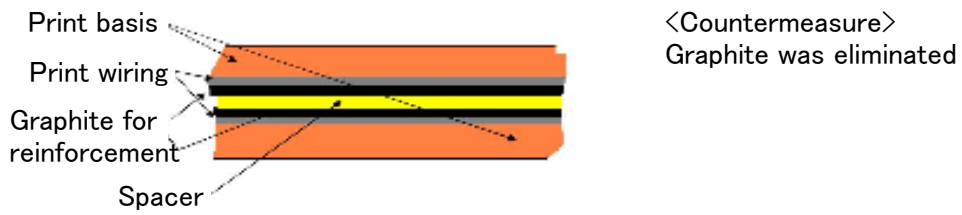
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B [REDACTED]; Mar 23, 2011 JS2YB5A35B [REDACTED]; Mar 23, 2011 JS2YC5A40B [REDACTED]; Mar 23, 2011 JS2YA5A56B [REDACTED]; Mar 23, 2011 JS2YA5A73B [REDACTED]; Apr 5, 2011 JS2YC5A98B [REDACTED]; Apr 6, 2011 JS2YA5A10B [REDACTED]; Apr 5, 2011 JS2YA5A25B [REDACTED]; Mar 23, 2011 JS2YB5A21B [REDACTED]; Mar 23, 2011</p> <p>Thank you for [REDACTED] information.</p> |
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| total | 1 files 631kB | |

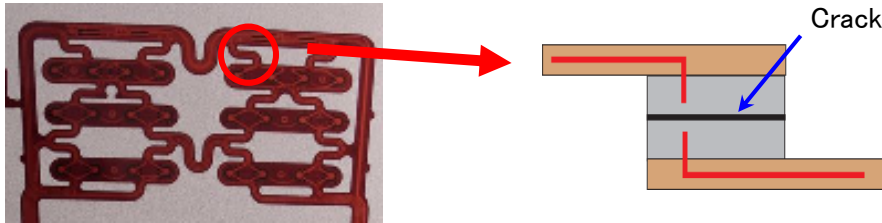
[Sending Form](#) [export to excel.](#)

Result of investigation

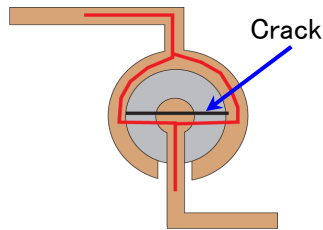
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

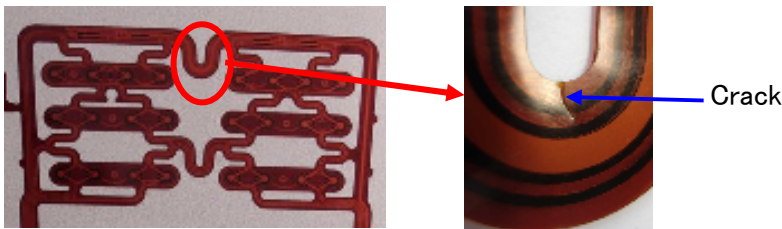


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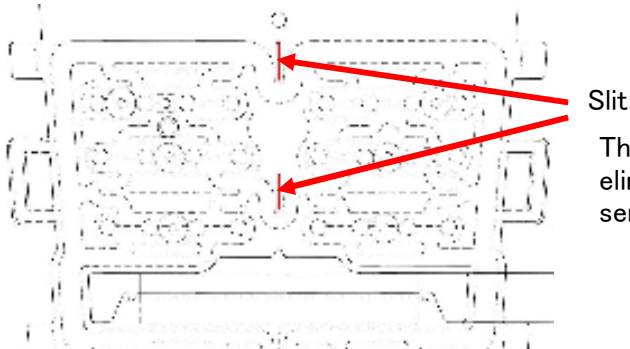


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

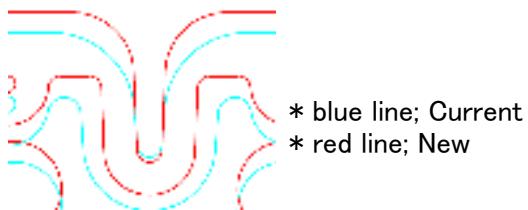


<Countermeasure A>



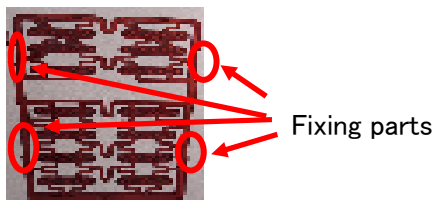
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>





The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00028 [Automobile] | | Report Date 2012 / 03 / 12 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203124  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC415X85 XXXXXXXXXX | Model Name | RW420N |
| Date of Incident | 2012 / 02 / 14 | Date Registered | 2009 / 01 / 05 |
| Service Dealer Name | ADVANTAGE SUZUKI | | |
| Mileage | 30658 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 04 / 11 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-586893 | Transmission No. | DW558129 |
| Body Color | ZJR | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on and stays on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 13 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 0 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

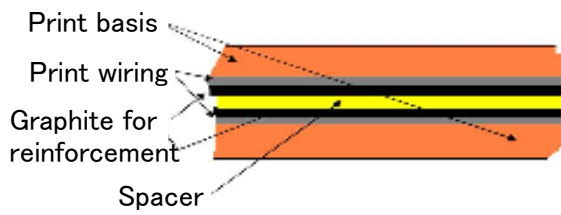
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B6 [redacted] ar 23, 2011 JS2YB5A35B6 [redacted] ar 23, 2011 JS2YC5A40B6 [redacted] ar 23, 2011 JS2YA5A56B6 [redacted] Mar 23, 2011 JS2YA5A73B6 [redacted] pr 5, 2011 JS2YC5A98B6 [redacted] pr 6, 2011 JS2YA5A10B6 [redacted] pr 5, 2011 JS2YA5A25B6 [redacted] Mar 23, 2011 JS2YB5A21B6 [redacted] ar 23, 2011</p> <p>Thank you for [redacted] mation.</p> |
|----------|--|

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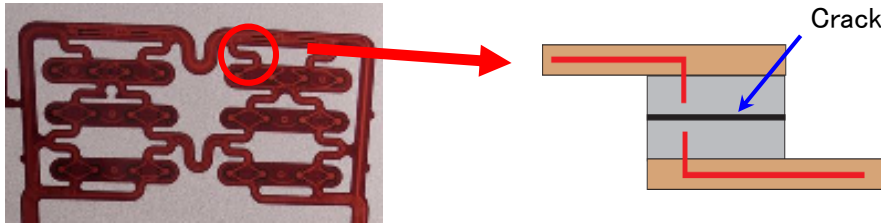
Result of investigation

1, A crack on the print wiring of the sensor mat

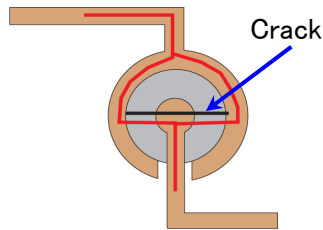


<Countermeasure>
Graphite was eliminated

2, A crack on the print wiring of the sensor mat

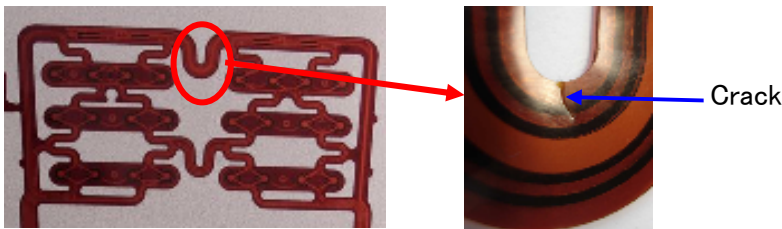


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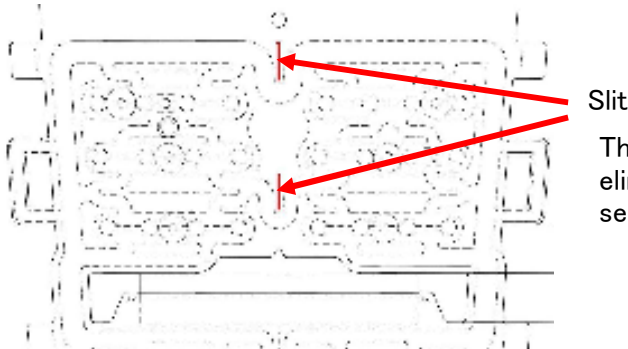


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat



<Countermeasure A>



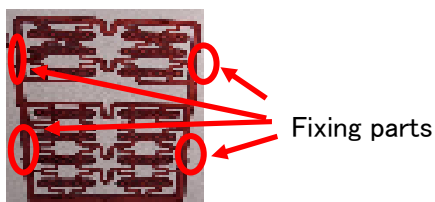
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>






The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00029 [Automobile] | | Report Date 2012 / 03 / 12 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203125  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB41307  | Model Name | RW420F |
| Date of Incident | 2012 / 02 / 22 | Date Registered | 2007 / 02 / 06 |
| Service Dealer Name | KI-PO MTR SUZUKI LOCKPORT | | |
| Mileage | 23952 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2006 / 10 / 17 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-384922 | Transmission No. | KW559665 |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on and stays on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312. | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 13 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| | |


| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 0 lbs |

<< CUSTOMER USAGE >>

| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

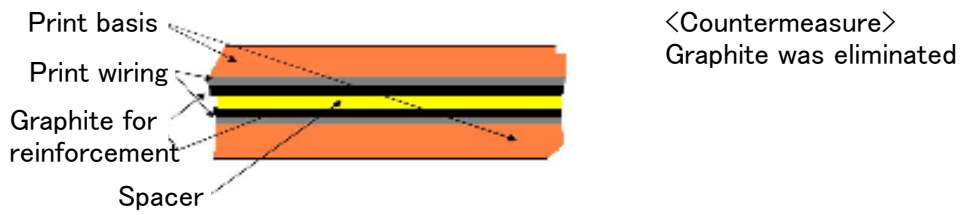
| | |
|----------|--|
| Feedback | <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.</p> <p><Affected VIN and date> JS2YC5A29B ;Mar 23, 2011 JS2YB5A35B ;Mar 23, 2011 JS2YC5A40B ;Mar 23, 2011 JS2YA5A56B ;Mar 23, 2011 JS2YA5A73B ;Apr 5, 2011 JS2YC5A98B ;Apr 6, 2011 JS2YA5A10B ;Apr 5, 2011 JS2YA5A25B ;Mar 23, 2011 JS2YB5A21B ;Mar 23, 2011</p> <p>Thank you for information.</p> |
|----------|--|

| No. | File Name | File Description |
|-------|---|------------------|
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| total | 1 files 631kB | |

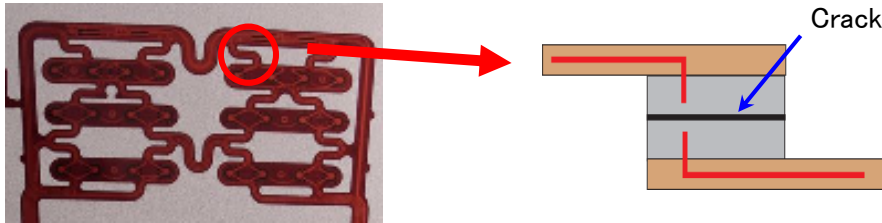
[Sending Form](#) [export to excel.](#)

Result of investigation

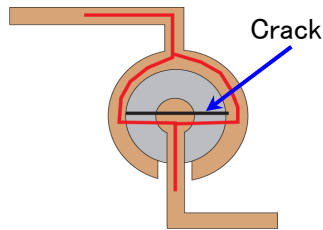
1, A crack on the print wiring of the sensor mat



2, A crack on the print wiring of the sensor mat

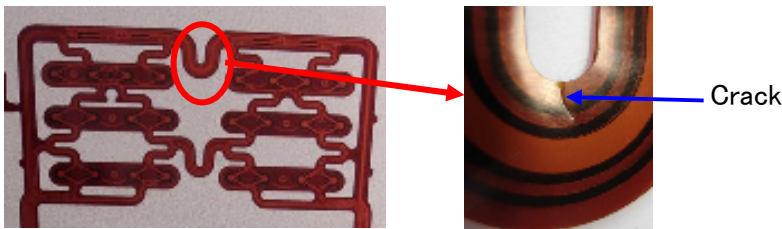


<Countermeasure>

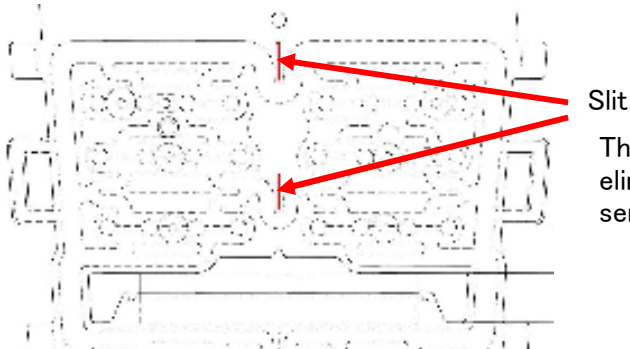


The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack.

2, A crack on the print wiring of the sensor mat

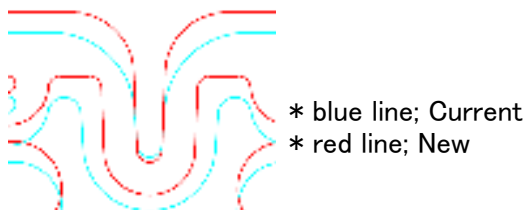


<Countermeasure A>



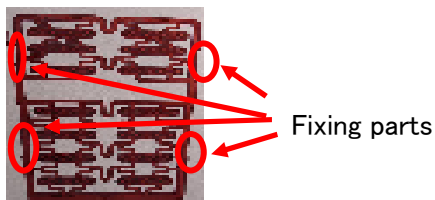
The slit on the felt for protection was eliminated in order to ease stress on the serpentine part.

<Countermeasure B>




The serpentine part was made to thin in order to increase flexibility.

<Countermeasure C>



The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part.

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00039 [Automobile] | | Report Date 2012 / 03 / 21 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203214  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC41429 XXXXXXXXXX | Model Name | RW420N |
| Date of Incident | 2012 / 03 / 09 | Date Registered | 2009 / 03 / 31 |
| Mileage | 35264 mile | | |
| Manufacturer of Vehicle | 100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 10 / 07 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-644351 | Transmission No. | JW572626 |
| Body Color | ZJ3 | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312 | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-EDV | Possible causal Part Name | CUSHION ASSY FR R(GRAY) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 23 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| When? | Cruising |
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |

| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 0 lbs |

<< CUSTOMER USAGE >>

<< UPDATE-LOG >>


| | |
|-----------------|--|
| Update Contents | -- [Wed Mar 21 13:50:45 PDT 2012] Checked result : [Found DTC B1312 and B1315] -> [Found DTC B1312] Diagnostic Code : [B1312, B1315] -> [B1312] |
|-----------------|--|

<< FEEDBACK >> [refer](#)

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------|--|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|
| Feedback | <p><Result></p> <ol style="list-style-type: none"> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <ol style="list-style-type: none"> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun 2, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. Effective VIN and date are shown below. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part. Effective VIN and date are shown below. <p><Effective VIN and date></p> <table> <tr><td>JS2YA5A39B6</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A21B6</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YB5A79B6</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YB5A22B6</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A23B6</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A94B6</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS3TD0D25B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D70B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D41B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D72B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TE0D49B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> </table> <p>Thank you for [REDACTED] information.</p> | JS2YA5A39B6 | [REDACTED] | 2011.04.20 | JS2YC5A21B6 | [REDACTED] | 2011.04.20 | JS2YB5A79B6 | [REDACTED] | 2011.04.20 | JS2YB5A22B6 | [REDACTED] | 2011.04.20 | JS2YC5A23B6 | [REDACTED] | 2011.04.20 | JS2YC5A94B6 | [REDACTED] | 2011.04.20 | JS3TD0D25B4 | [REDACTED] | 2011.04.12 | JS3TD0D70B4 | [REDACTED] | 2011.04.12 | JS3TD0D41B4 | [REDACTED] | 2011.04.12 | JS3TD0D72B4 | [REDACTED] | 2011.04.12 | JS3TE0D49B4 | [REDACTED] | 2011.04.12 |
| JS2YA5A39B6 | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A21B6 | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A79B6 | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A22B6 | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A23B6 | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A94B6 | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D25B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D70B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D41B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D72B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TE0D49B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00040 [Automobile] | | Report Date 2012 / 03 / 21 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 and B1311(OCM mat sensor failure.) | | |
| Issue No. | J203215  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YC5A23A6 XXXXXXXXXX | Model Name | RW420N |
| Date of Incident | 2012 / 03 / 05 | Date Registered | 2010 / 05 / 27 |
| Mileage | 17406 mile | | |
| Manufacturer of Vehicle | 100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2009 / 11 / 04 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|---------------------|------------------|-----------------|
| Engine No. | J20B-1010633 | Transmission No. | 9YD00218 |
| Body Color | ZMU | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312 and B1311 | | |
| Diagnostic Code | B1311 ,B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-JUA | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 23 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| When? | Cruising |
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |

| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 0 lbs |

<< CUSTOMER USAGE >>

<< UPDATE-LOG >>




| | |
|-----------------|---|
| Update Contents | -- [Wed Mar 21 14:07:15 PDT 2012] Possible causal Part No. : [85101-80JS4-EDV] -> [85101-80JS4-JUA] Possible causal Part Name : [CUSHION ASSY FR R(GRAY)] -> [CUSHION ASSY FR R] |
|-----------------|---|

<< FEEDBACK >> [refer](#)

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|------------|--|------------|------------|----------|------------|------------|----------|------------|------------|----------|------------|------------|----------|------------|------------|----------|------------|------------|----------|------------|------------|----------|------------|------------|----------|------------|------------|----------|------------|------------|----------|------------|------------|----------|
| Feedback | <p>---Regarding DTC B1312----</p> <p><Result> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause> The cracks were due to insufficient endurance..</p> <p><Countermeasure> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun 2, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. Effective VIN and date are shown below. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part. Effective VIN and date are shown below.</p> <p><Effective VIN > <table> <tr><td>JS2YA5A39B</td><td>[REDACTED]</td><td>11.04.20</td></tr> <tr><td>JS2YC5A21B</td><td>[REDACTED]</td><td>11.04.20</td></tr> <tr><td>JS2YB5A79B</td><td>[REDACTED]</td><td>11.04.20</td></tr> <tr><td>JS2YB5A22B</td><td>[REDACTED]</td><td>11.04.20</td></tr> <tr><td>JS2YC5A23B</td><td>[REDACTED]</td><td>11.04.20</td></tr> <tr><td>JS2YC5A94B</td><td>[REDACTED]</td><td>11.04.20</td></tr> <tr><td>JS3TD0D25B</td><td>[REDACTED]</td><td>11.04.12</td></tr> <tr><td>JS3TD0D70B</td><td>[REDACTED]</td><td>11.04.12</td></tr> <tr><td>JS3TD0D41B</td><td>[REDACTED]</td><td>11.04.12</td></tr> <tr><td>JS3TD0D72B</td><td>[REDACTED]</td><td>11.04.12</td></tr> <tr><td>JS3TE0D49B</td><td>[REDACTED]</td><td>11.04.12</td></tr> </table> <p>---Regarding -----</p> <p>We confirmed the operation of the OCM was normal. We were not able to identify the root cause of the DTC B1311</p> <p>Thank you for your information.</p> </p> | JS2YA5A39B | [REDACTED] | 11.04.20 | JS2YC5A21B | [REDACTED] | 11.04.20 | JS2YB5A79B | [REDACTED] | 11.04.20 | JS2YB5A22B | [REDACTED] | 11.04.20 | JS2YC5A23B | [REDACTED] | 11.04.20 | JS2YC5A94B | [REDACTED] | 11.04.20 | JS3TD0D25B | [REDACTED] | 11.04.12 | JS3TD0D70B | [REDACTED] | 11.04.12 | JS3TD0D41B | [REDACTED] | 11.04.12 | JS3TD0D72B | [REDACTED] | 11.04.12 | JS3TE0D49B | [REDACTED] | 11.04.12 |
| JS2YA5A39B | [REDACTED] | 11.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A21B | [REDACTED] | 11.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A79B | [REDACTED] | 11.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A22B | [REDACTED] | 11.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A23B | [REDACTED] | 11.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A94B | [REDACTED] | 11.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D25B | [REDACTED] | 11.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D70B | [REDACTED] | 11.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D41B | [REDACTED] | 11.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D72B | [REDACTED] | 11.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TE0D49B | [REDACTED] | 11.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00041 [Automobile] | | Report Date 2012 / 03 / 21 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203216  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB417385  | Model Name | RW420F |
| Date of Incident | 2012 / 03 / 01 | Date Registered | 2008 / 01 / 01 |
| Service Dealer Name | FITZGERALDS WHEATON SUZ | | |
| Mileage | 54588 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 11 / 19 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|--|
| Engine No. | J20A-521590 | Transmission No. | |
| Body Color | Z2S | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312 | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 23 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| When? | Cruising |
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |

| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 0 lbs |



<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|
| Feedback | <p><Result></p> <p>1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent.</p> <p>2, A crack occurred on EOL(End of Line resister).</p> <p>3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <p>1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun 2, 2008.</p> <p>2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. Effective VIN and date are shown below.</p> <p>3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part. Effective VIN and date are shown below.</p> <p><Effective VIN and date></p> <table> <tr><td>JS2YA5A39B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A21B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YB5A79B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YB5A22B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A23B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A94B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS3TD0D25B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D70B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D41B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D72B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TE0D49B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> </table> <p>Thank you for information.</p> | JS2YA5A39B | [REDACTED] | 2011.04.20 | JS2YC5A21B | [REDACTED] | 2011.04.20 | JS2YB5A79B | [REDACTED] | 2011.04.20 | JS2YB5A22B | [REDACTED] | 2011.04.20 | JS2YC5A23B | [REDACTED] | 2011.04.20 | JS2YC5A94B | [REDACTED] | 2011.04.20 | JS3TD0D25B4 | [REDACTED] | 2011.04.12 | JS3TD0D70B4 | [REDACTED] | 2011.04.12 | JS3TD0D41B4 | [REDACTED] | 2011.04.12 | JS3TD0D72B4 | [REDACTED] | 2011.04.12 | JS3TE0D49B4 | [REDACTED] | 2011.04.12 |
| JS2YA5A39B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A21B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A79B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A22B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A23B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A94B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D25B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D70B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D41B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D72B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TE0D49B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00044 [Automobile] | | Report Date 2012 / 03 / 22 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203226  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YB413385 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2012 / 03 / 07 | Date Registered | 2008 / 01 / 02 |
| Service Dealer Name | LEWIS SUZUKI | | |
| Mileage | 27574 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 10 / 08 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-501913 | Transmission No. | KW555775 |
| Body Color | Z9T | | |

<< DESCRIPTION >>

| | | | |
|---|--|--|--|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312 | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based upon DTC B1312. | | |
| Possible causal Part No. | 85101-80JS4-CHN | Possible causal Part Name | CUSHION ASSY FR R(BLACK) |
| Repair status | Repaired | | |
| Course of action | Replaced passenger seat cushion assembly and cleared DTC. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 23 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| When? | Cruising |
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |

| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 0 lbs |




<< CUSTOMER USAGE >>

<< FEEDBACK >> [refer](#)

| | | | | | | | | | | | | | | | | | | | | | | | |
|-------------|--|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|
| Feedback | <p><Result></p> <p>1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent.</p> <p>2, A crack occurred on EOL(End of Line resister).</p> <p>3, A crack occurred on the serpentine part in the print wiring</p> <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <p>1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun 2, 2008.</p> <p>2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. Effective VIN and date are shown below.</p> <p>3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part. Effective VIN and date are shown below.</p> <p><Effective VIN and date></p> <table> <tr><td>JS2YA5A39B6</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A21B6</td><td>2011.04.20</td></tr> <tr><td>JS2YB5A79B6</td><td>2011.04.20</td></tr> <tr><td>JS2YB5A22B6</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A23B6</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A94B6</td><td>2011.04.20</td></tr> <tr><td>JS3TD0D25B4</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D70B4</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D41B4</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D72B4</td><td>2011.04.12</td></tr> <tr><td>JS3TE0D49B4</td><td>2011.04.12</td></tr> </table> <p>Thank you for information.</p> | JS2YA5A39B6 | 2011.04.20 | JS2YC5A21B6 | 2011.04.20 | JS2YB5A79B6 | 2011.04.20 | JS2YB5A22B6 | 2011.04.20 | JS2YC5A23B6 | 2011.04.20 | JS2YC5A94B6 | 2011.04.20 | JS3TD0D25B4 | 2011.04.12 | JS3TD0D70B4 | 2011.04.12 | JS3TD0D41B4 | 2011.04.12 | JS3TD0D72B4 | 2011.04.12 | JS3TE0D49B4 | 2011.04.12 |
| JS2YA5A39B6 | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A21B6 | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A79B6 | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A22B6 | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A23B6 | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A94B6 | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D25B4 | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D70B4 | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D41B4 | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D72B4 | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | |
| JS3TE0D49B4 | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | |

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201203B00055 [Automobile] | | Report Date 2012 / 03 / 29 | |
| AMERICAN SUZUKI MOTOR CORPORATION [1013] | | | |
| Subject | DTC B1312 (OCM mat sensor failure.) | | |
| Issue No. | J203291  | | |
| Person Issued | Gabe Szerepi | Person Approved | Gabe Szerepi |
| VIN | JS2YA5A38A6  | Model Name | RW420F |
| Date of Incident | 2012 / 02 / 28 | Date Registered | 2010 / 03 / 31 |
| Service Dealer Name | LITTLE JOES SUZUKI | | |
| Mileage | 24343 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2009 / 09 / 14 | | |

<< PRODUCT OVERVIEW >>

| | | | |
|------------|---------------------|------------------|-----------------|
| Engine No. | J20B-1005433 | Transmission No. | 99D03766 |
| Body Color | ZMV | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | The air bag light came on. | | |
| Reproducibility | Yes | | |
| What? | OCM mat sensor failure. | | |
| How? | The air bag light comes on and DTC B1312 was set. | | |
| What did you check? | Dealer has checked for DTC. | | |
| Checked result | Found DTC B1312. | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | Possibly the OCM sensor failed. | | |
| Reason of your judgement | Based on diagnostic code. | | |
| Possible causal Part No. | 85101-80JS4-JUA | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Course of action | Replaced seat cushion assembly. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2012 / 03 / 30 |

<< ATTACHED FILE >>

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|----------------------------|
| When? | Cruising |
| Frequency | (all the time) |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |

| | |
|-----------------|----------------------------------|
| Engine RPM | Engine RPM Related No |
| Gear Position | D Gear |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Road Condition | Highway / Freeway |
| Carrying Weight | 0 lbs |

<< CUSTOMER USAGE >>


| | |
|-------------|-----------------------------------|
| Application | Commuting Shopping/Pick-up |
|-------------|-----------------------------------|

<< FEEDBACK >> [refer](#)

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|-----------|
| Feedback | <p><Result></p> <ol style="list-style-type: none"> 1, A minor crack occurred on the print wiring of the sensor mat. Graphite was used for reinforcement. But because of different extensibility between graphite and the print basis, the crack occurred when it was bent. 2, A crack occurred on EOL(End of Line resister). 3, A crack occurred on the serpentine part in the print wiring <p><Cause></p> <p>The cracks were due to insufficient endurance..</p> <p><Countermeasure></p> <ol style="list-style-type: none"> 1, Graphite was eliminated in order to increase flexibility of the print wiring after Jun 2, 2008. 2, The shape of the resistance was changed from the rectangle to the circle in order to improve the tolerance in occurring a crack. Effective VIN and date are shown below. 3, The slit on the felt for protection was eliminated in order to ease stress on the serpentine part. The serpentine part was made to thin in order to increase flexibility. The print basis on the fixing parts were eliminated in order to ease stress on the serpentine part. Effective VIN and date are shown below. <p><Effective VIN and date></p> <table> <tr><td>JS2YA5A39B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A21B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YB5A79B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YB5A22B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A23B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS2YC5A94B</td><td>[REDACTED]</td><td>2011.04.20</td></tr> <tr><td>JS3TD0D25B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D70B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D41B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TD0D72B4</td><td>[REDACTED]</td><td>2011.04.12</td></tr> <tr><td>JS3TE0D49B4</td><td>[REDACTED]</td><td>011.04.12</td></tr> </table> <p>Thank you for [REDACTED] information.</p> | JS2YA5A39B | [REDACTED] | 2011.04.20 | JS2YC5A21B | [REDACTED] | 2011.04.20 | JS2YB5A79B | [REDACTED] | 2011.04.20 | JS2YB5A22B | [REDACTED] | 2011.04.20 | JS2YC5A23B | [REDACTED] | 2011.04.20 | JS2YC5A94B | [REDACTED] | 2011.04.20 | JS3TD0D25B4 | [REDACTED] | 2011.04.12 | JS3TD0D70B4 | [REDACTED] | 2011.04.12 | JS3TD0D41B4 | [REDACTED] | 2011.04.12 | JS3TD0D72B4 | [REDACTED] | 2011.04.12 | JS3TE0D49B4 | [REDACTED] | 011.04.12 |
| JS2YA5A39B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A21B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A79B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YB5A22B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A23B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS2YC5A94B | [REDACTED] | 2011.04.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D25B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D70B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D41B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TD0D72B4 | [REDACTED] | 2011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JS3TE0D49B4 | [REDACTED] | 011.04.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|--|--|-----------------------------------|-----------------------|
| FTIR No : US201303B00032 [Automobile] | | Report Date 2013 / 03 / 20 | |
| AMERICAN SUZUKI MOTOR CORPORATION 480835 Streiter Suzuki (Service Point) [1013] | | | |
| Subject | SX4 MY 2008 Air Bag Light On - B1312 In History | | |
| Issue No. | J3032022 | | |
| Person Issued | Frank Wisniowicz - DSPM | Person Approved | David Roth |
| VIN | JS2YA413585 [REDACTED] | Model Name | RW420F |
| Date of Incident | 2013 / 03 / 19 | Date Registered | 2008 / 04 / 08 |
| Service Dealer Name | 480835 Streiter Suzuki (Service Point) | | |
| Mileage | 70966 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 11 / 19 | | |


<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-521616 | Transmission No. | LW562560 |
| Body Color | ZY4 | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|------------------------------|
| Customer's Complaint | Air Bag Light On | | |
| Reproducibility | Yes | | |
| What? | Air Bag Light Comes On, Dealer clears history code, light comes back on a few weeks later | | |
| How? | Various people sit in passenger side seat, light comes on occasionally, not every time. | | |
| What did you check? | Air Bag Light On - Scanned SRS system for codes | | |
| Checked result | Code always in history, cleared code, code did not re-appear, 3rd time back today. | | |
| Diagnostic Code | B1312 in History | | |
| Possible cause of Incident | Seat cushion, circuit and/or controller concern | | |
| Reason of your judgement | B1312 code keeps setting and going to history. | | |
| Possible causal Part No. | 85101-80J55-CHN | Possible causal Part Name | Cushion Assy, FR RH ? |
| Repair status | Not Repaired | | |
| Course of action | No action at this time as code is not current, in history and when cleared cannot duplicate. | | |
| Repair result | Not Solved | | |
| Satisfaction | Not Satisfied | | |
| Incident Parts Sending Form | Parts availability No | Why not? No part was replaced | |

<< ATTACHED FILE >>

| No. | File Name | File Description | |
|-------|--|------------------|--|
| 1 |  480835 FTIR for Dealer (AutoMobil e) 8-6-08.xls (112kB) | Field FTIR | |
| total | 1 files 112kB | | |


<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|--|
| When? | While driving with pasenger in seat. After Engine Start Starting off Accelerating Cruising Decelerating |
| Frequency | 1 times per month |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Engine RPM | Engine RPM Related No |
| Air Conditioner | Not related |
| Air Temperature | Temperature Related No |
| Special Conditions | Midwestern Winter Weather Conditions |
| Road Condition | City Street Local Road Highway / Freeway Paved Road 【 Asphalt Concrete 】 |
| Number of passengers | 2 passenger(s) |

<< CUSTOMER USAGE >>

| | |
|--------------------------------------|---|
| Application | Commuting Shopping/Pick-up Recreational |
| Typical Usage | Starting the car before warm-up Repeating short time driving(less than ten minutes) Idling stop operation(repeating start and stop the engine) |
| Type of Driving | City Street Local Road Highway / Freeway Snow region |
| Frequency of Driving | Everyday |
| Mileage Per a Day | 20 mile |
| Parking Situation | Parking Location Indoor |
| | Surface condition of Parking Location Paved |
| | Car Cover Not Covered |
| Customer's Info on a voluntary basis | Customer's Sex Female |

<< FEEDBACK >> [refer](#)

| Feedback | <p><SMC'S COMMENT> According to the description of this FTIR, intermittent bad electrical contact can be considered. However, we were not able to investigate this matter because no incident parts are available. In view of this, we will not take any further action at this stage. If you find more case, please check the electrical connections by referring service manual as attached.</p> <p>Thank you for your information.</p> | | |
|----------|--|------------------|--|
| No. | File Name | File Description | |
| 1 |  Inspection of Intermittent and Poor Connections.pdf (821kB) | | |
| total | 1 files 821kB | | |

[Sending Form](#) [export to excel.](#)

8B



Inspection of Intermittent and Poor Connections

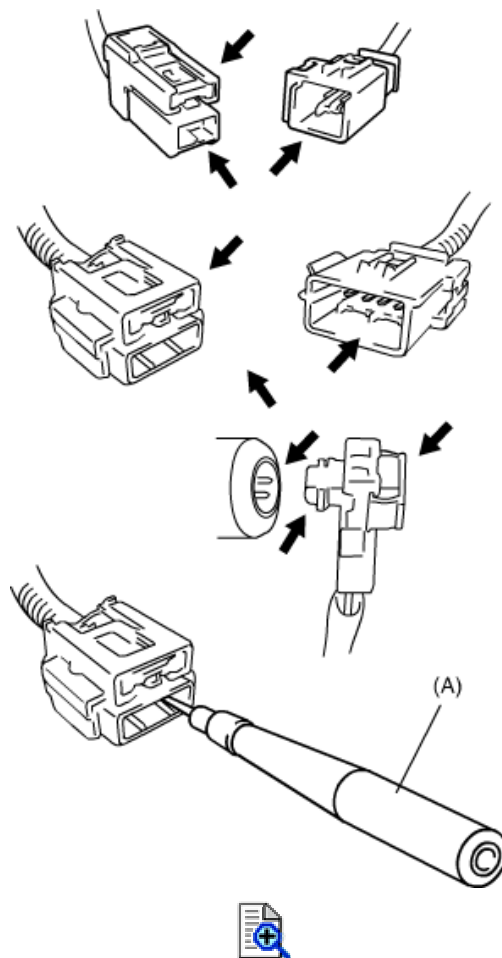
Most intermittent connections are caused by faulty electrical connections or wiring. When a check for proper connection is requested in a diagnostic flow, perform careful check of suspect circuits.

If any abnormality is found, repair or replace as a wire harness assembly.

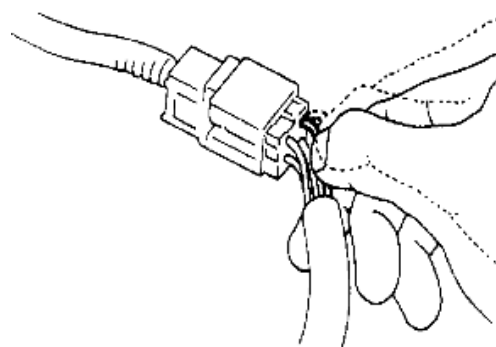
- Poor mating of connector halves, or terminals not fully seated in the connector body (backed out).
- Dirt or corrosion on the terminals. The terminals must be clean and free of any foreign material which could impede proper terminal contact. However, cleaning the terminal with a sand paper or the like is prohibited.
- Damaged connector body, exposing the terminals to moisture and dirt, as well as not maintaining proper terminal orientation with the component or mating connector.
- Improperly formed or damaged terminals.
Check each connector terminal in problem circuits carefully to ensure good contact tension by using the corresponding mating terminal included in the connector test adapter kit (special tool).
If contact tension is not enough, reform the terminal to increase contact tension or replace it.

Special Tool

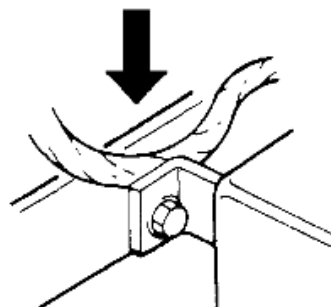
(A): [09932-76010](#) Connector test adapter kit






- Poor connection of terminal and wire.
Check each wire harness in problem circuits for poor connection by shaking it by hand lightly. If any abnormal condition is found, change the wire harness assembly or component parts with new ones.



- Wire insulation which is rubbed through, causing an intermittent short as the bare area touches other wiring or parts of the vehicle.
- Wire broken inside the insulation. This condition could cause a continuity check to show a good circuit, but if only 1 or 2 strands of a multi-strand-type wire are intact, resistance could be far too high.



<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-----------------------|
| FTIR No : US201304B00041 [Automobile] | | Report Date 2013 / 05 / 07 | |
|  SUZUKI MOTOR OF AMERICA, INC. Gervais Suzuki [1013] | | | |
| Subject | B1312 code in history - keeps coming back | | |
| Issue No. | J304221 | | |
| Person Issued | Dan Lundgren | Person Approved | David Roth |
| VIN | JS2YB417585  | Model Name | RW420F |
| Date of Incident | 2013 / 04 / 18 | Date Registered | 2008 / 06 / 09 |
| Service Dealer Name | Gervais Suzuki | | |
| Mileage | 98217 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2008 / 03 / 07 | | |


<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-570392 | Transmission No. | CW555230 |
| Body Color | ZFM | | |

<< DESCRIPTION >>

| | | | |
|---|--|---|---|
| Customer's Complaint | Air bag MIL Reoccurring | | |
| Reproducibility | Yes | | |
| What? | Warning light on for air bag - dealer clears it and it comes back | | |
| How? | Warning light comes back soon after being cleared when a passenger sits in seat | | |
| What did you check? | Used SDT to retrieve code - it was in history when car came in - dealer was able to clear code. How ever it would return when someone sat in the seat | | |
| Checked result | B1312 found in history - | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | problem with pad in seat cushion | | |
| Reason of your judgement | Pad was exchanged and light has not returned | | |
| Possible causal Part No. | 85101-80JS5-CHN | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Course of action | passenger seat cushion was replaced. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2013 / 05 / 07 |

<< ATTACHED FILE >>

| No. | File Name | File Description |
|-------|---|------------------|
| 1 |  b1312 reoccurring FTIR for Dealer (AutoMobile).xls (110kB) | Field FTIR |
| total | 1 files 110kB | |

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|---|
| When? | Cruising Idling |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Special Conditions | MIL is on when a passenge sits in seat |



<< CUSTOMER USAGE >>

<< MANUFACTURER FEEDBACK >>

| | |
|--|---|
| Status | <input type="checkbox"/> Parts Require |
| | <input checked="" type="checkbox"/> Parts Received (2013 / 05 / 13) |
| | <input type="checkbox"/> Action (Improved) |
| | <input type="checkbox"/> No Action (Monitoring) |
| Feedback | <input type="text"/> |
| <input type="text"/> <input type="button" value="参照..."/> | |
| <input type="button" value="Attach this file."/> Click the [Reference...] button,and select the file to attach. (Whatever the changes to be saved even if closed without saving an original report.) <input type="checkbox"/> Auto Compress JPEG,PNG,GIF picture or AVI movie files. <input type="checkbox"/> Import from the EXCEL FTIR FORM. (The original report is superscribed with contents of EXCEL FTIR FORM.) | |

[Sending Form](#) [export to excel.](#)

<< REPORT OVERVIEW >>

| | | | |
|---|--|-----------------------------------|-----------------------|
| FTIR No : US201304B00042 [Automobile] | | Report Date 2013 / 05 / 07 | |
|  SUZUKI MOTOR OF AMERICA, INC. Foggs Suzuki [1013] | | | |
| Subject | Dealer reports B1312 code in history - clears code but it keeps coming back | | |
| Issue No. | J304222 | | |
| Person Issued | Dan Lundgren | Person Approved | David Roth |
| VIN | JS2YB417X85 XXXXXXXXXX | Model Name | RW420F |
| Date of Incident | 2013 / 04 / 18 | Date Registered | 2008 / 11 / 28 |
| Service Dealer Name | Foggs Suzuki | | |
| Mileage | 66810 mile | | |
| Manufacturer of Vehicle |  100100 SUZUKI MOTOR CORPORATION | | |
| Specification of vehicle | E33 CALIFORNIA | | |
| Assembled Date (AB-OK) | 2007 / 09 / 20 | | |


<< PRODUCT OVERVIEW >>

| | | | |
|------------|--------------------|------------------|-----------------|
| Engine No. | J20A-494316 | Transmission No. | JW562200 |
| Body Color | Z7T | | |

<< DESCRIPTION >>

| | | | |
|---|---|---|---|
| Customer's Complaint | Air bag Warning Light Reoccurring | | |
| Reproducibility | Yes | | |
| What? | Warning light on for air bag - dealer clears it and it comes back | | |
| How? | Warning light comes back soon after being cleared when a passenger sits in seat | | |
| What did you check? | Used SDT Scan tool to retrieve code- it was in history when car came in - dealer was able to clear code. How ever it would return when someone sat in the seat | | |
| Checked result | B1312 found in history - | | |
| Diagnostic Code | B1312 | | |
| Possible cause of Incident | problem with pad in cushion | | |
| Reason of your judgement | seat cushion was replaced and light has not returned | | |
| Possible causal Part No. | 85101-80JS5-CHN | Possible causal Part Name | CUSHION ASSY FR R |
| Repair status | Repaired | | |
| Course of action | passenger seat cushion was replaced. | | |
| Repair result | Solved | | |
| Satisfaction | Satisfied | | |
| Incident Parts Sending Form | Parts availability Yes | Have you sent the incident parts? No | Estimated Parts dispatch date 2013 / 05 / 07 |

<< ATTACHED FILE >>

| No. | File Name | File Description | |
|-------|--|------------------|--|
| 1 |  B1312 reoccurring JS2YB417X85 FTIR for Dealer (AutoMobile).xls (110kB) | Field FTIR | |
| total | 1 files 110kB | | |

<< Incident DESCRIPTION (When) >>

| | |
|--------------------------|---|
| When? | Cruising Idling |
| Engine Warm-up Condition | Not related |
| Speed | Speed Related No |
| Special Conditions | MIL is on when a passenge sits in seat |

<< CUSTOMER USAGE >>

<< MANUFACTURER FEEDBACK >>

| | |
|---|--|
| Status | <input type="checkbox"/> Parts Require <input checked="" type="checkbox"/> Parts Received (2013 / 05 / 13) <input type="checkbox"/> Action (Improved) <input type="checkbox"/> No Action (Monitoring) |
| Feedback | <input type="text"/> |
| <input type="text"/> <input type="button" value="参照..."/> | |
| <input type="button" value="Attach this file."/> Click the [Reference...] button, and select the file to attach. (Whatever the changes to be saved even if closed without saving an original report.) <input type="checkbox"/> Auto Compress JPEG,PNG,GIF picture or AVI movie files. <input type="checkbox"/> Import from the EXCEL FTIR FORM. (The original report is superscribed with contents of EXCEL FTIR FORM.) | |

[Sending Form](#) [export to excel.](#)