
Service Bulletin

NUMBER : SC-50

PAGE : 1 of 4

SUBJECT: SAFETY CAMPAIGN NOTICE No. SG
Instrument Panel Center Lower Box

MODEL: Certain 2010 Suzuki Kizashi vehicles

Condition:

Suzuki Motor Corporation has decided that 2010 Suzuki Kizashi vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 201, Occupant protection interior impact.

Cause:

The instrument panel center lower box is equipped with a hinged door that may not remain closed in the event of a crash. If the door comes open during a crash, the open door can cause injury to vehicle occupants thrown against it.

Correction:

Suzuki dealers are required to replace the instrument panel center lower box. The replacement part has the same appearance as the original part. This service will be performed at no cost to owners for parts and labor.

1. Affected Vehicles

JS2R_9A1_A6100001~JS2R_9A3_A6101830

Note: 2010 and later Kizashi vehicles shipped to dealers after 06/24/10 have been corrected at the port of entry.

2. Owner Notification

Suzuki owners will be notified by mail starting on or around 07/09/10 of this Important Safety Recall. Please refer to the attached owner notification letter.

3. Dealer Safety Recall Campaign Responsibility

Dealers are to perform this important Safety Recall on all affected retail and used in-stock vehicles upon customer request regardless of vehicle age, mileage, date of visit or the existence of a branded title.

According to federal law, all affected in-dealer stock inventory, if any, subject to this Safety Recall campaign must be completed prior to the retail sale or lease of the affected vehicle.

If an affected vehicle is currently in your Service Department or is brought in for other service, use this opportunity to perform this safety recall and notify the customer of the campaign completion.

This safety recall may have been previously performed by another dealer or at the port. Refer to Technical Service Bulletin Kizashi, TSB No: TS 00 06290 for complete inspection and repair instructions.

4. Parts Information

Parts are required for this important Safety Recall. Each dealer and service point will receive a small quantity of parts automatically from ASMC to ensure parts are available. Each dealer should stock an adequate supply of recall parts to meet the demand at their specific location.

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QUANTITY</u>	<u>DEALER NET</u>
73890-57L01-RX0	Box, IP Center Lower	1	\$ 49.70

Note: Dealer net price is current as of 06/29/10. Price could be subject to change.

5. Basic Information

Campaign Code: SG
Operation Code: QA9999
Complaint Code: 99
Defect Code: SG
Labor Hours: 0.5 hrs. Replacement

6. Suzuki Connect Submission Procedures

- A) Basic Campaign Inspection. Inspect only-Updated Part Installed
Refer to Page 6-11, Warranty Service Policies and Procedures Manual

Short Campaign
Campaign: SG
Variation: JB
Labor: 0.5 hrs.

- B) Repairs Above the Scope of the Campaign
Refer to Page 6-12, Warranty Policies and Procedure Manual

Long Campaign
Campaign: SG
Variation Code: JK
Labor: TBD by ASMC Field Staff

7. Notes: .

- A) **Only one variation code per vehicle will be allowed. Do not submit a claim with variation code JA if the vehicle requires repairs above the scope of the campaign inspection. If you are unsure, please contact the Warranty Assistance Helpline at (714) 996-7042 prior to submitting the claim.**
- B) Courtesy Vehicle Program does not apply as with an appointment the vehicle would not be required to be down overnight.
- C) Claim submitted with Variation Code JK will require ASMC Field Staff authorization if dealer is not self-authorized.
- D) Replaced parts must be retained for 60 days from the paid Monthly Warranty Claim Summary (credit memo).
- E) Always verify that the VIN on customer's owner notification letter matches the vehicle in your service drive.

8. Time and Mileage Limits

Applicable time and mileage limits do not apply.



CAMPAIGN

Number: SC-50

Page : 4 of 4

Please inform all Service, Parts and Warranty Personnel accordingly.
If you have questions, please contact your Suzuki Technical Manager or the Warranty Assistance Helpline at (714) 996-7042.

AMERICAN SUZUKI MOTOR CORPORATION
Automotive Service Division

Issued 06/29/10

IMPORTANT SAFETY RECALL NOTICE

Dear Suzuki Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that 2010 Suzuki Kizashi vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 201, Occupant protection interior impact. According to our records, you own one of the vehicles affected by this recall.

The instrument panel center lower box is equipped with a hinged door that may not remain closed in the event of a crash. If the door comes open during a crash, the open door can cause injury to vehicle occupants thrown against it.

Your Suzuki dealer will replace the instrument panel center lower box on your vehicle. The replacement part has the same appearance as the original part. This service will be performed at no cost to you for parts and labor.

Please contact your Suzuki dealer to schedule an appointment for this Important Safety Recall. To locate your nearest Suzuki dealer, call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online dealer locator includes driving instructions and maps. Recall instructions and parts have already been sent to your dealer and the recall inspection can be completed in less than one hour if you have an appointment. When you arrive for your pre-scheduled appointment, please present this letter to your Suzuki dealer. If your dealer has a number of vehicles awaiting service, there may be additional time required.

If your dealer does not make the correction without charge and within a reasonable period of time, we recommend that you contact the American Suzuki Customer Relations Department at (800) 934-0934. If after contacting our Customer Relations Department, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE., Washington, DC 20590 or call toll-free Auto Safety Hotline at (888) 327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We sincerely regret any inconvenience this Important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki vehicle.

Sincerely,
AMERICAN SUZUKI MOTOR CORPORATION