
Service Bulletin

NUMBER : SC-67R

PAGE : 1 of 2

REVISION: This bulletin has been revised to include a sample of the Owners Notification Letter. See letter attached at the end of this bulletin.

SUBJECT: SAFETY RECALL CAMPAIGN (ID = VD)
"AIR BAG" Warning Light Passenger Side Seat Cushion

MODEL: Certain 2006~2011 Suzuki Grand Vitara (JB627) (JB424) (JB632)
Certain 2007~2011 SX4 (RW420)

Condition: The Occupant Classification System (OCS) sensor mat installed in the front passenger seat can develop an electrical circuit disconnection over time as the result of repeated flexing of the mat from use of the seat. When a circuit disconnection occurs, the air bag warning lamp is illuminated, the Passenger Front air bag remains enabled with the PASS AIR BAG OFF indicator not illuminated (regardless of whether the front seat occupant is an adult or child), and the front passenger seat belt indicator is illuminated. In a frontal impact of sufficient magnitude, the front air bag will deploy even if there is a child in the front seat. Such deployment could cause injury to the child.

Cause: Suzuki Motor Corporation has determined that certain 2006~2011 Suzuki Grand Vitara and certain 2007~2011 Suzuki SX4 vehicles may develop an electric circuit disconnection, due to repeated flexing, within the Front Passenger Sensing System sensor-mat that is built into the passenger seat bottom cushion assembly.

Correction: Suzuki service providers are requested to replace the front passenger seat cushion assembly in affected vehicles. **Replacement parts for the recall are currently not available and likely will not be available for several months.** As a result, Suzuki service providers are requested to continue the ZA special coverage campaign (for vehicles which have the air bag warning light illuminated with a current B1312 DTC) until a sufficient quantity of recall parts is available to launch the recall campaign. In a few weeks, Suzuki will send an interim notification letter to vehicle owners, notifying them of the recall and informing them of the parts availability situation and continuation of the ZA special coverage extension until a sufficient supply of recall parts is available to launch the recall campaign.

1. Affected Vehicles

2006~2011 Suzuki Grand Vitara (JB627) (JB424) (JB632) Production date prior to April 27, 2011

2007~2011 SX4 (RW420) Production date prior to May 11, 2011

Note: Please refer to Suzuki Connect>Service>Vehicle Master Inquiry-Claims History for affected coverage extension status.

2. Owner Notification

Suzuki owners will receive an interim notification of this Safety Recall Campaign by US mail in October 2013. Additional details will be sent to all affected vehicle owners at a later date when recall parts availability dates are confirmed. **Due to the limited availability of campaign parts, owners will initially be notified of the recall and asked to make an appointment with their dealer only if their air bag warning light is illuminated.** If the dealer determines that the warning light illumination is due to the reported defect condition, the front seat cushion assembly should be replaced under the current ZA coverage extension program. Once a sufficient quantity of recall parts becomes available, owners of vehicles that did not receive the recall repair will be sent a second owner notification letter, asking them to make an appointment with their dealer to have the front passenger seat cushion assembly replaced.

Owners are also instructed that if the "AIR BAG" light is illuminated and their dealer has confirmed DTC 1312 is present, they should not install a child or infant restraint system in the front passenger seat until the vehicle is repaired – children should be seated in the rear seat. They are also advised not to have a small person, such as a child who has outgrown child restraints or a very small adult, sit in the front passenger seat.

3. Service providers Campaign Responsibility

Suzuki service providers are to perform this important safety recall campaign on all affected retailed and new or used in-stock vehicles, including branded titles, regardless of vehicle age or mileage ,at no cost to the owner for diagnostics, parts and labor.

TSBs outlining complete inspection and repair instructions for Grand Vitara and SX4 will be posted to Suzuki Connect and Suzuki PitstopPlus prior to the final customer notification.

If you have questions, please contact your Suzuki District Service and Parts Manager (DSPM) or the Warranty Assistance Helpline at 714-996-7042.

Suzuki Motor of America, Inc.
Automotive Service Division

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, XXXXXXXXXXXXXXXX

Dear Suzuki Owner,

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

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2006~2011 Suzuki Grand Vitara and 2007~2011 Suzuki SX4 vehicles.

Affected vehicles may develop an electrical circuit disconnection within the Front Passenger Sensing System sensor mat that is built into the front passenger seat bottom cushion, due to repeated flexing of the mat from use of the seat. If this condition occurs, the "AIR BAG" light in the instrument cluster and front passenger's seat belt reminder light will come on. Also, the "PASS AIR BAG OFF" indicator light will remain off because the front passenger airbag will remain enabled. In a frontal impact of significant magnitude, the front air bag will deploy even if there is a child in the front seat. Air bag deployment with a child in the front passenger seat increases the risk of injury to the child.

Although recall replacement parts are not currently available, to correct this condition when parts are available, your authorized Suzuki service provider will replace the front passenger seat bottom cushion in your vehicle with a cushion that includes an improved sensor mat, at no cost to you for parts and labor.

Suzuki Motor Corporation is working as quickly as possible to correct the parts availability situation, but it will likely be several months before parts are available. Suzuki will send a second letter when parts are available. In the meantime, if the "AIR BAG" light in the instrument cluster of your vehicle is illuminated due to failure of

Continued next page.

IMPORTANT: If you have sold or traded your Suzuki vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner. Federal law requires that any vehicle lessor receiving this campaign notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

← Tear Here →

We're looking to the future by recycling today.

SAFETY RECALL NOTICE

VD



Change Of Ownership/Address

VD

NAME OR ADDRESS CORRECTION

If you own the vehicle shown in the box below, and the name and address is incorrect, please enter your correct name and address here.

NAME _____
ADDRESS _____
CITY _____
STATE _____ ZIP _____

VIN # XXXXXXXXXXXXXXXXXXXX
John Smith
5555 Some Street
Someplace, CA 99999-9999

CHANGE OF OWNERSHIP

If you do not own the vehicle shown in the box above, please fill in the following information as applicable.

- Never owned this vehicle Vehicle stolen Vehicle scrapped / Total loss
- Vehicle sold / transferred/ traded Vehicle exported Other

If you have sold or traded the vehicle and know the name of the new owner, please enter the name and address in the space above.

← Tear Here →

To mail card, tear at both perforations & remove this piece.



VIN # XXXXXXXXXXXXXXXXXXXX
John Smith
5555 Some Street
Someplace, CA 99999-9999

SUZUKI
SUZUKI MOTOR OF AMERICA, INC.
P.O. Box 1100
Brea, California 92822-1100



FIRST CLASS MAIL
U.S. POSTAGE
PAID
Whittier, CA
Permit No. 175

Continued from prior page.

the sensor mat as described above, please contact your Suzuki service provider to schedule an appointment. Your Suzuki service provider can check for the presence of Diagnostic Trouble Code B1312, stored in the vehicle's on-board computer, and, if present and parts are available, you can have the seat cushion replaced at that time under the terms of Suzuki's Special Coverage Extension. The Special Coverage Extension will continue as long as parts are available or until parts become available for the recall repair. Vehicles are eligible for repair under the Special Coverage Extension regardless of vehicle age and mileage. If the "AIR BAG" light is illuminated and your dealer has confirmed DTC 1312 is present, you should not install a child or infant restraint system in the front passenger seat until your vehicle is repaired – children should be seated in the rear seat. Likewise, do not have a small person, such as a child who has outgrown child restraints or a very small adult sit in the front passenger seat. Lastly, always be sure that all occupants wear their seat belts.

When you receive a second letter informing you that recall parts are available, please contact your Suzuki service provider to schedule an appointment for this Important Safety Recall. To locate your nearest Suzuki service provider, please call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online service provider locator includes driving instructions and maps. Repair instructions will be sent to your Suzuki service provider prior to parts becoming available, and the repair can normally be completed in less than two hours if you have an appointment and parts have been ordered by the dealer. If your dealer has a large number of vehicles awaiting service, additional time may be required.

If you no longer own this vehicle, please complete the enclosed postage-paid reply card and return it to us.

If your Suzuki service provider does not make the correction without charge and within a reasonable period of time, we recommend that you contact the 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 to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590, or call the toll-free Auto Safety Hotline at (888) 327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Continued next page.

Tear Here



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 107 BREA CA

POSTAGE WILL BE PAID BY ADDRESSEE

**AUTOMOTIVE DIVISION / WARRANTY
SUZUKI MOTOR OF AMERICA, INC.
PO BOX 1100
BREA, CA 92822-9988**



Tear Here

To mail card, tear at both perforations & remove this piece.

Continued from prior page.

If your vehicle is included in the recall and you have paid for repairs due to illumination of the air bag warning light caused by failure of the sensor mat as described above (indicated by the presence of diagnostic trouble code B1312), you may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers 2006-2011 Suzuki Grand Vitara vehicles produced prior to April 27, 2011, and 2007-2011 Suzuki SX4 vehicles produced prior to May 11, 2011. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of the safety recall are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate time allowance.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of the last owner notification letter sent by Suzuki Motor of America, Inc. in connection with Suzuki Recall #VD.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant.

To obtain information or request reimbursement, contact your Suzuki dealer or the Suzuki Motor of America, Inc., Automotive Customer Service Department, PO Box 1100, Brea, CA 92822-1100, or call 1-800-934-0934. We will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

We sincerely regret any inconvenience that this special coverage extension may cause, but we are certain you understand our interest in your continued satisfaction with your Suzuki vehicle.

Sincerely,

SUZUKI MOTOR OF AMERICA, INC.