

SUBJECT: SAFETY RECALL CAMPAIGN (ID = "VD")
Front Passenger Bottom Seat Cushion Replacement

Original:	10/14/13; This bulletin was originally released to meet NHTSA requirements for owner notification of the pending "VD" recall and to explain to the authorized Suzuki Service Providers to continue to complete the Extended Coverage Campaign "ZA" (TSB: TS 06 05212 & TS 02 05222) for vehicles meeting "ZA" requirements until the "VD" recall can be released.
Revision 1:	11/14/13; This bulletin had been revised to include a sample of the Interim Owner Notification Letter sent to customers explaining the pending "VD" recall.
Revision 2:	4/28/14; This bulletin has been revised to announce that parts are now available to order and scheduling appointments for the "VD" Safety Recall can begin after the corresponding Technical Service Bulletins are posted, marking the official release of this recall. Coinciding with the release of this Safety Recall, the Extended Coverage Campaign, "ZA", will no longer be in effect. No claim submission will be fulfilled by SMAI, nor should the "ZA" Campaign service information be used in place of the required service information provided in the "VD" Safety Recall Bulletin. Furthermore, a revised Owner Notification Letter has been attached to this campaign bulletin for your reference, and will be sent to customers beginning in May.

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

Condition: The Occupant Classification System (OCS) may develop an electrical circuit disconnection within the front passenger sensing system sensor mat that is built into the front passenger seat bottom cushion. The disconnection is due to repeated flexing of the sensor mat from use of the front passenger seat. If this condition occurs, the "AIR BAG" light in the instrument cluster and, the 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 air bag will remain enabled. In a frontal impact of significant magnitude, the front air bag will deploy with full force - even with a child, or small adult, in the front seat. Air bag deployment with a child or small adult in the front passenger seat increases the risk of severe injury or death to that occupant.

Cause: Suzuki Motor Corporation has determined that certain 2006~2011 Suzuki Grand Vitara and certain 2007~2011 Suzuki SX4 vehicles may develop an electrical circuit disconnection (OPEN) within the Front Passenger Occupant Classification System (OCS) sensor mat that is built into the front passenger seat bottom cushion, due to repeated flexing of the mat from use of the seat.

Correction: Authorized Suzuki Service Providers will replace the front passenger bottom seat cushion at no charge to the customer on affected vehicles.

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 vehicle recall status.

2. Owner Notification

Suzuki owners will receive a notification of this Safety Recall Campaign by US mail beginning in May, 2014. **Due to the limited availability of campaign parts, owners will be notified in phases. The initial mailing of notification letters will be by Vehicle Identification Number and repair part part number to control repair part inventories.** Once sufficient additional quantities of recall parts become available, owners of vehicles that were not included in the initial notification will be sent a notification letter, asking them to make an appointment with their authorized Suzuki Service Provider to have the front passenger bottom seat cushion replaced at no charge for parts and labor.

Owner notification letters instruct owners that **they should not install child restraint systems in the front passenger seat. In addition, owners will be advised not to allow children, young adults and very small adults, to sit in the front passenger seat until corrections are made** – children should be seated in the rear seat.

3. Service Providers Campaign Responsibility

Suzuki Service Providers are to perform this important Safety Recall Campaign on all affected Grand Vitara and SX4 vehicles including Branded Title vehicles. This repair should be performed regardless of vehicle age or mileage and, at no cost to the vehicle owner for parts and labor.

TSBs outlining complete repair instructions for Grand Vitara and SX4 vehicles will be posted to Suzuki Connect and Suzuki PitstopPlus prior to 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.

4. Parts Information

Parts are required for this important Safety Recall. Authorized Suzuki Service Providers must order the specific part number based on vehicle year, model and seat trim repair part number. The required repair part part number will be printed on the Owner Notification letter to assist you in ordering repair parts. If the Owner Notification letter is unavailable, the Technical Service Bulletins located on Suzuki Connect for Grand Vitara (TSB No. TS 07 04284) and SX4 (TSB No. TS 03 04284) provide a link to the part numbers.

Please schedule appointments after parts have been ordered and your shipment has been received and verified.

5. Basic Information

Note: Claim submission will require a Long Campaign form to be used. Use the following Claim Detail if the repair part is a part number 85107-XXXXX-XXX.

Campaign Code : VD
Failed Part Number : 85107-VDXXX
Replaced Part : Service Provider enters the actual part number used for the repair.
Operation Code : QD78R0
Labor Hours : 0.8 hours
Complaint Code : 99-VD
Variation Code : JK

In the event there is a shortage of the "VD" Front Cushion Trim Sub Assembly and a "ZA" Front Cushion Assembly (85101-XXXXX-XXX) is used for the recall service repair, submit claim as follows:

Campaign Code : VD
Failed Part Number : 85107-VDXXX
Replaced Part : Service Provider enters the actual part number used for the repair.
Operation Code : QD38R0
Labor Hours : 0.7 hours
Complaint Code : 99-VD
Variation Code : JK

6. SUZUKI CONNECT Submission Procedures

Vehicles are eligible for repair under this Safety Recall, "VD" only when it is released. Coinciding with the release of this "VD" Safety Recall, the Extended Coverage Campaign, "ZA", is no longer in effect. Be advised, it is possible this repair has been completed under the Extended Coverage Campaign, "ZA", prior to the release of this recall. It is your responsibility to confirm whether this recall has been satisfied or not under the "ZA" Extended Coverage Campaign. No claim submission will be fulfilled by SMAI for this recall if the repair has been completed under the Extended Coverage Campaign and no further claims against the Extended Coverage Campaign will be fulfilled once the "VD" Recall is in effect.

Long campaign completion
Refer to Page 6-7, Warranty Policies and Procedure Manual

7. Notes

- 1) Long campaign submission is required due to a difference in parts pricing variants.
- 2) Courtesy Vehicle Program does not apply to this Safety Recall as owner must schedule an appointment.
- 3) Render replaced passenger seat cushions unusable by slicing through the cushion fabric and sensor mat and cutting off the wire lead at a location closest to the cushion.
- 4) Retain replaced parts for 60 days from the paid credit memo. Should SMAI request the replaced parts, a UPS call tag will be provided with three pick up attempts.
- 5) Owners requesting reimbursements for previous out of warranty customer pay repairs need to be directed to the SMAI Customer Relations Department at 800-934-0934. Refer to the attached Owner Notification Letter for procedures and limitations.

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

Attachments: A Sample Owner Notification Letter

Affected Departments:

The following departments in your facility should be notified of this information:

Management Service Warranty Sales Parts Accessories

05/01/14

IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle.

Model: XXXXXXXXXXXXX

VIN: XXXXXXXXXXXXXXXXXXXXX

Service Part #: XXXXX-XXXXX-XXX

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 in the Supplemental Restraint System (SRS) 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. The disconnection is due to repeated flexing of the sensor mat from use of the front passenger seat. If this condition occurs, the "AIR BAG" light in the instrument cluster and, the 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 air bag will remain enabled. In a frontal impact of significant magnitude, the front air bag will deploy with full force - even with a child, or small adult, in the front seat. Air bag deployment with a child or small adult in the front passenger seat increases the risk of severe injury or death to that occupant. Do not install a child or infant restraint system in the front passenger seat until your vehicle is repaired - Suzuki recommends that whenever possible 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. Consult your Vehicle Owners Manual for seating information. Lastly, please always be sure that all occupants wear their seat belts. Your safety, and your passenger's safety, is paramount to Suzuki Motor Corporation.

Recall replacement parts are now available to correct this condition. Your authorized Suzuki Service Provider will replace the front passenger seat bottom cushion in your vehicle with one that includes an improved sensor mat. This repair will be performed at no cost to you for parts and labor. **Please contact your authorized Suzuki Service Provider to schedule an appointment to have your passenger seat bottom cushion replaced. Please call as soon as you receive this important Safety Recall Notification letter and, mention Recall Identification Code "VD".** In addition, to provide the fastest service your vehicles repair part is identified at the top of this correspondence, your Suzuki Service Provider may ask you for this part number.

Vehicles are eligible for repair under this Safety Recall regardless of vehicle age and mileage. It is possible a repair has been performed with the same improved repair parts as this campaign provides under the previous Extended Coverage Campaign. When contacting your Suzuki service provider, please confirm this recall has not been satisfied through the Extended Coverage Campaign before scheduling the appointment.

To locate your nearest authorized Suzuki Service Provider, please call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online Suzuki service provider locator includes driving instructions and maps. Repair instructions have been sent to your Suzuki Service Provider. Repairs can normally be completed in less than two hours if you have made

an appointment. Please be aware, if your Suzuki service provider has a large number of vehicles waiting for repairs, some additional time may be needed for required repairs.

If you no longer own this vehicle, please complete the attached Safety Recall Notice 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 that we have done our best to remedy this situation 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 vehicle 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.

If your vehicle is included in the recall and, you have paid for repairs caused by the Occupant Classification Mat failure as described in the Notification Letter, 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, but not limited to, restoring the vehicle to a repairable standard to complete the recall service repair, normal wear and tear, 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. Repair date, repair mileage, replaced part number, and Vehicle Identification Number (VIN) are required on the repair order to be considered for reimbursement. Copies of the current vehicle registration and payment method are also required to claim reimbursement.

To obtain information or request reimbursement, contact your Suzuki service provider who completed the repair 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 recall may cause, but we are certain you understand our interest in maintaining your passenger's safety and your continued satisfaction with your Suzuki vehicle.

Sincerely,
SUZUKI MOTOR OF AMERICA, INC.