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Date Mar. 12, 2020  
Our ref. C2-200312

**SUZUKI MOTOR CORPORATION**

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

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

**SUBJECT: Commencement Request Of A6B424 (KIZASHI) Vehicles Recall Action For Misclassification By Front Passenger Sensing System Of Vehicles Equipped With Leather Seat Trim**

Dear Sirs and Madams,

This letter is to request you to commence remedy work for A6B424 (KIZASHI) vehicles in the safety recall campaign which was previously announced with the notification letter C2-190228 issued on Feb. 28, 2019, as the remedy has been determined and parts are available. This letter also provides detailed information related to the remedy work, parts supply, and reimbursement. Please notify your government or entity of the commencement of the recall as needed.

We appreciate your support and cooperation to accomplish all required actions.

**1. Condition**

The natural leather seating surface of the front passenger seat may shrink due to large and repeated changes in humidity. This condition can impose a modest pressure on the occupant classification system (OCS) sensor mat contained within the passenger seat bottom cushion. This can cause the OCS to judge that there is a child in the seat when the seat is vacant. Or it can cause the OCS to judge that there is an adult in the seat when the seat is occupied by a child. In the event of a crash necessitating air bag deployment, an incorrect classification can cause the air bag to deploy, even with a child in the front passenger seat, increasing the risk of injury to the child.

To address this situation, the seat trim material has been changed to synthetic leather, which is not susceptible to shrinkage due to changes in humidity.

## 2. Action

- (1) Plan shortest schedule for notification to authority, dealers and customers, and let us know the plan with ANNEX4 by April 3, 2020.
- (2) Place an initial order by ANNEX3 as explained below.
- (3) Contact the customers of the vehicles to let them bring their vehicles to your authorized dealers. In case you can get customer data from your authority, use the data. Associated cost will be covered by SMC.
- (4) Replace the seat trim sub-assy with a countermeasure part.
- (5) Once the corrective work is done, scrap replaced seat trim sub-assy at your responsibility to prevent reuse of the seat trim sub-assy.
- (6) Send 2nd, 3rd and more notifications to customers every 3 months to remind them of open recall and keep up the execution rate.

## 3. Affected Vehicles

- (1) Model : A6B424 vehicles produced in Japan
- (2) Production Period : From Oct. 13 2009 to Oct. 31 2012
- (3) Vehicles : 5,741 units, Refer to ANNEX1

## 4. Parts supply plan

Please fill in following information on ANNEX3 and send it to your window person of SMC Overseas Service Dept. immediately.

- Distributor Name
- Parts Distributor Code : 7 digit
- Order Number
- Shipping Method
- Order Quantity

	Part Name	Part Number	Q'ty/vehicle	NOTE
1	TRIM S/ASSY, FR	85107-59L80-JUP	1	Please refer to VIN list to identify part number for each vehicle
2	CUSH (without seat heater)	85107-59L80-JUT		
3		85107-59L80-JUW		
4	TRIM S/ASSY, FR	85107-59L90-JUP		
5	CUSH (with seat heater)	85107-59L90-JUT		
6		85107-59L90-JUW		

**5. Warranty Reimbursement**

Claim Category	2 (Campaign Claim)	
Trouble Code	97-C2	
Basic Code	QD9999	
Labor Allowance	1.0 H	
Causal Part No.	Q'ty	Causal Part Name
85107-C2XXX	0	TRIM SUB ASSY, FR CUSH
Replace Part No.	Q'ty	Replaced Part Name
Enter the parts number of the part with which you actually replaced.	1	TRIM SUB ASSY, FR CUSH

**6. Implementation Date and Progress in your country**

We would like to ask you to provide the implementation date and progress to the attention of SMC Overseas Service Dept. (e-mail : [oas@hhq.suzuki.co.jp](mailto:oas@hhq.suzuki.co.jp)) with your window person cc'ed.

Implementation Date:

Please fill in following information on the ANNEX4 and email to us by **April. 3, 2020** first and update weekly until all notification to authority, dealers and customers is completed.

- (1) Recall Campaign notification date to your authority, if required.
- (2) Recall Campaign notification date to your dealers.
- (3) Start date of mailing Recall Campaign notification to customers.
- (4) Date of procuring customer data from your authority.
- (5) Number of customer notification letter

We are very sorry for causing inconvenience to you. Your cooperation and assistance will be highly appreciated. If you have any question, please don't hesitate to contact us anytime.

Very truly yours,



Shinji Ishikawa  
Department General Manager  
Overseas Service Department  
SUZUKI MOTOR CORPORATION

Attachment :

- Annex 1 VIN list
- Annex 2 Repair Instruction
- Annex 3 Parts order sheet
- Annex 4 Recall campaign initiation schedule reporting form