

SAFETY RECALL CAMPAIGN UPDATE

2010-2013 Kizashi SC-86 Seat Cushion

Please refer to Campaign TSB SC-86 on Suzuki Connect / Service for complete details.

Kizashi Seat Cushion Campaign 4015 being Discontinued:

As announced in [Safety Recall Campaign Bulletin SC-85](#), Suzuki Motor Corporation decided that a defect which relates to motor vehicle safety exists in certain 2006 - 2013 Suzuki Grand Vitara and 2010 - 2013 Suzuki Kizashi vehicles equipped with leather seats.

New Recall Campaign for Kizashi Seat Cushion Replacement:

The campaign being announced the week of October 22, 2021 will include the replacement of fabric passenger seat cushions in addition to the leather seat cushions that were replaced under campaign 4015. Kizashi seat cushions that were replaced under campaign 4015 must also be replaced under this new safety recall campaign.

Grand Vitara Seat Cushion Recall Service:

The safety recall service procedure and seat cushion parts listed for certain 2006 - 2013 Suzuki Grand Vitara vehicles in [Safety Recall Campaign Bulletin SC-84](#) **are not being discontinued**. Please continue to follow the campaign 4014 instructions for each affected Grand Vitara Unit.

Outgoing Recall Service Parts Return:

The seat cushions listed in TSB SC-86 were required for safety recall service campaign 4015. If you have these parts in new, uninstalled condition you can return them to SMO for credit to your Suzuki Service Provider account. Use the attached Parts Return Form and follow the return procedure listed in the **Returning Parts and Accessories** section of the **Parts Department Operations Manual**, available for [download from Suzuki Connect](#).

All DRs must include actual part number being returned with quantity, list actual return freight cost in dealer comment section to be reimbursed for the related carrier charges.

Be sure to include the following information if available, it is not required to receive credit.

- Sales Order # / Invoice # on the packing slip/Invoice
- Copies of SO / INV#
- Freight charges (If Any)

Refer to the **Parts Policy** on Suzuki Connect under Parts > Publications for additional details.

If you require assistance, you can reach us at the phone and e-mail address listed on Suzuki Connect Home page.

Parts Administration



Genuine Suzuki KIZASHI CAMPAIGN PARTS RETURN Form

I. Dealer Information

PLEASE COMPLETE ALL FIELDS CLEARLY AS IT IS NECESSARY TO EXPEDITE YOUR CREDIT

Dealer #:	Date:
Dealer Name:	
Dealer Contact:	
Dealer Phone:	
Dealer Fax:	
Shipping PDC:	

Return Codes
 DOR: Dir Order Error
 ADJ: Short/Over/MisPick
 DMG: Damage
 OTH: Other
 DR Type OTH must list details

Processing Instructions

1. Complete Sections I & II (dealer and discrepancy/part information).
2. Attach copies of relevant packing lists or invoices.
3. Return items to shipping PDC*, dealer paid freight.
4. Damage claims must be filled with in 30 Days with Suzuki
5. Dealer must contact local carrier office requesting damage inspection

No Pre-Approval Required Do Not File Claims with Carrier

(Exception: sheet metal, body parts, and large item shipments which can not be shipped via UPS)

Mail Completed Form and relevant information Only to Shipping PDC

Please list appropriate invoice(s) and Date

Refer to Suzuki Connect for Parts Policies and additional information on DR Return.

PDC ADDRESS *
 1W - Suzuki Returns, 375 S. Valencia Ave., Brea, CA 92821
 1E - Suzuki Returns, 5021 Richard Lane, Mechanicsburg, PA 17055
 * Parts **MUST** be returned to shipping PDC

Dealer Reference #
Six Digits or less

Dealer, Fill in your own ref # above

PDC Receipt Stamp:

 Dealer reference # used as DR #

II. Discrepancy Information

Part Number	Qty	Qty	RTN	Invoice #	Inv. Date	Dealer Comments	PROC	PC	Acct.	PROC	Disc	Disc	FRT	Total
	Ord'd	Rcv'd	Code				QTY	Code	Terms	PDC	Code	%	Amt	Amt

USE THIS FORM ONLY UNDER EXCEPTION, WHEN INSTRUCTED BY SUZUKI STAFF

PDC Date:	Additional Dealer Comments:
PDC Signature:	
Office Date:	PDC Comments:
Office Signature:	
PDC MANAGER	

OM Account	
Fr. Account	

Suzuki Office Use Only

RETURN OF RECALL PARTS MUST BE SHIPPED TO EITHER 1W OR 1E PDC. MUST SHIP FREIGHT PREPAID.