

Automotive

Safety Recall Campaign
SC-84

February 14, 2020

Safety Recall Campaign Front Passenger Seat Occupant Classification System Campaign 4014

Affected Models: Certain 2006 - 2013 Suzuki Grand Vitara (JB627 / JB632W / JB424W)

Affected Departments: Management, Service, Warranty, Parts

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

As announced in [Safety Recall Campaign Technical Service Bulletin \(TSB\) SC-80](#), Suzuki Motor Corporation has 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.

The recall repair information for affected Grand Vitara vehicles is contained in this Technical Service Bulletin (TSB), and parts are now available.

The repair procedure and parts information for affected Kizashi vehicles will be addressed in a future TSB.

SPECIAL NOTE

In the case of affected Grand Vitara models with leather seat trim, this safety recall supersedes Safety Recall Campaign VD, Front Passenger Bottom Seat Cushion Replacement.

However, the VD Safety Recall remains in effect for all other non-leather trim affected Grand Vitara vehicles.

SERVICE PROVIDER CAMPAIGN RESPONSIBILITY

Suzuki Service Providers will complete this important safety recall campaign on all affected vehicles, including branded title vehicles. This repair must be performed regardless of vehicle age or mileage, and at no charge to the customer. When contacted by the customer, Suzuki Service Providers need to schedule an appointment to perform the campaign service and order required parts.

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

What is the problem?

The natural leather seating surface of the front passenger seat may shrink. 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 airbag 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.

This safety recall only applies to affected models with leather seat trim.

Affected Models:

Model	Model Year	Eligibility
Grand Vitara Leather Seat Trim Models Only	2006 - 2013	Check vehicle status in the Suzuki Connect Vehicle Master Inquiry as directed below. You may also check if the VIN is listed in the Excel file hyper-linked here:

Verify if the vehicle is affected by the campaign:

Confirm the recall campaign status by checking the VIN on the driver's side dashboard against the Vehicle Master Inquiry in Suzuki Connect to see if the front leather trim seat cushion needs to be replaced. If you have a question regarding vehicle eligibility, contact the Suzuki Motor of America, Inc. (Suzuki) Warranty Department.

What you will do as a Suzuki Service Provider:

1. Replace the front leather trim passenger seat cushion.
2. Submit a warranty claim.

What Suzuki Motor of America, Inc. (Suzuki) will do:

During the week of February 17, 2020, Suzuki will mail notification letters to owners of affected vehicles for whom we have information. The letter instructs the customer to contact a Suzuki Service Provider to schedule an appointment.

Parts Ordering:

1. Parts for this campaign are available now. Use the normal parts ordering procedure to order the parts needed for vehicles in your inventory or for customer vehicles in your shop.
2. If you have any questions related to parts ordering, contact Suzuki National Parts Coordination at (714) 854-2165.

Model	Model Year	Part Description	Part Number	Qty
Grand Vitara	2006 - 2013	Trim Sub Assy, Fr Cush	Search for the correct replacement part number using the Excel file hyper-linked here:	1

Warranty Claim Processing:

Submit a long campaign warranty claim for each safety recall campaign service immediately upon completion of the repair.

CAMPAIGN 4014 LEATHER SEAT SUZUKI CONNECT LONG FORM INSTRUCTIONS	
CLAIM INFORMATION	
CLAIM NUMBER:	XXXXX,X (Service Provider enters number)
ENTRY TYPE:	Vehicle Identification Number (VIN)
17-DIGIT VIN:	XXXXXXXXXXXXXXXXXX
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	4014
VARIATION CODE:	JK
LABOR OPERATION:	0.8 HR
LABOR HOURS:	Additional labor time will require authorization from your DSPM
PARTS INFORMATION	
FAILED PART NUMBER:	85107-C2XXX
REPLACEMENT PARTS AND QUANTITIES:	85107-65J11-BFN (Qty 1) 85107-65J11-BFK (Qty 1) 85107-80J02-BFN (Qty 1) 85107-80J02-BFK (Qty 1) 85107-80J12-BFN (Qty 1) 85107-80J12-BFK (Qty 1) 85107-80J12-AJ1 (Qty 1) Any additional parts will require authorization from your DSPM
AUTHORIZATION NUMBER:	
FAILURE DESCRIPTION	
DEFECT DESCRIPTION:	Recall repair
REPAIR DESCRIPTION:	Performed recall repair
SUBLET INFORMATION:	

Repair Procedure:

⚠ WARNING

The air bag(s) may deploy by reserve energy stored in the Sensing and Diagnostic Module (SDM). Performing service operations on or around air bag system components or wiring without de-activating the air bag system may result in accidental deployment of the air bag(s) and cause personal injury or death.

Deactivate the air bag system before performing service operations on or around air bag system components; turn the ignition switch to the LOCK position and disconnect the negative battery cable. Wait at least 90 seconds before any service work begins.

NOTE:

The figures and pictures in this bulletin are representative only and will vary depending on model and specification. Refer to the appropriate service materials for detailed information for the vehicle being repaired.

Removal Procedure:

NOTICE

Radios with an Anti-Theft Function enabled will become inoperable when battery power is removed.

Before beginning these service procedures, have the vehicle owner provide their Radio Anti-Theft Code to ensure continued radio operation. Also check to see if the radio code has been changed before disconnecting the battery.

1. Record the radio presets then turn the ignition switch to the LOCK position and remove the key.
2. Disconnect the battery negative (-) cable and wait at least 90 seconds before proceeding.



3. Remove the four seat track mounting bolts (2 front, 2 rear) securing the seat to the floor.



NOTICE

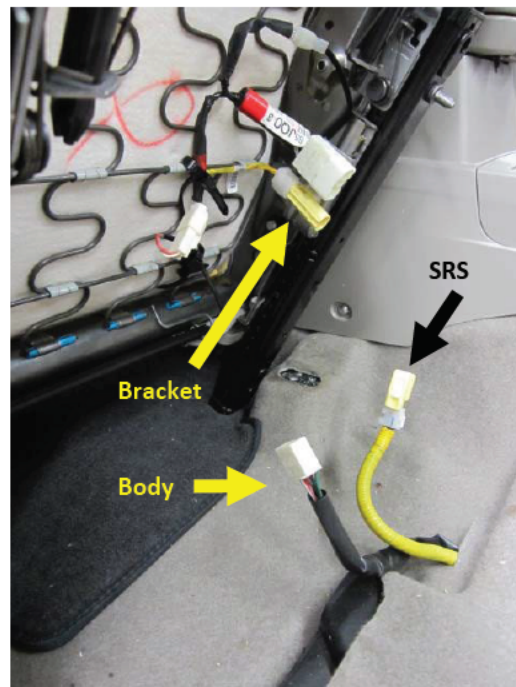
Once loose, the seat assembly may hit and damage trim and other vehicle components.

Protect components from direct contact with the seat assembly by using a protective covering.

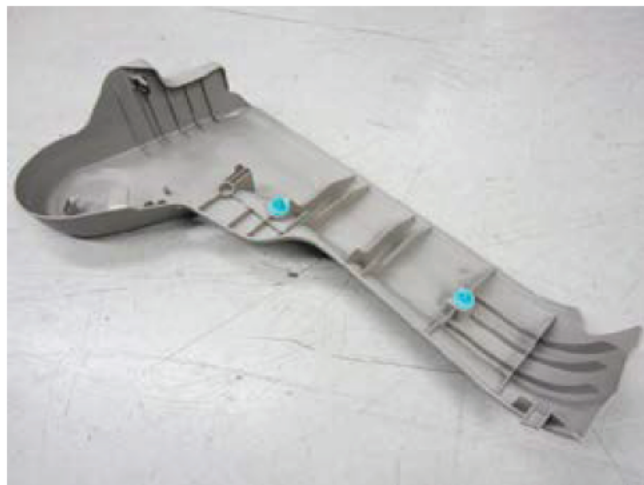
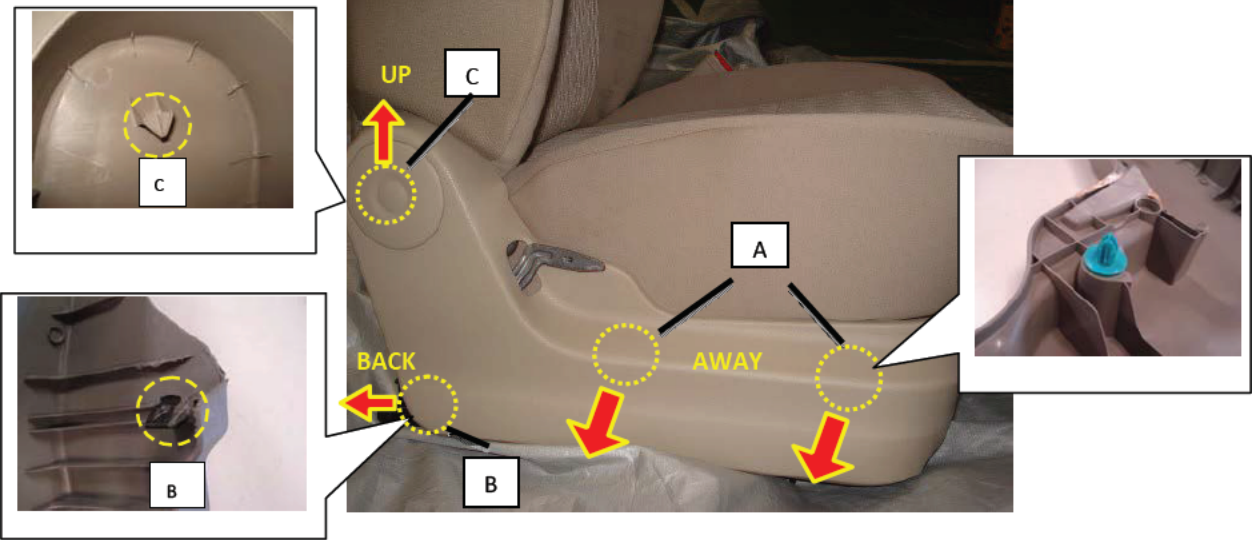
4. Under the seat, locate the body and SRS harnesses that are routed through from the carpet near the ventilation duct. Disconnect the connectors at the sub-harness bracket, then remove the seat from the vehicle.

NOTE:

The figure provided here is for component location identification only. Be careful not to move the seat in such a way as to damage the harnesses.



5. Remove the plastic handle from the seat retractor lever, then remove the right side plastic trim.
- a. Disengage the locking tab behind the lever and remove the plastic handle from the seat retractor lever on the right side of the seat by sliding the lever cover from the lever.
 - b. Remove the right side plastic trim. Take note of fastening points A, B and C.



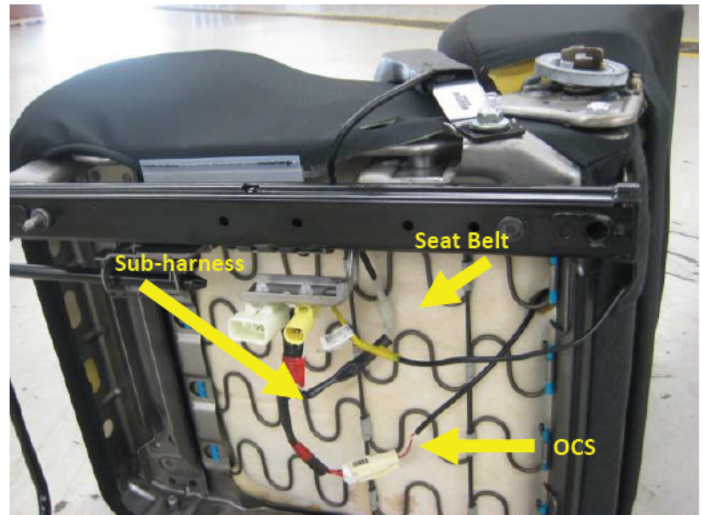
6. Before disconnecting any connectors or releasing the harness tie-straps, position the seat for access to the seat bottom and record the layout of each harness (OCS, side air bag, seat belt, and heater if equipped), and mark the tie-strap locations at the seat cushion spring(s).

NOTICE

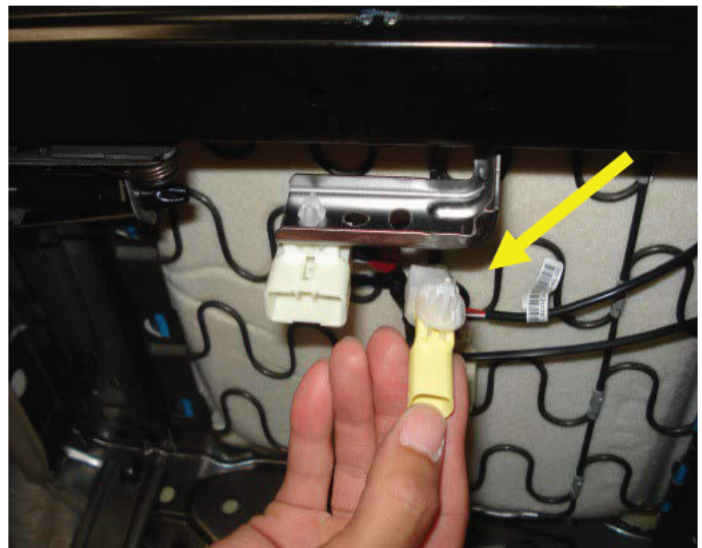
Harness layout and tie-strap locations vary depending on model and specification.

Always lay out and fasten harnesses during installation in the same position as when removed to avoid electrical damage and possible side air bag deployment.

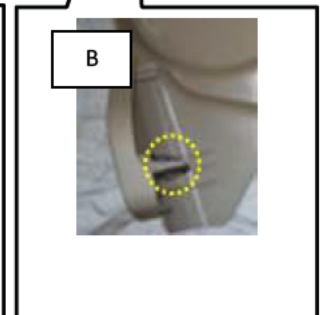
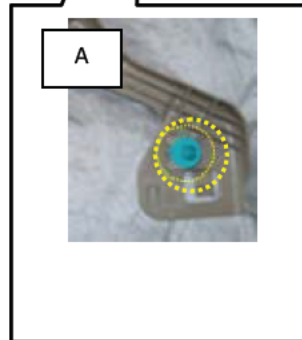
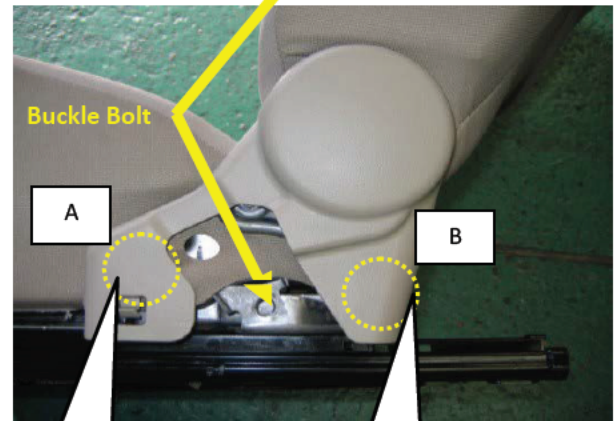
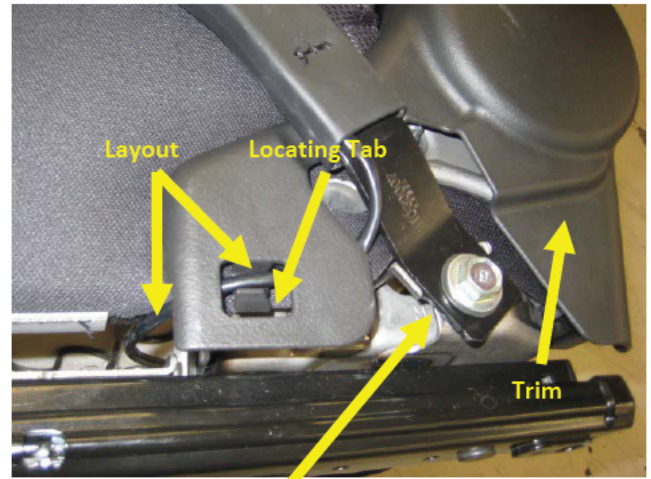
7. Remove and set aside the tie-straps fastening the harnesses to the seat cushion spring(s) for reuse.
8. Disconnect the seat belt harness connector from the sub-harness.
9. Disconnect the OCS harness connector from the sub-harness.
10. Disconnect the seat heater harness connector (if equipped) from the sub-harness.



11. Disconnect the side air bag harness connector from the sub-harness bracket.



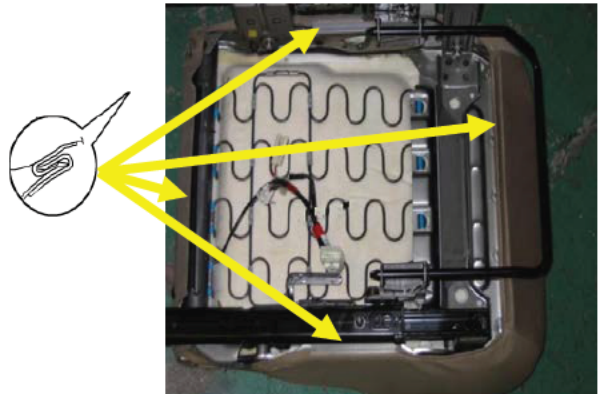
12. To help during reassembly, record the seat belt buckle wire harness layout at the harness locating tab of the left side plastic trim, and between the seat track and cushion.
13. Remove the seat belt buckle and the left side plastic trim. Take note of trim fastening points A and B.



14. Record the position of the Velcro strap and the layout of the side air bag harness, then lift the strap to release the SRS harness from the lower seat cushion.
15. Remove the four bolts (two on each side) holding the seat back assembly to the seat cushion assembly, then separate the two assemblies from each other.



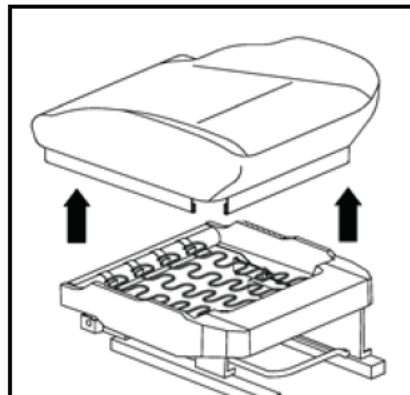
16. Release all four retaining strips of the seat bottom fabric/leather from the seat frame.



17. Release the trim sub-assembly from the two rear side cover fitting stays located on the rearward side of the seat frame.



18. Remove the trim sub-assembly from the seat frame.



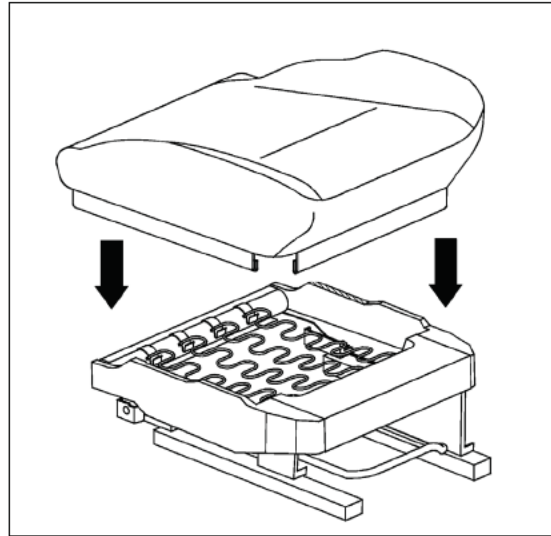
Installation Procedure:

NOTES:

The figures and pictures in this bulletin are representative only and will vary depending on model and specification. Refer to the appropriate service materials for detailed information for the vehicle being repaired.

In addition, the Occupancy Control Module (OCM) does not need to be set up, nor reprogrammed.

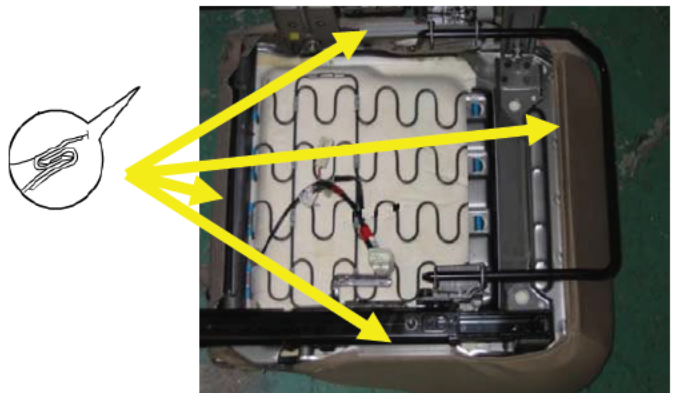
1. Install the new trim sub-assembly to the seat frame.



2. Fasten the trim sub-assembly at the two rear side cover fitting stays located on the rearward side of the seat frame.



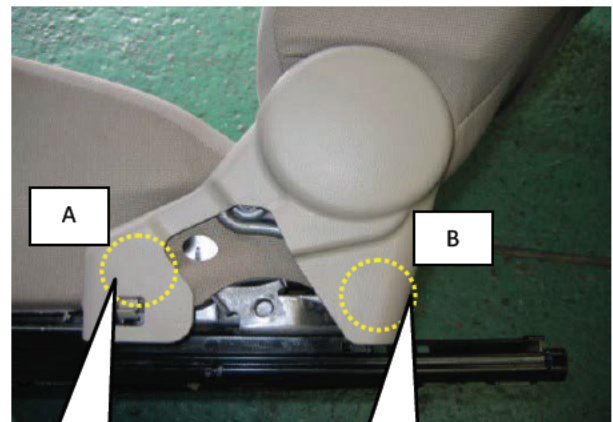
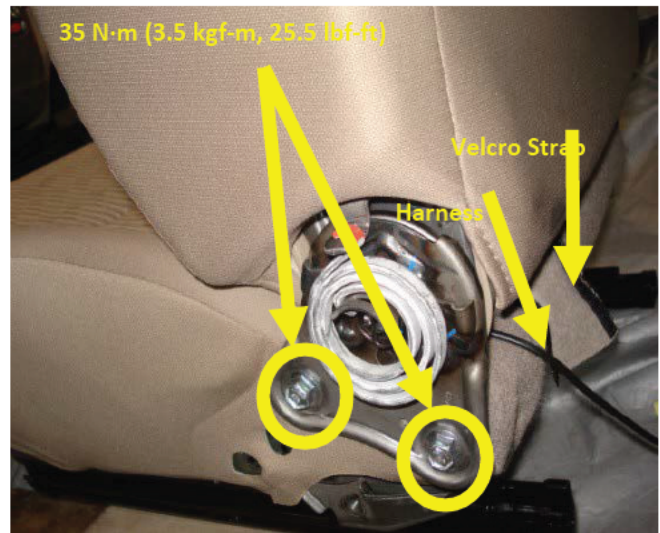
3. Secure all four retaining strips of the seat bottom fabric/leather to the seat frame.



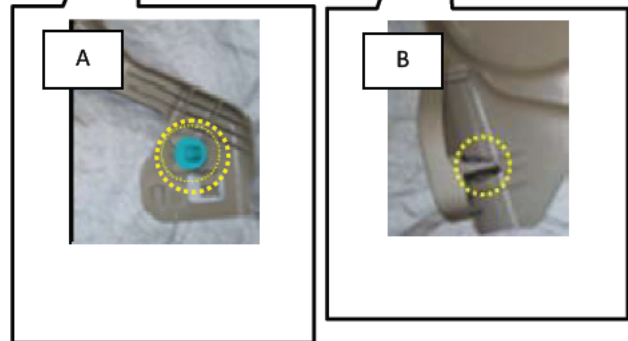
4. Install the four bolts (2 on each side) holding the seat back assembly to the seat cushion assembly.

Torque: 35 N•m (3.5 kgf-m, 25.5 lbf-ft)

5. Position the side air bag harness following the original layout and secure the Velcro strap.



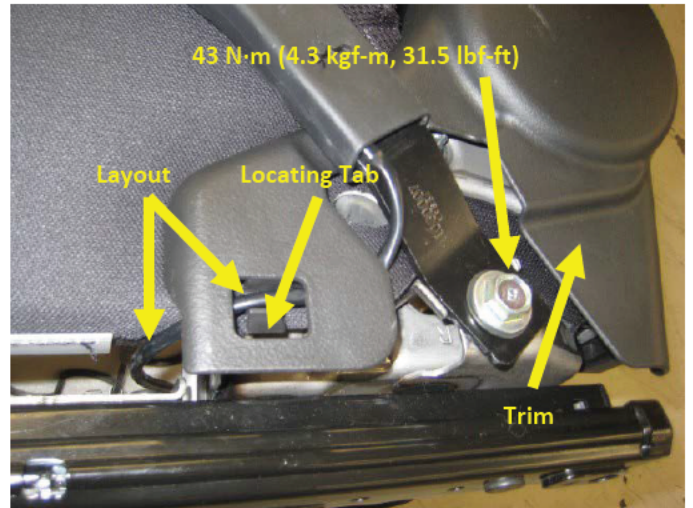
6. Install the left side plastic trim.



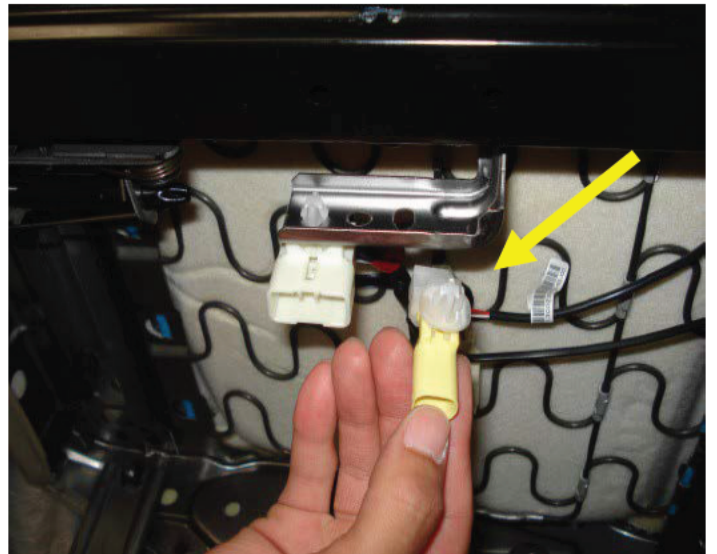
7. Install the seat belt buckle.

Torque: 43 N•m (4.3 kgf-m, 31.5 lbf-ft)

8. Position the seat belt buckle wire harness following the original layout.



9. Connect the side air bag harness connector to the sub-harness bracket.

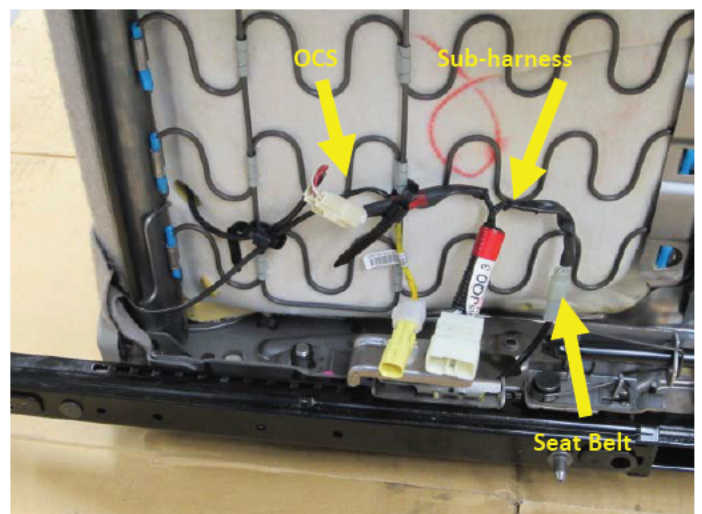


10. Position the seat heater harness (if equipped) following the original layout and connect the connector at the sub-harness.

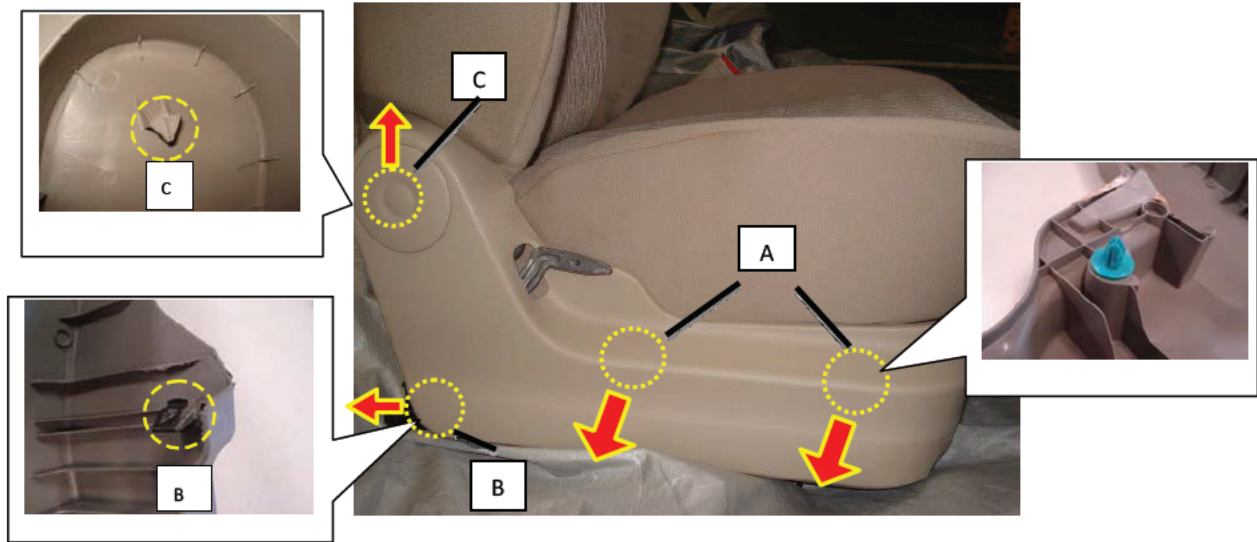
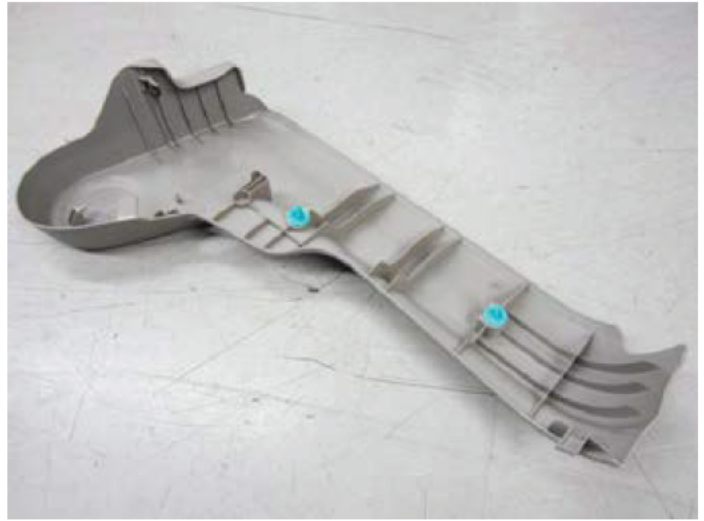
11. Position the OCS harness following the original layout and connect the connector to the sub-harness.

12. Position the seat belt harness following the original layout and connect the connector to the sub-harness.

13. Install the tie-straps to the original location(s) on the seat cushion spring(s) and secure the harnesses following the original layout.



14. Install the right side plastic trim.



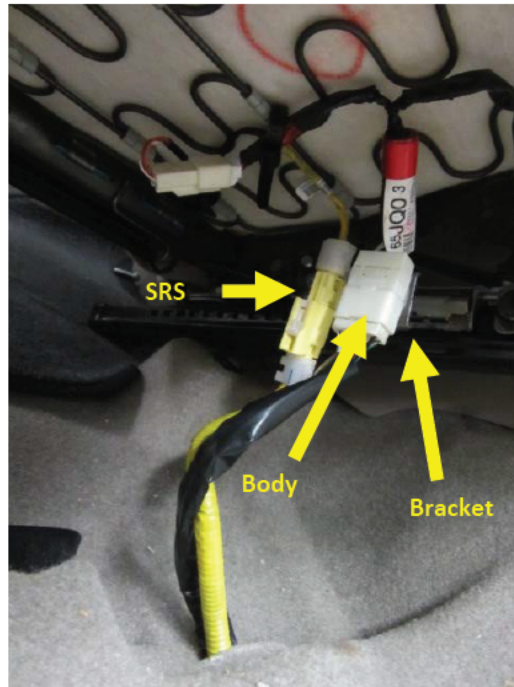
15. Install the plastic handle to the seat retractor lever.



16. Set the seat in the vehicle and connect the body and SRS harness connectors to the connections at the sub-harness bracket.

NOTE:

The figure provided here is for component location identification only. Be careful not to move the seat in such a way as to damage the harnesses.



NOTICE

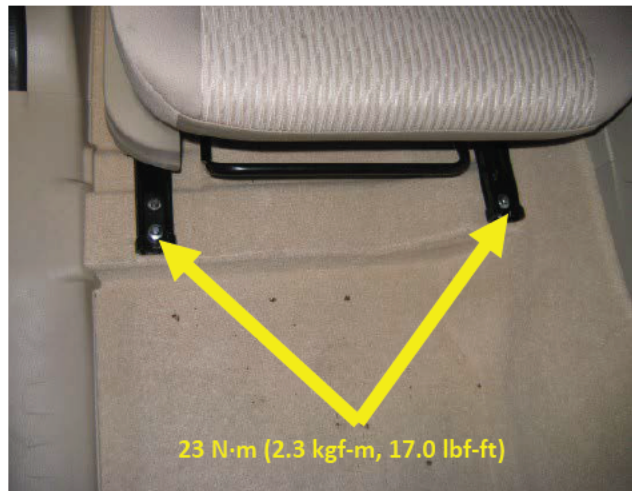
When loose, the seat assembly may hit and damage trim and other vehicle components.

Protect components from direct contact with the seat assembly by using protective covering.

17. Install the four seat track mounting bolts (2 front, 2 rear) securing the seat to the floor.

Torque: 23 N•m (2.3 kgf-m, 17.0 lbf-ft)

18. Move the passenger seat completely back and forth to confirm the seat moves smoothly and is unobstructed.



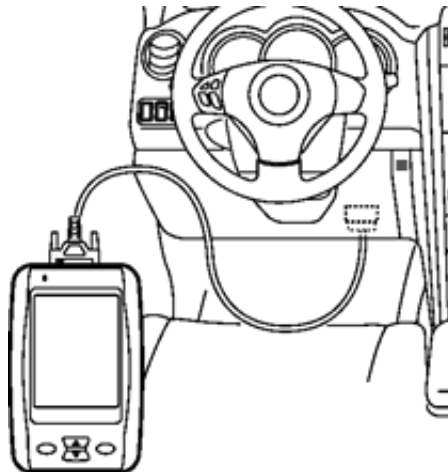
19. Connect the battery negative (-) cable and enter the vehicle owner's radio presets previously recorded.



20. Without a passenger in the right front passenger seat, connect the SDT to the Data Link Connector (DLC) and clear all DTC codes.

Confirm the following:

- a. There are no DTC codes present.
- b. The AIR BAG warning light flashes six times, then turns **OFF** during the system check when the ignition switch is turned to the **ON** position.
- c. The Passenger Seat Belt Reminder light does not illuminate when turning the ignition switch to the **ON** position.



21. If all the conditions listed in step 20 are not met, repair the vehicle according to normal procedures outlined in the workshop manual. If necessary, contact Tech-Line.

22. File a long campaign warranty claim.



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)

XXXXXXXXXXXXXXXXXXXX

NHTSA Recall #19V-187

February 21, 2020

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 - 2013 Suzuki Grand Vitara vehicles equipped with leather seats. According to our records, you own one of the Grand Vitara vehicles affected by this recall.

What is the problem?

The natural leather seating surface of the front passenger seat may shrink. 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 airbag 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.

Even if your vehicle had the leather seat cushion replaced under a previous campaign, this Safety Recall repair must be performed on your Grand Vitara vehicle.

What is Suzuki Motor of America, Inc. (Suzuki) doing to solve the problem?

Suzuki will replace the passenger seat bottom cushion of affected vehicles. The replacement seat bottom cushion has an insert of synthetic leather on the seating surface which allows the occupant classification system (OCS) to accurately determine the occupant status of the passenger seat.

Replacement parts are available now, and this safety recall repair will be performed by a Suzuki Service Provider at no cost to you for parts and labor. Please allow at least two hours for your Suzuki Service Provider to complete this recall repair.

What you should do:

Until the repair can be completed on your vehicle, you should not install a child or infant restraint system in the front passenger seat. Children should be seated in the rear seat. Likewise, do not allow a small person, such as a child that has outgrown child restraints or a very small adult, to sit in the front passenger seat. Lastly, always be sure that all occupants wear their seat belts. After the repair, consult your owner's manual for recommended safety measures relating to seating positions.

This notice was mailed to you according to the latest information that is available to us. If you no longer own the vehicle described in this notice, please complete and return the attached Change of Address/Ownership card to Suzuki, and forward this recall information to the current owner (if known).

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

Customer reimbursement for repairs prior to this Safety Recall Notification:

If your vehicle is included in this recall and you have paid for repairs to address the defect that led to this recall, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

- Only repairs made to address the defect that led to this recall are reimbursable. Additional expenses such as towing, car rental, accommodations, damage repairs, etc., will not be reimbursed. Reimbursement will not be provided for routine scheduled maintenance.
- Reimbursement may be limited to the suggested list price for parts, the Suzuki published flat-rate time allowance for the repair, and the labor rate that an authorized Suzuki Service Provider in the same area would charge for the same repair.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of this notice.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. This includes a proof of ownership, a repair order, and proof of payment for the repair.

To apply for reimbursement, contact Suzuki's Customer Service Department at (714) 572-1490.

Who to contact if you experience problems:

Your Suzuki Service Provider can provide you the fastest response to your questions or concerns about this safety recall campaign. If you have any difficulty with this recall campaign, you may contact Suzuki's Customer Service Department for assistance at (714) 572-1490 during the hours of 7:00 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling. The VIN for your vehicle is listed at the top of this notice.

If your Suzuki Service Provider or Suzuki Motor of America, Inc., fails or is unable to perform this remedy without charge within a reasonable amount of time, you may contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you need to locate your nearest Suzuki Service Provider, please visit www.suzuki.com, click on **Automotive**, followed by the **Service Provider** tab at the top of the web page.

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,

Suzuki Motor of America, Inc.