

Automotive

Safety Recall Campaign
SC-85

April 3, 2020

Safety Recall Campaign Front Passenger Seat Occupant Classification System Campaign 4015

Affected Models: Certain 2010 - 2013 Kizashi

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 Kizashi vehicles is contained in this Technical Service Bulletin (TSB), and parts are now available.

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
Kizashi Leather Seat Trim Models Only	2010 – 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: VIN/Parts List

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 April 6, 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
Kizashi	2010 – 2013	Trim Sub Assy, Fr Cush	Search for the correct replacement part number using the Excel file hyper-linked here: VIN/Parts List	1

Warranty Claim Processing:

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

CAMPAIGN 4015 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:	4015
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:	85107-59L80-JUP (Qty 1) 85107-59L80-JUT (Qty 1) 85107-59L80-JUW (Qty 1) 85107-59L90-JUP (Qty 1) 85107-59L90-JUT (Qty 1) 85107-59L90-JUW (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.

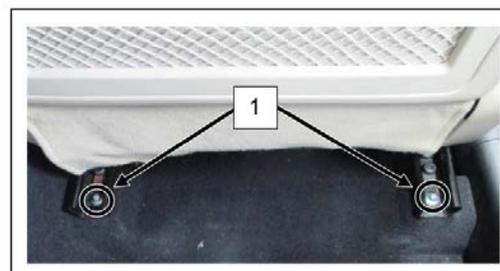
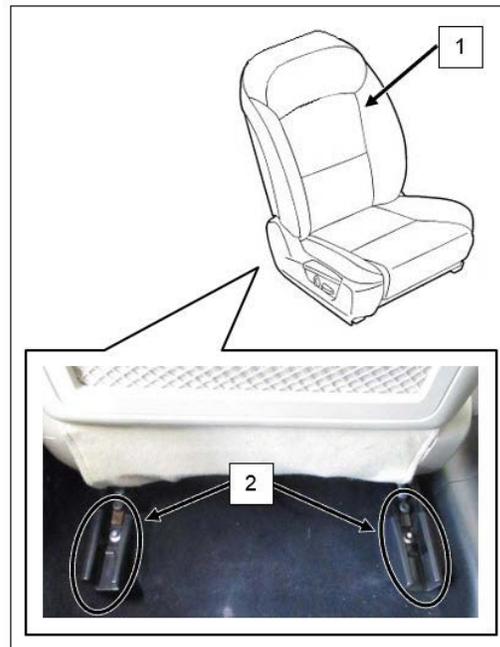
Removal Procedure:

NOTICE

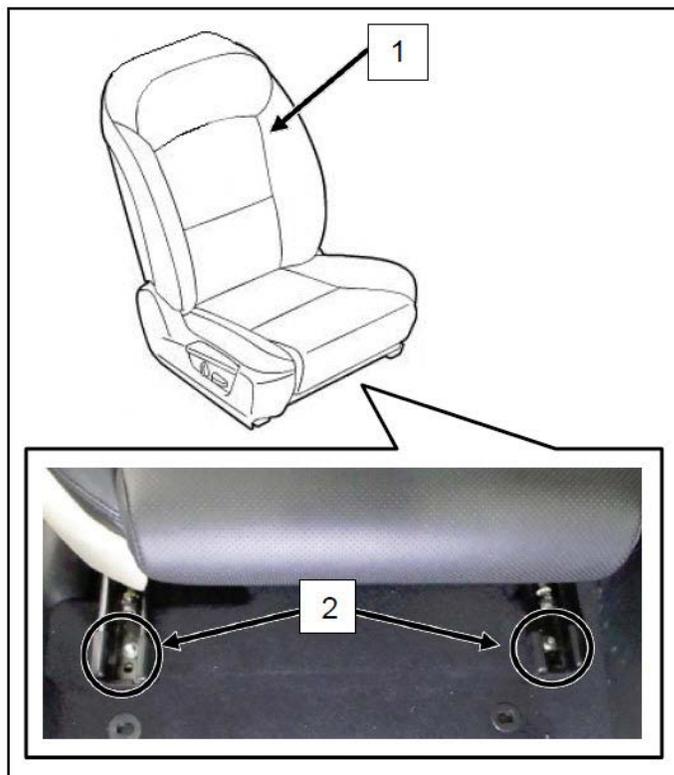
Radios with an Anti-Theft Function enabled will become inoperable when battery power is removed.

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.

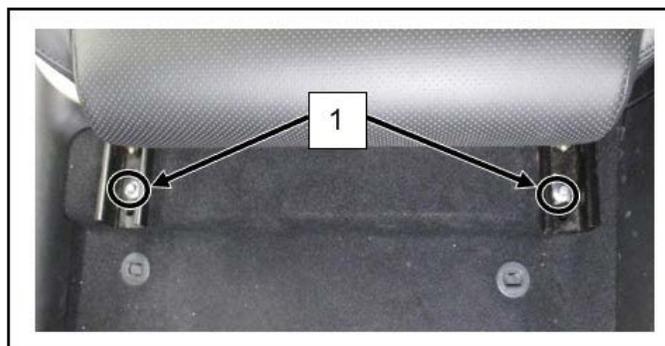
1. Record the radio presets then turn the ignition switch to the LOCK position and remove the key.
2. Make a note of the customer's seat position.
3. Disconnect the battery negative (–) cable and wait at least 90 seconds before proceeding.
4. Position the front wheels to be pointing straight ahead.
5. Position the passenger seat back so it is vertical.
6. Slide the seat assembly forward (1) and remove the lower rail end covers (2).
7. Remove lower rail bolts (1).



8. Slide the passenger seat assembly (1) backward and remove the lower rail front end covers (2).

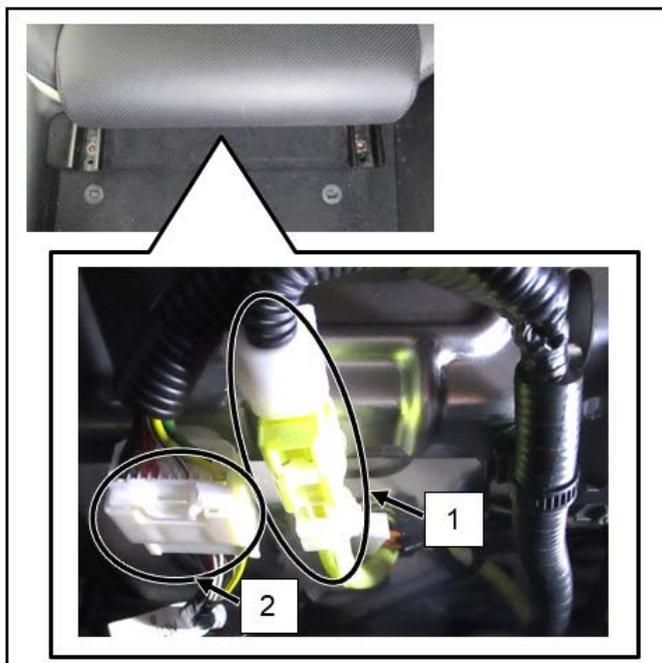


9. Remove the lower rail bolts (1).

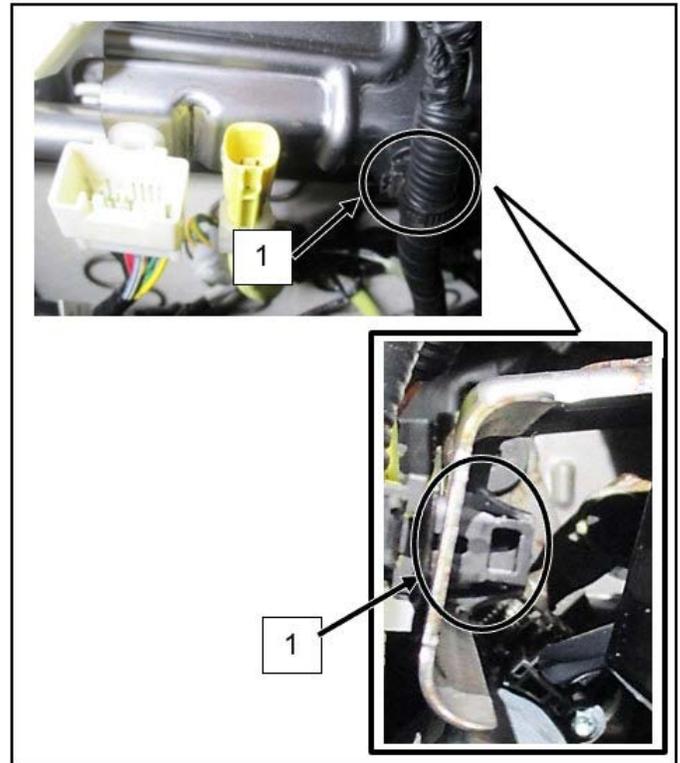


10. Confirm the ignition switch is OFF and the key is removed.

11. Disconnect the side air bag harness connector (1) and seat sensor harness connector (2) from the floor harness.



12. Remove the floor harness clamp (1) from the cushion frame assembly.



13. Dismount the passenger seat assembly (1) from the vehicle, and place the passenger seat assembly (1) in the position as shown.

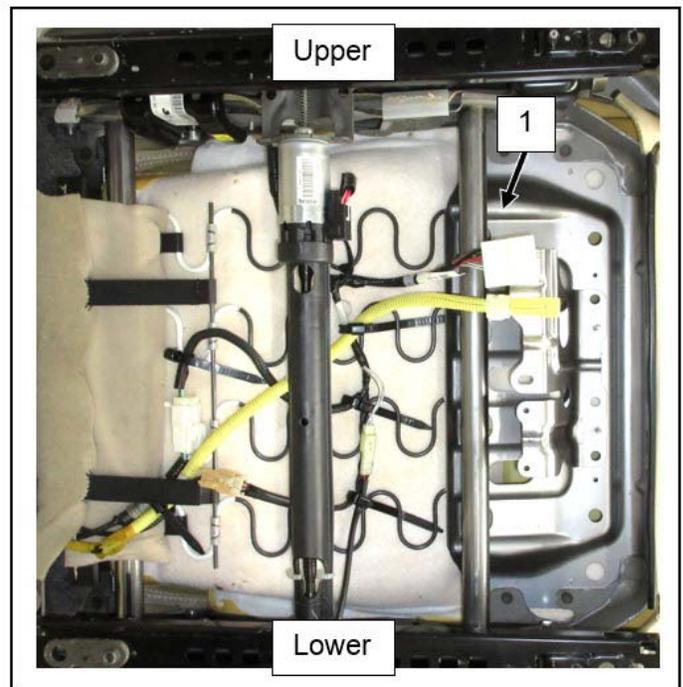
NOTICE

The passenger seat assembly may contact and damage the B-pillar trim or front passenger door trim while dismounting the passenger seat.

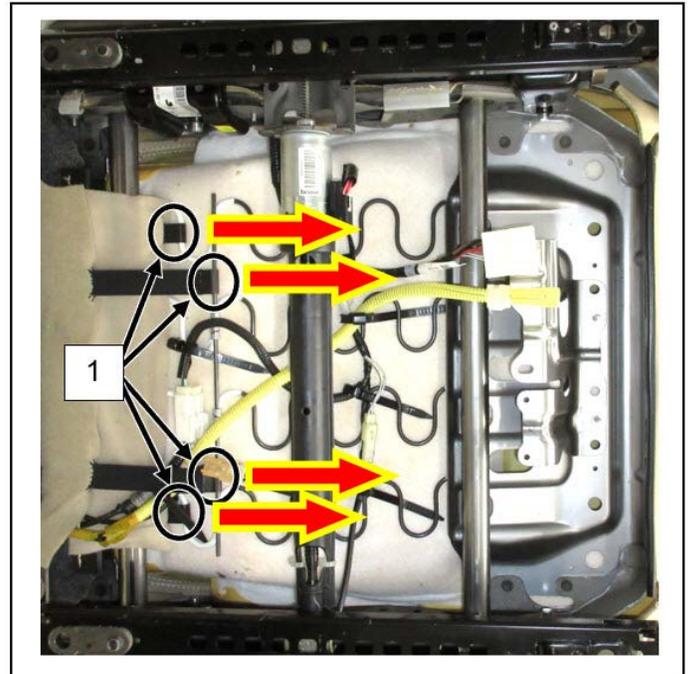
Protect the B-pillar trim and front passenger door trim with vinyl tape or another protective material before dismounting it.

The passenger seat assembly may become soiled if it is placed on the ground.

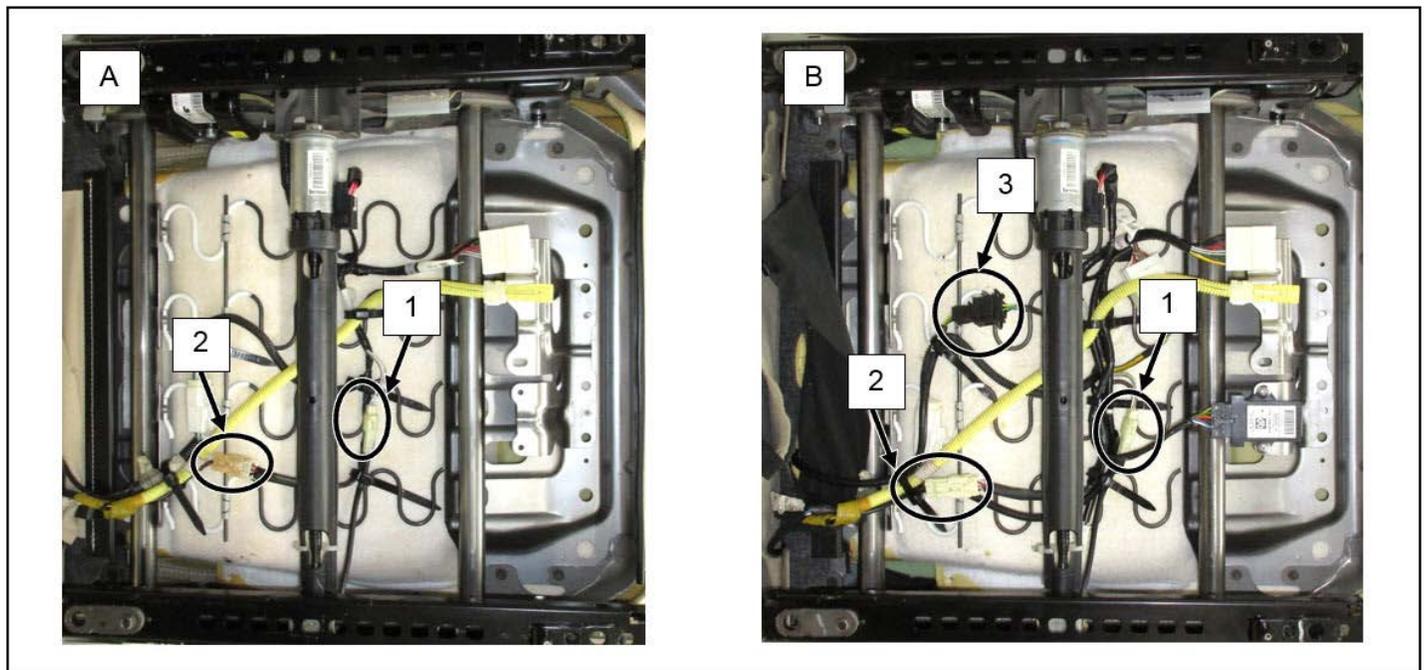
Place the passenger seat assembly on a protective sheet or other protective material.



14. Pull the hooks (1) of the cushion trim sub-assembly in the direction of the arrows as shown and remove them from the from the cushion frame assembly.



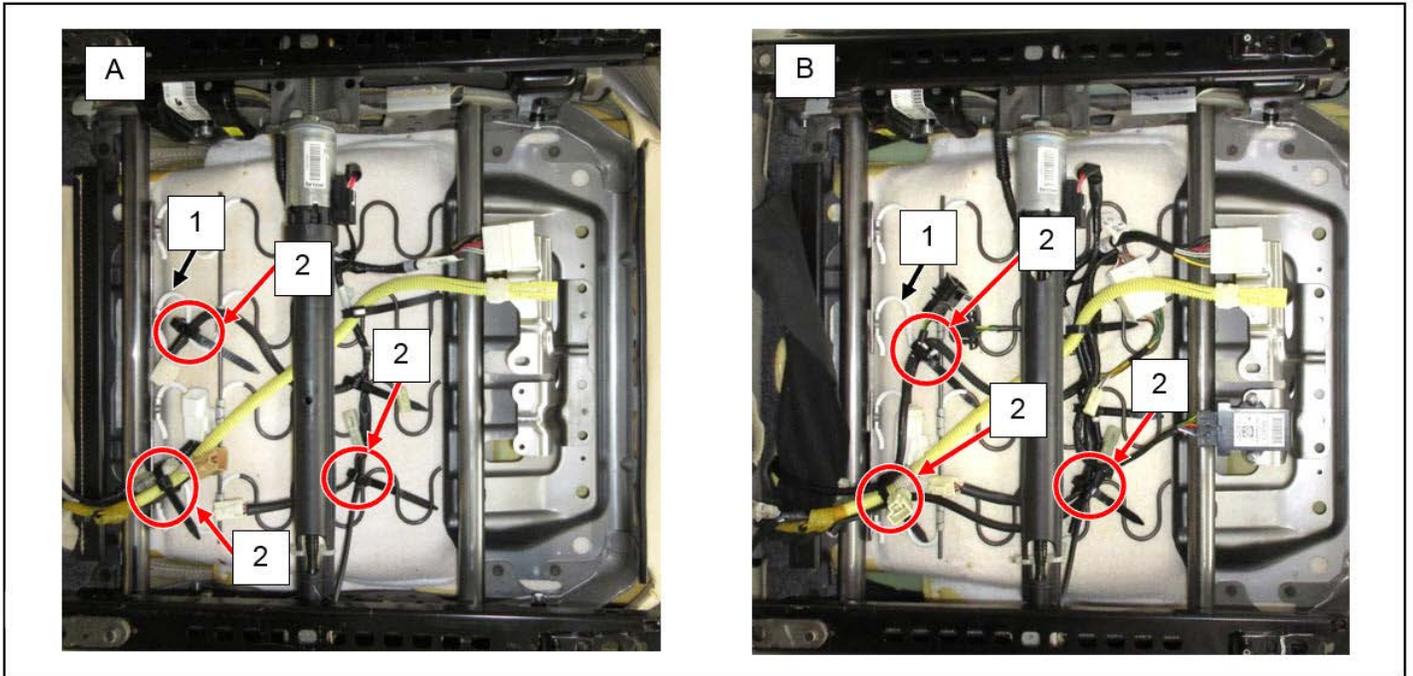
15. Disconnect the seat belt harness connector (1), OCS harness connector (2), and seat heater harness connector (3) (for vehicles equipped with a seat heater).



A. Without seat heater

B. With seat heater

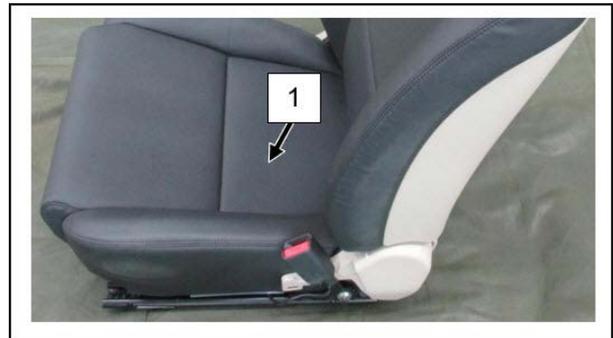
16. Mark the seat cushion springs (1) and each harness that is bundled with ties (2) on the locations where they are attached. Then detach the ties (2).



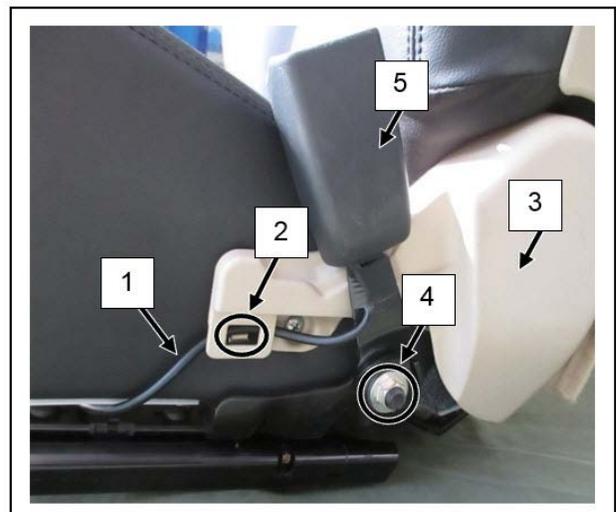
A. Without seat heater

B. With seat heater

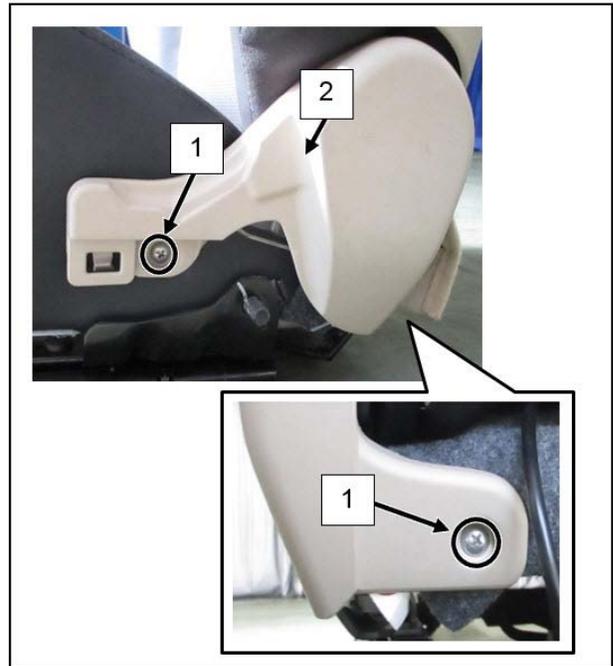
17. Place the passenger seat assembly (1) in the position as shown.



18. After detaching the seat belt harness (1) from the crow (2) of the reclining inside cover (3), remove the bolt (4) and seat belt buckle (5).



19. Remove the screws (1) from the reclining inside cover (2).



20. Remove the reclining inside cover (1) in the direction of the arrow as shown.



21. Remove the screw (1) from the reclining outside cover (2).

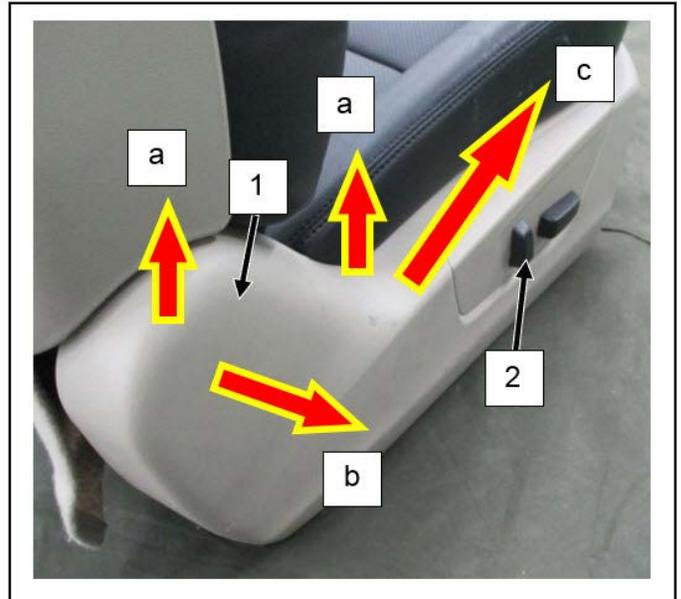


22. Remove the reclining outside cover (1) in the direction of the arrows as shown in alphabetical order (a – c).

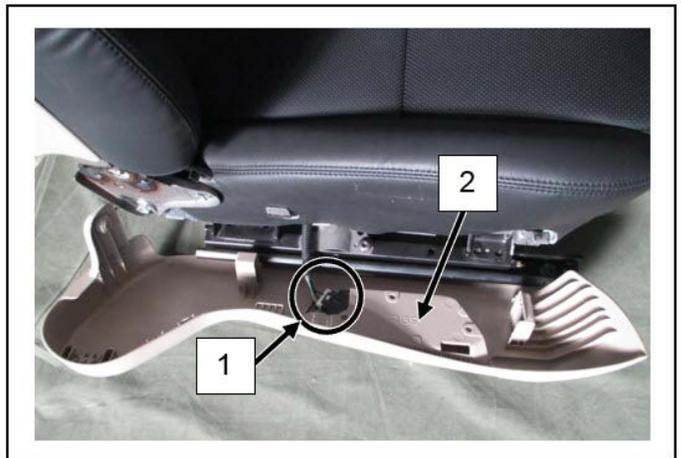
NOTICE

The power seat switch (2) is connected to a harness. If the reclining outside cover (1) is removed to aggressively, the harness may be damaged.

Carefully and slowly remove the reclining outside cover (1) to avoid damaging the harness.

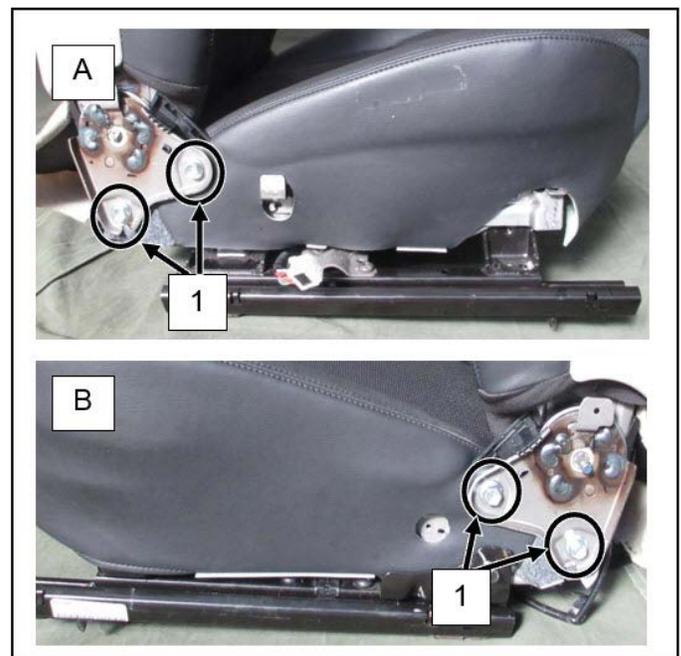


23. Disconnect the harness connector (1) from the reclining outside cover (2).

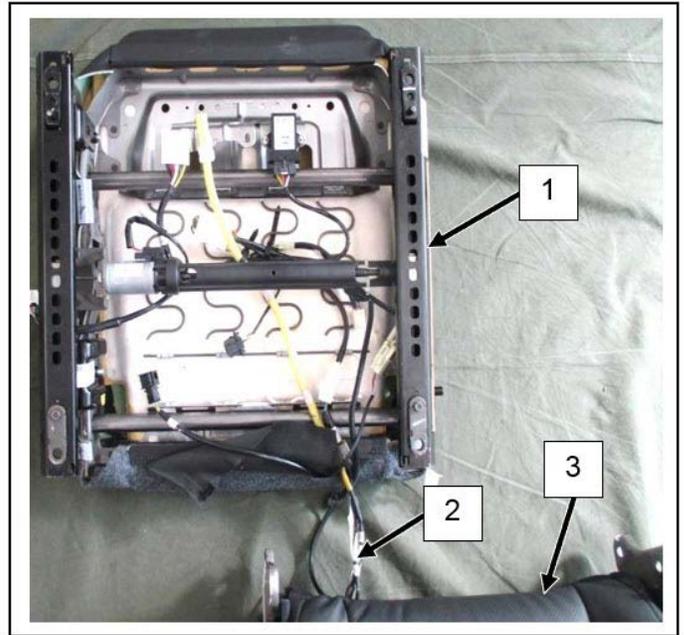


24. Remove the seat back mounting bolts (1).

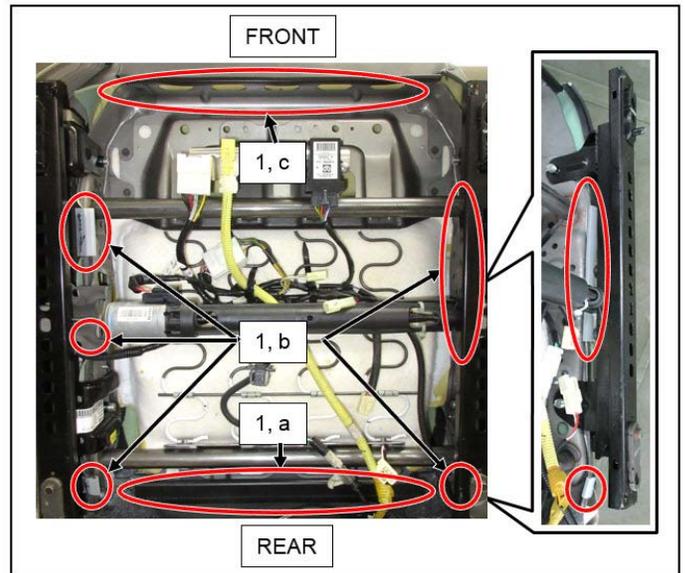
- A. Outside
- B. Inside



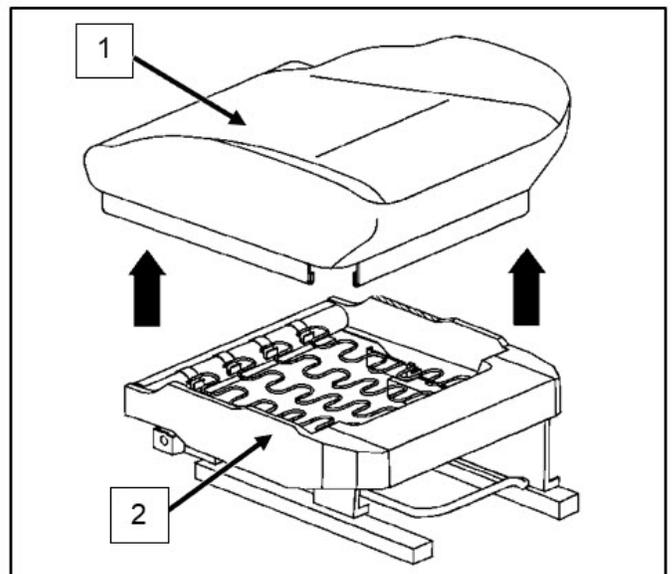
25. Place the cushion assembly (1) in the position as shown without disconnecting the harness (2) between the cushion assembly (1) and the seat back assembly (3).



26. Remove the cushion trim sub-assembly hooks (1) from the seat frame in alphabetical order (a – c).



27. Remove the cushion trim sub-assembly (1) from the cushion frame assembly (2).



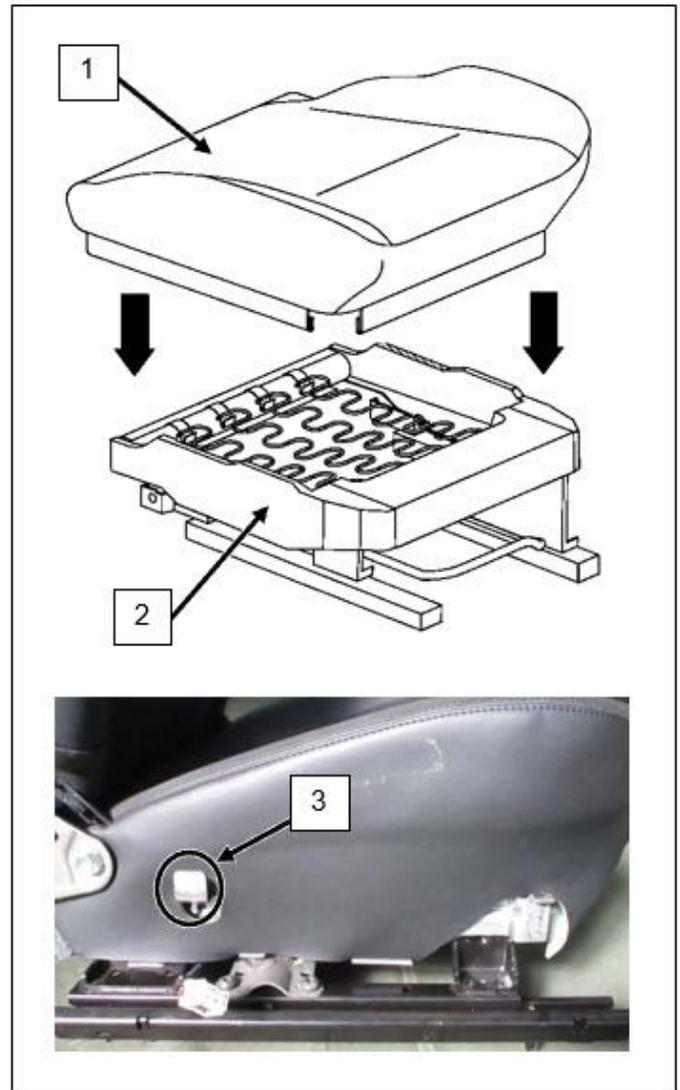
Installation Procedure:

⚠ 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.

1. Install the new cushion trim sub-assembly (1) onto the cushion frame assembly (2).



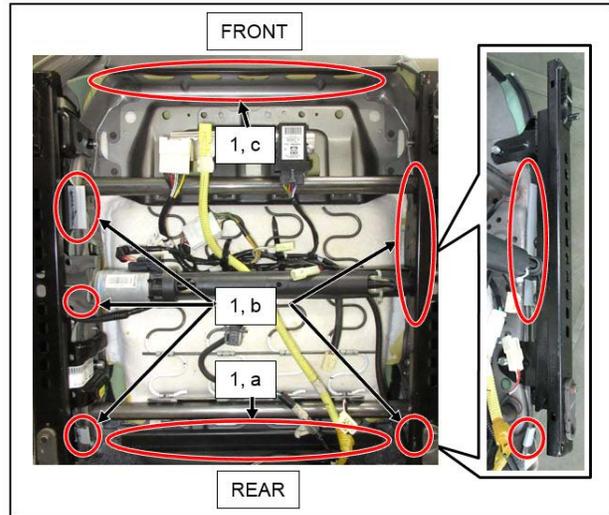
2. Pass the hook (3) of the cushion frame assembly (2) through hole of the cushion trim sub-assembly (1).

3. Connect the hooks (1) of the cushion trim sub-assembly to the cushion frame assembly in alphabetical order (a – c).

NOTICE

The seat cover and carpet can be damaged if those items are scratched during fastening or installation.

Be careful not to scratch the seat cover and carpet during fastening or installation.

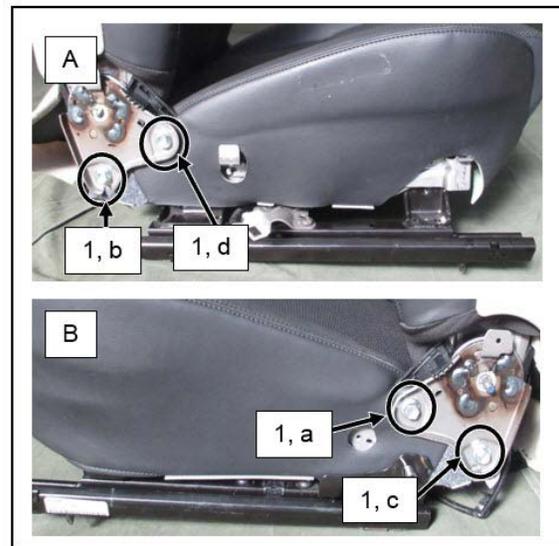


4. Tighten the seat back mounting bolts (1) to the specified torque in alphabetical order (a – d).

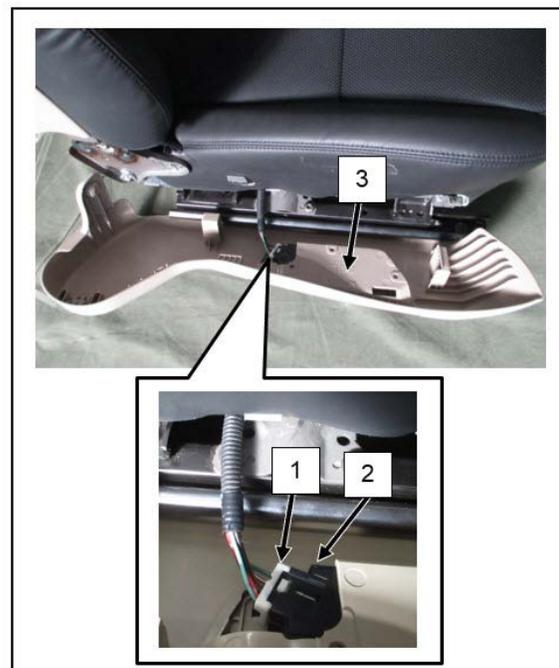
- A. Outside
- B. Inside

Tightening Torque

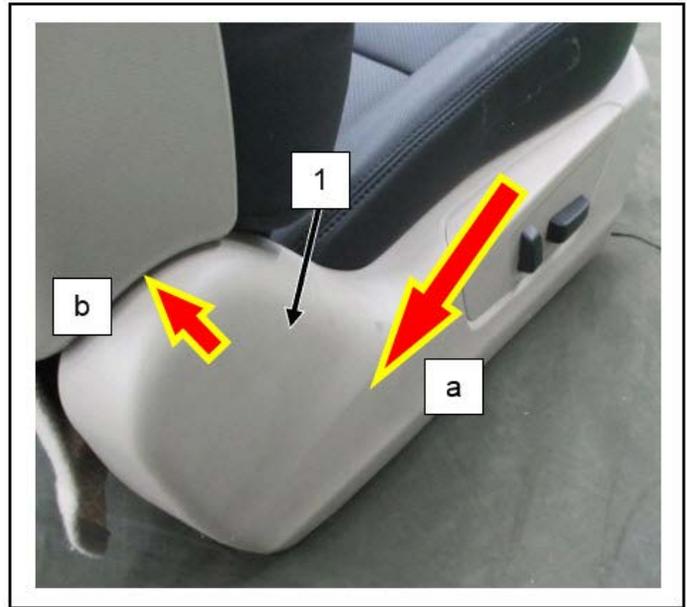
35 N•m (3.5 kgf-m, 25.5 lbf-ft)



5. Connect the harness connector (1) to the power seat switch (2) of the reclining outside cover (3).



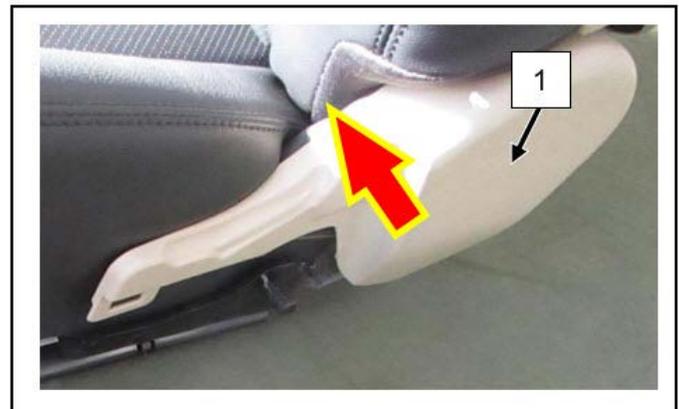
6. Install the reclining outside cover (1) in the direction of the arrows in alphabetical order (a – b).



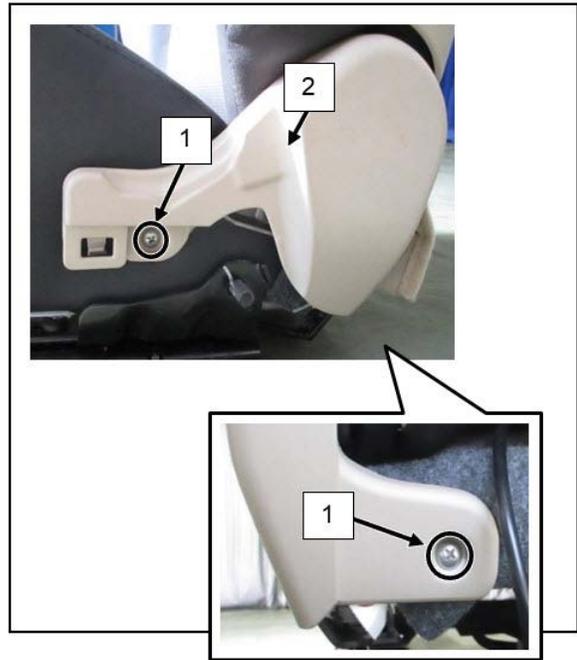
7. Tighten the screw (1) of the reclining outside cover (2).



8. Install the reclining inside cover (1) in the direction of the arrow.

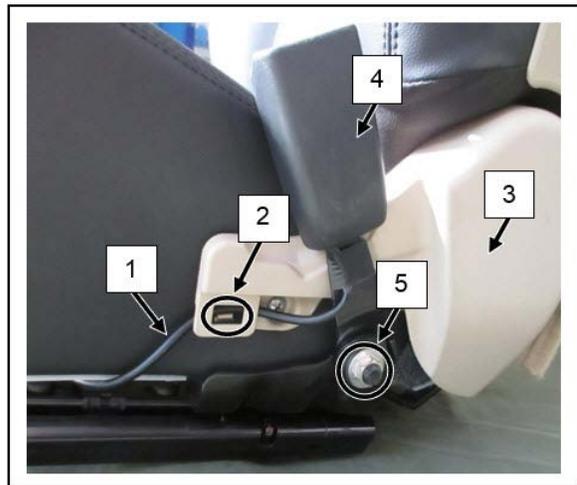


9. Tighten the screws (1) of the reclining inside cover (2).

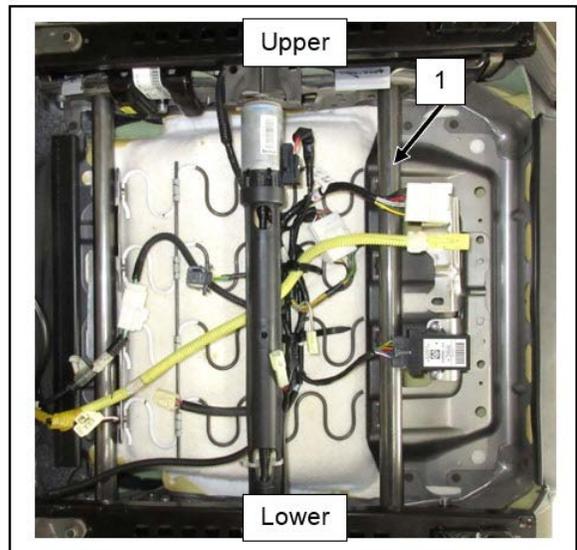


10. After attaching the seat belt harness (1) to the crow (2) of the reclining inside cover (3), install the seat belt buckle (4), and tighten the bolt (5) to the specified torque.

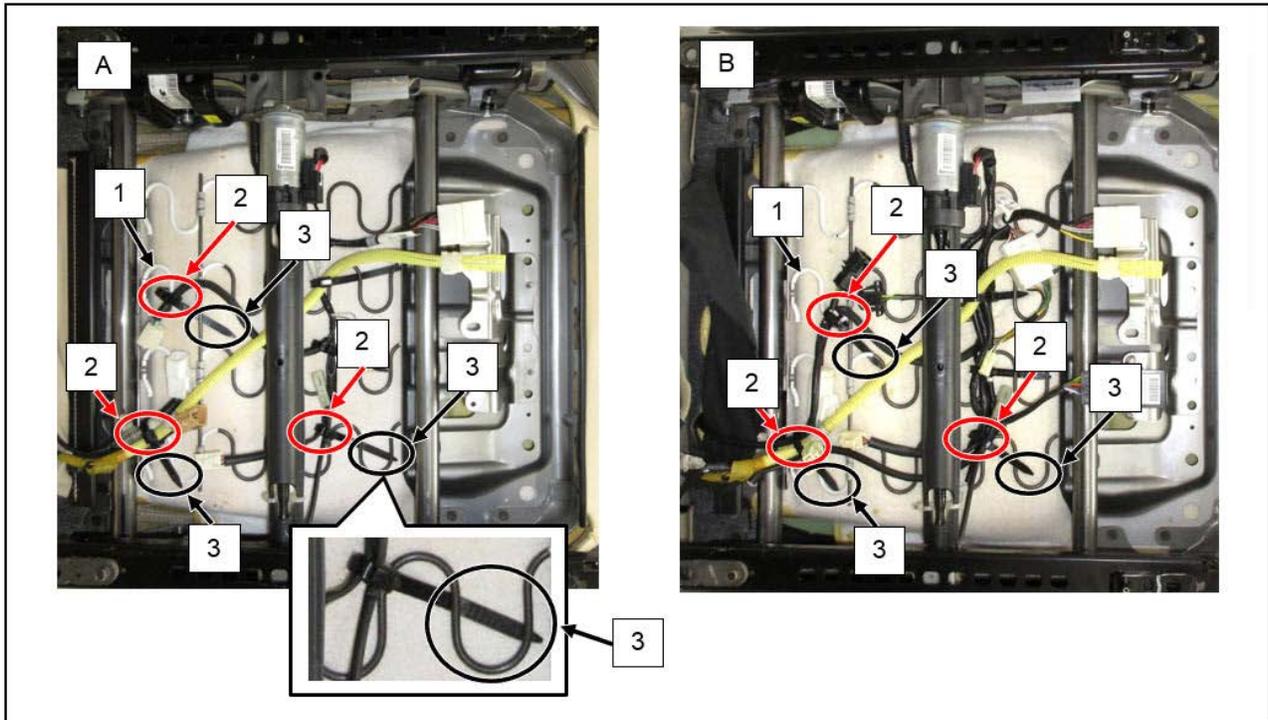
Tightening Torque
43 N•m (4.3 kgf-m , 32.0 lbf-ft)



11. Place the passenger seat assembly (1) in the position as shown.



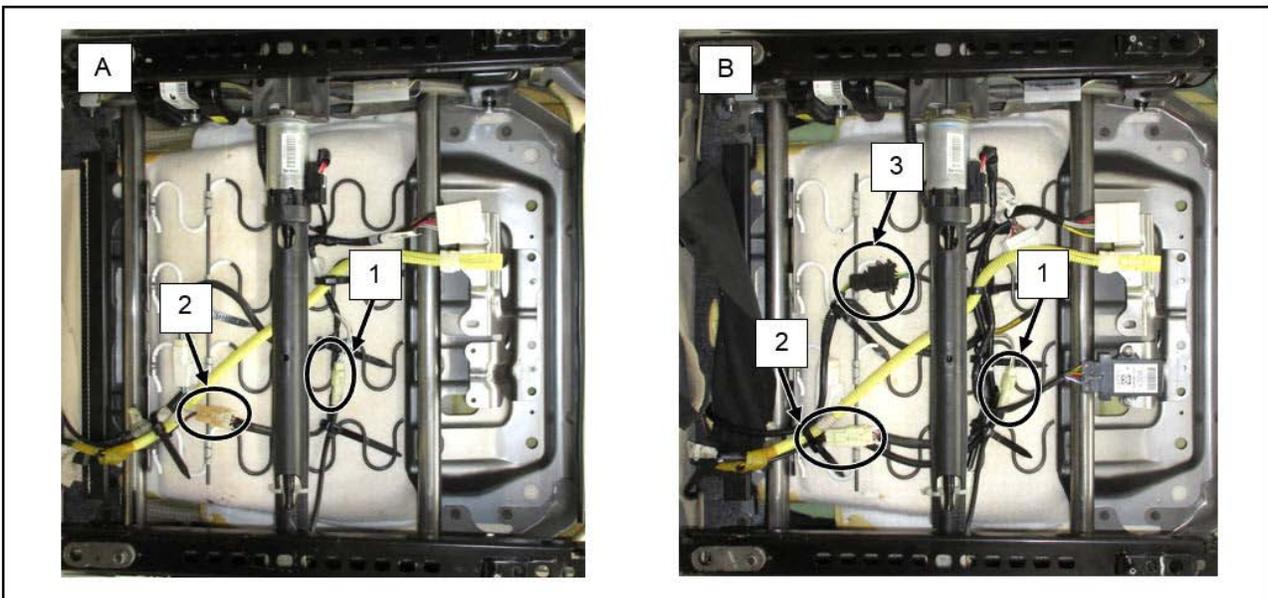
12. Align each mark on the seat cushion springs (1) with the mark on each harness (2). Then insert the rest of the ties (3) between the seat cushion spring and the seat cushion.



A. Without seat heater

B. With seat heater

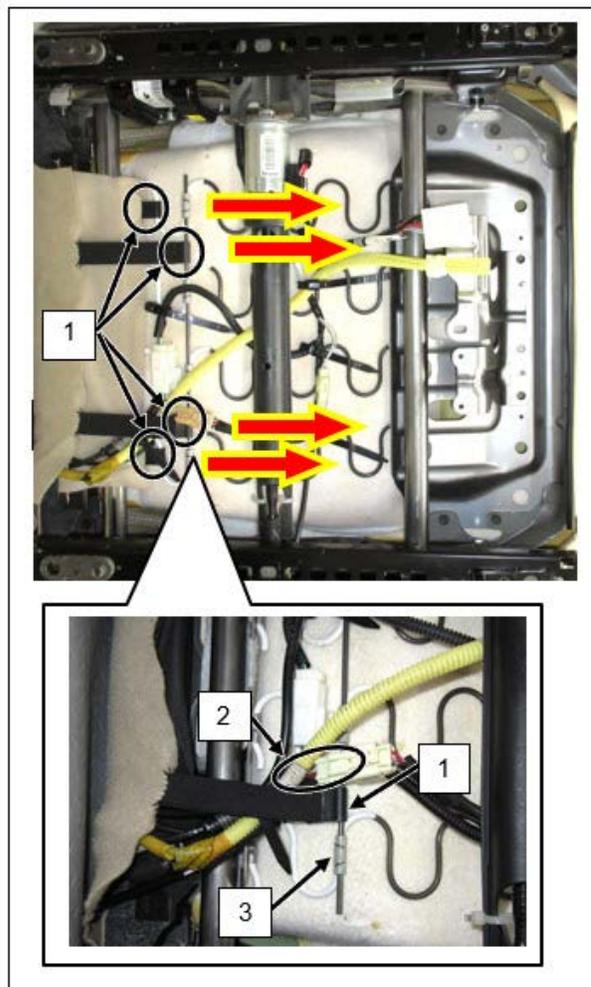
13. Connect the seat belt harness connector (1), OCS harness connector (2), and seat heater harness connector (3) (only for vehicles equipped with a seat heater) to the seat sensor harness.



A. Without seat heater

B. With seat heater

14. Pull the hooks (1) of the cushion trim sub-assembly in the direction of the arrows, and connect the hooks (1) of the cushion trim sub-assembly to the cushion frame assembly.



NOTICE

The OCS harness (2) can be damaged if it comes in contact with the edge of the clasp (3).

To prevent this, hang the hook (1) in the space between the OCS harness (2) and the clasp (3).

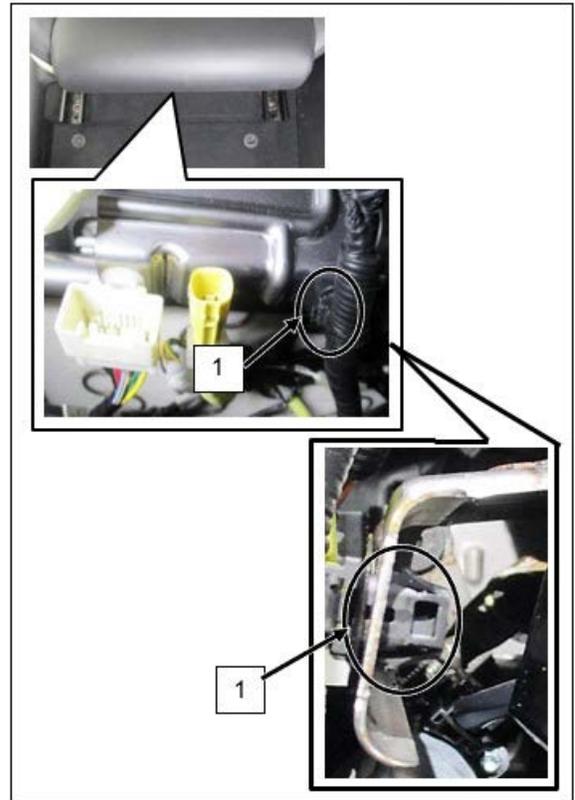
15. Mount the passenger seat assembly (1).

NOTICE

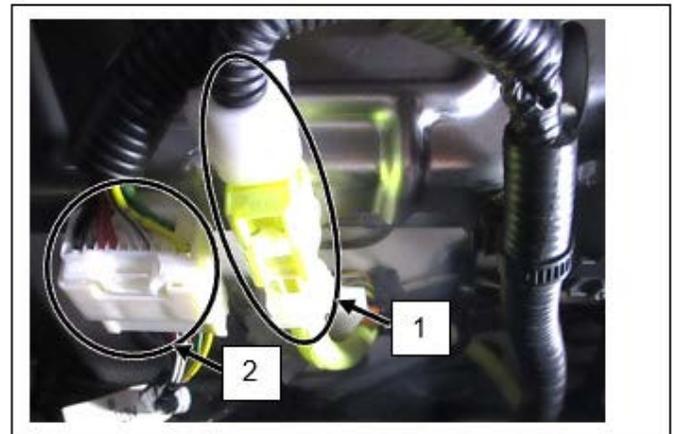
The passenger seat assembly can come into contact and damage the B-pillar trim or front passenger door trim while mounting the passenger seat.

Protect the B-pillar trim and front passenger door trim with vinyl tape or a similar protective materials before mounting the passenger seat.

16. Install the floor harness clamp (1) to the cushion frame assembly.



17. Connect the side air bag harness connector (1) and seat sensor harness connector (2) to the floor harness.



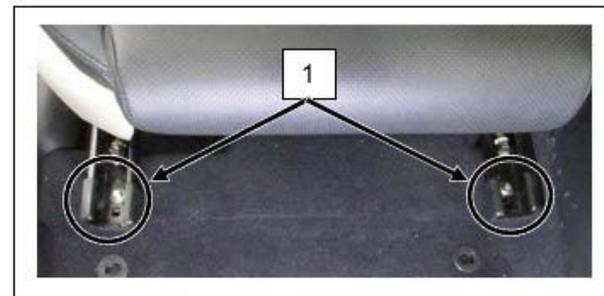
18. Connect the negative (-) cable to the battery.

19. Tighten lower rail bolts (1) of passenger seat assembly (2) to specified torque in alphabetical order (a – b).

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

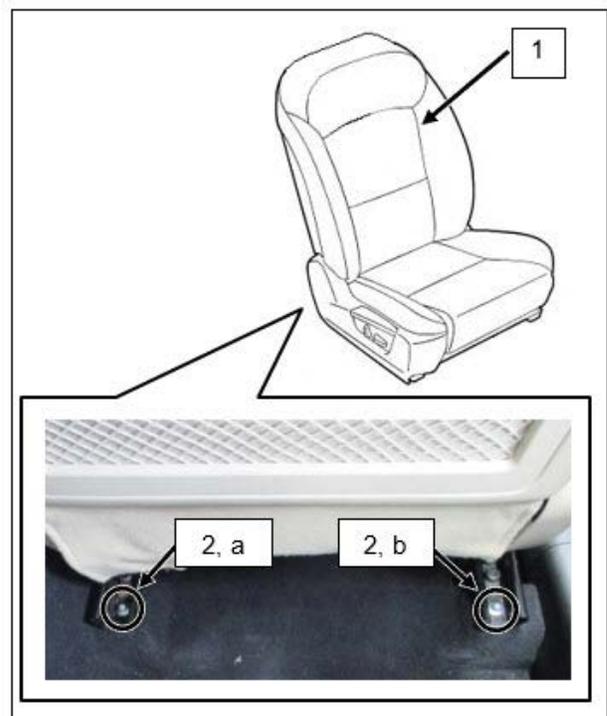


20. Install the lower rail front end covers (1).

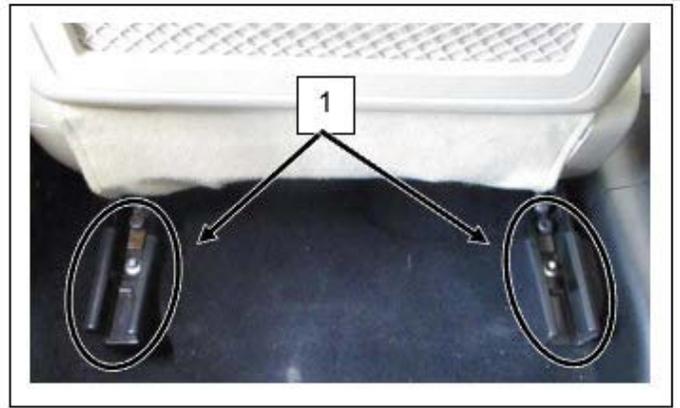


21. Slide the passenger seat assembly (1) forward and tighten the lower rail bolts (2) to the specified torque in alphabetical order (a – b).

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

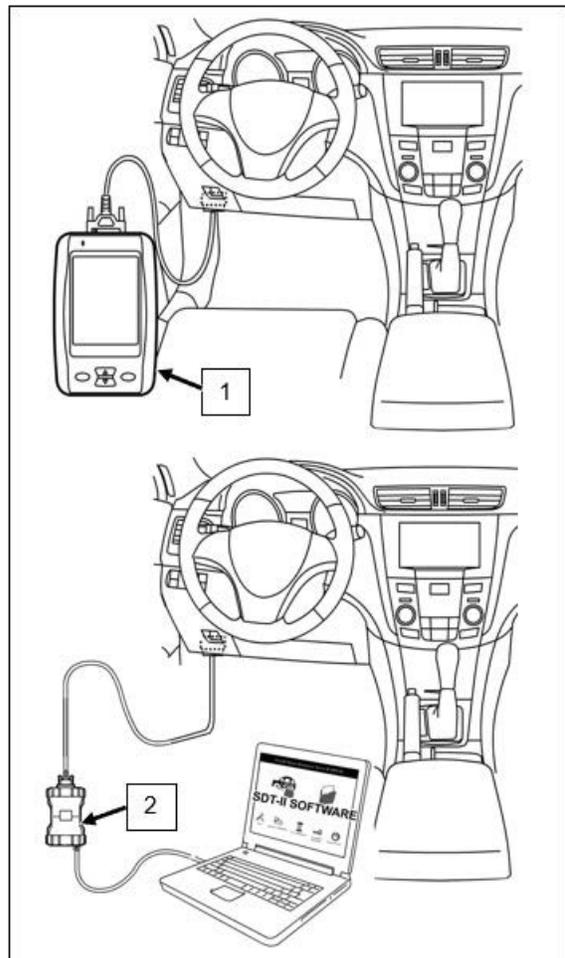


- 22. Install the lower rail rear end covers (1).
- 23. Install the passenger seat assembly head rest.
- 24. Move the passenger seat assembly back and forth to check that it moves smoothly.



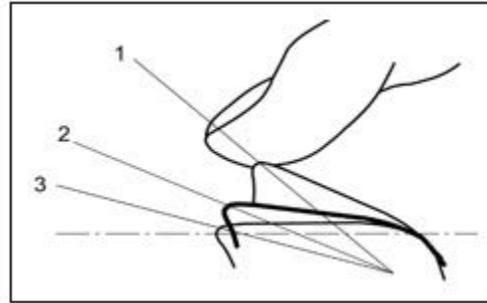
- 25. Connect Suzuki SDT (1) or SDT-II (2) to Data Link Connector (DLC).
- 26. Check if a DTC is detected using Suzuki SDT (1) or SDT-II (2).

If a DTC is detected, clear the DTC.



27. Conduct an initialization/reset for the front door power windows.

- a) Press down and hold the power window switch until the window is fully open, and continue to hold it down for at least 2 seconds.
- b) Pull up the power window switch into the AUTO position until the window is fully closed, and continue to hold it up for at least 2 seconds.



- 1. Auto UP
- 2. Manual UP
- 3. OFF

28. Adjust the seat position to the customer's original setting.

29. Reset the customer's original audio settings.



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

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

XXXXXXXXXXXXXXXXXXXX

NHTSA Recall #19V-187

April 10, 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 (SMC) has decided that a defect which relates to motor vehicle safety exists in certain 2010 - 2013 Suzuki Kizashi vehicles equipped with leather seats. According to our records, you own one of the Kizashi 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 Kizashi vehicle.

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

SMAI 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 SMAI, 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 SMC 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 SMAI'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 SMAI'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.