

Recalls Listed on Suzuki Connect with JF Defect Code

Examples & Explanations to Help Understand the Status of a Recall Listed in Suzuki CONNECT with a JF defect code

Affected Models: All Models

Affected Departments: Management, Service, & Parts

This bulletin provides examples of the fields that will be displayed when looking up active recalls for a vehicle in the Vehicle Master Inquiry tab of Suzuki Connect. These examples will help you identify the recall status and advise you on what action to take (if any).

Case 1: Valid Open Recall

Claims History

Status	Fail Part Number	Description	Complaint-Defect Code	Operation Code	Diagnostic Trouble Code	Repair Date	Mileage	Service Dealer
Not paid	85107-VDXXX	TRIM SUB ASSY, FR CU Campaign No: VD Not Yet Performed Click icon to view	-VD				0	

This is valid open recall because Repair Date and Service Dealer are blank.

Go ahead and perform the recall.

Case 2: Recall was completed

Claims History

Status	Fail Part Number	Description	Complaint-Defect Code	Operation Code	Diagnostic Trouble Code	Repair Date	Mileage	Service Dealer
Paid	85107-VDXXX	TRIM SUB ASSY, FR CU Campaign No: VD Already Performed	JK-VD	QD9999		Jan 30, 2015	67779	Suzuki Service Provider

This recall is completed because Repair Date is listed, and Service Dealer field shows the name of the Service Provider who performed the recall.

Nothing else needs to be done.

Case 3: Valid Open Recall (2)

Paid	85107-VDXXX	TRIM SUB ASSY, FR CU Campaign No: VD Not Yet Performed Click icon to view	JF-VD	*****		Aug 14, 2014	1	AUTO SERVICE
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If the recall listing has the JF variation code and Service Dealer fields shows “AUTO SERVICE”, **the recall has not been completed and still needs to be performed.**

JF means that the recall notification mailing postcard was returned due to a bad address.

Case 4: Recall was completed (2)

In an extremely rare case, you might see two VD recall listings together.

Claims History

Status	Fail Part Number	Description	Complaint-Defect Code	Operation Code	Diagnostic Trouble Code	Repair Date	Mileage	Service Dealer
Paid	85107-VDXXX	TRIM SUB ASSY, FR CU Campaign No: VD Already Performed	JK-VD	QD9999		Jan 30, 2015	67779	Suzuki Service Provider
Paid	85107-VDXXX	TRIM SUB ASSY, FR CU Campaign No: VD Not Yet Performed      Click icon to view	JF-VD	*****		Aug 14, 2014	1	AUTO SERVICE

This recall was completed because the Repair Date listed is later than the Repair Date on the previous recall listing, and the Service Dealer field shows the name of the Service Provider who performed the recall.

Nothing else needs to be done.

If you have any questions about a recall with a JF variation code, please contact Suzuki Auto TECH LINE at (800)934-1616.