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Date Apr. 19, 2021
Our ref. C5-210419

SUZUKI MOTOR CORPORATION

Overseas Automobile Service Group
Overseas Service Department
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To : Selected Suzuki Automobile Distributors
Attn. : Managing Director
Service Director or Manager

SUBJECT: Information Sharing on Determination of Root Cause and Corrective Action with regard to A6B424 (KIZASHI) Vehicles Market Action for Misclassification by Front Passenger Sensing System

Dear Sirs,

We would like to share the information that have been promised by the letter C5-190425 as determination of the root cause and corrective action have been made for A6B424 (Kizashi) vehicle market action to fix the misclassification of the front passenger sensing system.

1. Root Cause

In the front passenger seat Occupant Classification System (OCS) may misclassify adult occupants as child occupants depending on the occupant's seating posture/position and "PASS AIR BAG OFF" indicator may be illuminated. Under this condition, air bag may not deploy in an event of crash.

2. Corrective Action

To fix the issue, the front passenger seat cushion is required to be replaced with countermeasure parts (Trim Sub Assy, FR, R). We will notify you of further instructions to commence the action as soon as the parts become ready for the delivery which is expected to start in three months.

We are very sorry for causing you further inconvenience while we keep you waiting for the determination and part preparation. 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: Previous notification C5-190425 for your reference