



IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)
«VIN»
NHTSA Recall #19V343

February 20, 2023

Dear «NAME»

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 all 2010 - 2013 Suzuki Kizashi vehicles. According to our records, you own one of the Kizashi vehicles affected by this recall.

What is the problem?

The front passenger seat occupant classification system (OCS) may misclassify adult occupants as child occupants and suppress the front air bag due to the seating posture/position of the adult occupant. **In a crash necessitating air bag deployment, the front air bag may not deploy with an adult occupant in the front passenger seat, increasing the risk of injury to the adult occupant.**

Even if your vehicle had the seat cushion replaced under a previous campaign, this Safety Recall repair must be performed on your Kizashi vehicle using a new passenger seat cushion.

What is Suzuki Hawai'i doing to solve the problem?

Suzuki Hawai'i will replace the passenger seat bottom cushion of affected vehicles. The replacement seat bottom cushion uses different cover material on the seating surface plus new sensor components 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:

Make sure you are prepared for the recall service by taking the following steps:

- ☐ Contact your service provider as soon as possible to make an appointment for the recall service. Be prepared to provide them with the VIN of your vehicle (provided at the top of this notice).
- ☐ Please take this notice to your service provider to help your service provider process your claim.

As described in the **Front Passenger Sensing System** section of the Owner's Manual, if an adult-sized individual is sitting in the front passenger seat and the PASS AIR BAG OFF (Passenger Airbag Off) indicator turns on, it could be because the individual is not sitting properly in the seat. If this happens, have the passenger unfasten the seat belt, sit upright in the center of the seat with the seat back nearly vertical with his or her legs outstretched. Then refasten the seat belt.

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 then return the attached Change of Address/Ownership card to Suzuki Hawai'i 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 Suzuki Customer Care at 1-888-272-5515 (toll free) or 1-808-839-2273 during the hours of 8:00 AM to 5:00 PM Hawaii Time.

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 Customer Care at 1-888-272-5515 (toll free) or 1-808-839-2273 during the hours of 8:00 AM to 5:00 PM Hawaii 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 Suzuki Hawai'i, 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.servcotoyota.com/service

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 Hawai'i