

## SAFETY RECALL CAMPAIGN 2010 - 2013 Front Passenger Seat OCS Campaign 4016 for all Kizashi vehicles (A6B424)

<b>Affected Models:</b>	All 2010 - 2013 Suzuki Kizashi vehicles (A6B424)
<b>Affected Departments:</b>	Management, Service, Warranty, Parts
<b>Attachment:</b>	Customer notification letter
<b>Reference:</b>	Safety Recall Campaign 4015 Bulletin SC-85 (April 3, 2020), & Safety Recall Campaign 4015 Update SC-86 (October 8, 2021) & Campaign 4016 VIN-Parts Support Document (October 22, 2021)

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 all 2010 - 2013 Suzuki Kizashi vehicles.

### 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 the vehicle had the seat cushion replaced under Safety Recall Campaign 4015, this Safety Recall Campaign 4016 repair must be performed on affected Kizashi vehicles using a new passenger seat cushion ordered from Suzuki Motor USA, LLC (SMO). The 4016 safety recall campaign supersedes the 4015 safety recall campaign. Completing the 4016 safety recall campaign repair fulfills the need for the prior 4015 safety recall campaign to be completed.

### 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, contact the Suzuki Motor USA, LLC (SMO) Automotive TECH-LINE at (714) 934-1616.

### Affected Models:

Model	Model Year	VIN Range
Kizashi	2010 – 2013	Check vehicle status in the Suzuki Connect Vehicle Master Inquiry as directed on the following page.

**Verify if the vehicle is affected by campaign 4016:**

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 passenger seat cushion needs to be replaced. If you have a question regarding vehicle eligibility, contact the Suzuki Motor USA, LLC (SMO) Automotive TECH-LINE at (714) 934-1616.

**What you will do as a Suzuki Service Provider:**

- 1) Order the necessary front passenger seat cushion (listed below, verify cushion material and color first).
- 2) Replace the front passenger seat cushion (follow repair procedure listed in this bulletin).
- 3) Submit a warranty claim (use claim information listed in this bulletin).

**What Suzuki Motor USA, LLC (SMO) will do:**

During the week of October 29, 2021, SMO 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:**

- Parts for campaign 4016 are available now.
- Use the [Campaign 4016 VIN-Parts Support Document](#) in the Service Bulletin listings on Suzuki Connect to match the vehicle's VIN to the seat cushion part number that must be ordered.
- Use the normal parts ordering procedure to order the parts needed for vehicles in your inventory or for customer vehicles in your shop.
- If you have any questions related to parts ordering, contact Suzuki National Parts Coordination at (714) 854-2165.

Seat cushion parts for campaign 4016				
Model	Model Year	Part Description	Part Number	Qty
Kizashi	2010 - 2013	TRIM S/ASSY FR, R, CUSH (Fabric, Beige)	85107-57L90-RX0	1
Kizashi	2010 - 2013	TRIM S/ASSY FR, R, CUSH (Fabric, Black)	85107-57L90-RX1	1
Kizashi	2010 - 2013	TRIM S/ASSY FR, R, CUSH (Leather, Black)	85107-59L91-RX0	1
Kizashi	2010 - 2013	TRIM S/ASSY FR, R, CUSH (Leather, Beige)	85107-59L91-RX1	1
Kizashi	2010 - 2013	TRIM S/ASSY FR, R, CUSH (Leather, Black with White Stitch)	85107-59L91-RX2	1

**Prior Campaign Parts:**

- For Safety Recall Campaign 4016, you must order and install only the part numbers listed above.
- Do not use seat cushions that were originally obtained for Recall Service Campaign 4015.
- See Safety Recall Campaign 4015 Update Bulletin SC-86 (October 8, 2021) for information on returning new, unused seat covers or disposing of replaced seat covers from campaign 4015.

Seat cushion parts for campaign 4015 (eligible for return, do not order)			
Model	Model Year	Part Description	Outgoing Part Number
Kizashi	2010 - 2013	TRIM S/ASSY FR, R, CUSH	85107-59L90-JUP
Kizashi	2010 - 2013	TRIM S/ASSY FR, R, CUSH	85107-59L90-JUT
Kizashi	2010 - 2013	TRIM A/ASSY FR, R, CUSH	85107-59L90-JUW

**See the following page for Safety Recall Campaign warranty claim processing information >>**

**Warranty Claim Processing:**

Submit a Suzuki Connect Long Campaign warranty claim for each safety recall campaign service immediately upon completion of the repair. The claim will reimburse you for replacement of the front passenger seat cushion and labor time of 1.0 hours.

CAMPAIGN 4016 FRONT PASSENGER SEAT SUZUKI CONNECT LONG FORM INSTRUCTIONS	
<b>CLAIM INFORMATION</b>	
CLAIM NUMBER:	XXXXX,X (Service Provider enters number)
ENTRY TYPE:	Vehicle Identification Number (VIN)
VIN	XXXXXXXXXXXXXXXXXX
REPAIR DATE:	Enter date of repair
MILEAGE:	Enter mileage at repair date
CAMPAIGN NUMBER:	4016
VARIATION CODE:	JK
LABOR OPERATION:	1.0 HR
LABOR HOURS:	<b>Additional labor time will require authorization from the Suzuki Automotive TECH-LINE</b>
<b>PARTS INFORMATION</b>	
FAILED PART NUMBER:	85107-C5XXX
REPLACEMENT PARTS AND QUANTITIES:	85107-57L90-RX0 (Qty 1) 85107-57L90-RX1 (Qty 1) 85107-59L91-RX0 (Qty 1) 85107-59L91-RX1 (Qty 1) 85107-59L91-RX2 (Qty 1)  <b>Any additional parts will require authorization from the Suzuki Automotive TECH-LINE</b>
AUTHORIZATION NUMBER:	XXXXXXXX
<b>FAILURE DESCRIPTION</b>	
DEFECT DESCRIPTION:	Recall repair
REPAIR DESCRIPTION:	Performed recall repair
SUBLET INFORMATION:	

See the following pages for the Safety Recall Campaign repair procedure >>

## 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 descriptions and images in this bulletin are representative only and will vary in appearance to the actual items on the vehicle depending on the model and its specification. Refer to the appropriate service materials for detailed information for the vehicle being repaired.*

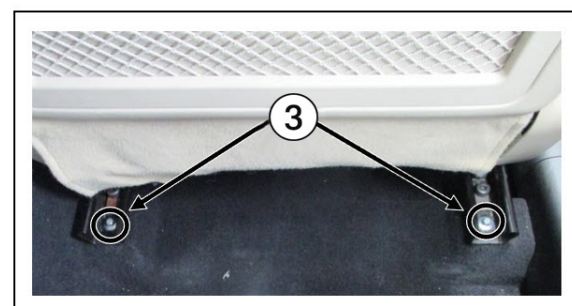
## Removal Procedure:

### NOTICE

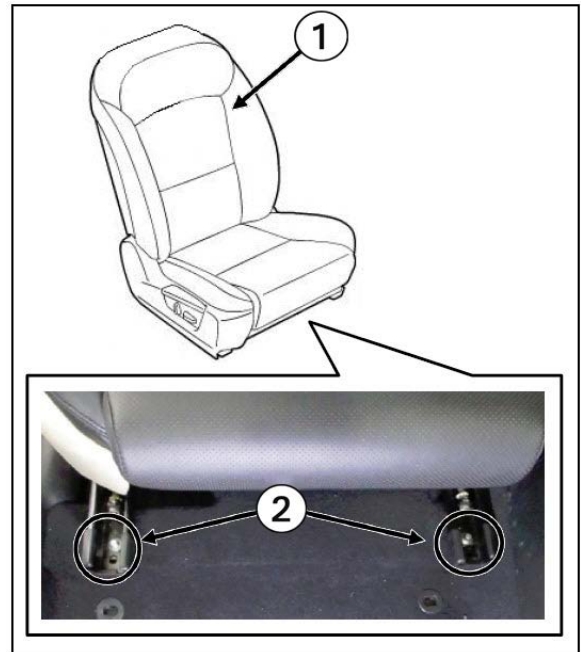
**Audio systems (radios) with an Anti-Theft Function enabled will become inoperable when battery power is removed.**

**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.**

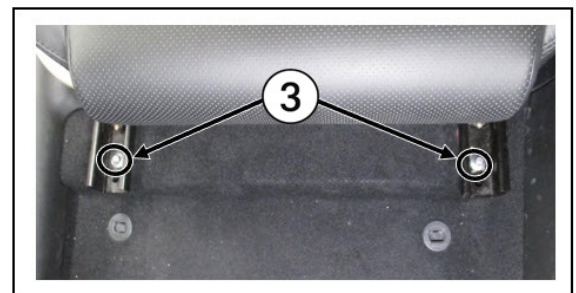
1. Record the radio presets then turn the ignition switch to the LOCK position and remove the key.
2. Make a note of the driver and passenger seat position (so you can reset the seat orientation once the service is complete).
3. **Disconnect the battery negative (–) cable and wait at least 90 seconds before proceeding.**
4. Position the front wheels so they are pointing straight ahead. **Confirm the ignition switch is OFF and the key is removed.**
5. Position the passenger seat back ① so it is vertical.
6. Slide the seat assembly forward ① and remove the lower rail end covers ②.
7. Remove lower rail bolts ③.



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

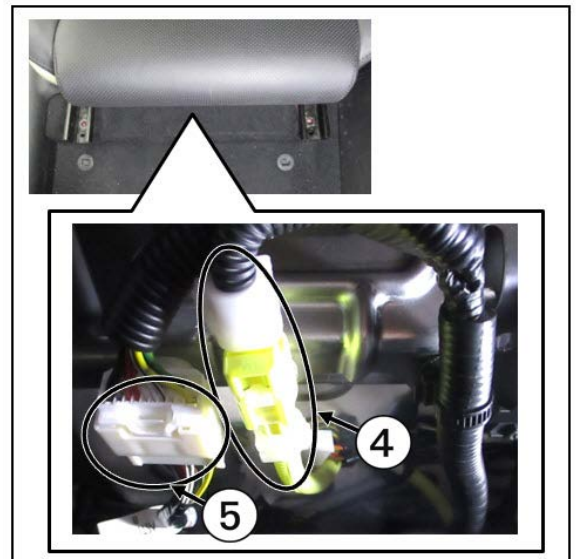


9. Remove the lower rail bolts ③.



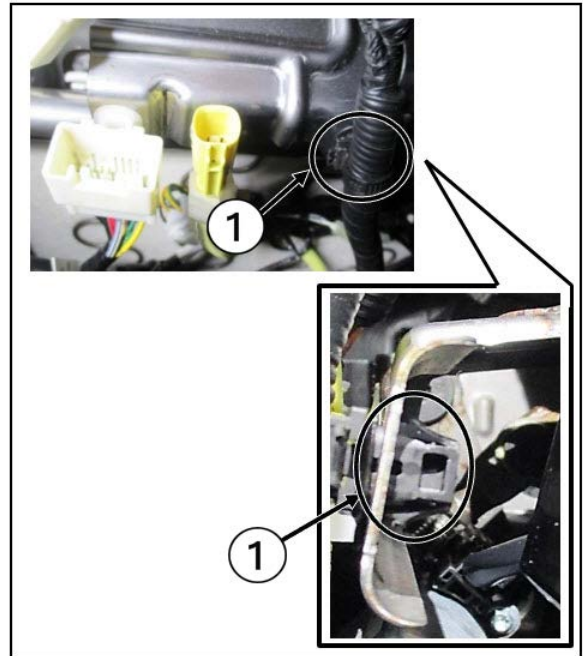
**Before disconnecting any wiring connectors, confirm the ignition switch is OFF and the key is removed.**

10. Disconnect the side air bag harness connector ④ and seat sensor harness connector ⑤ from the floor harness.





11. Remove the floor harness clamp ① from the cushion frame assembly.



12. Remove the passenger seat assembly from the vehicle. Invert the passenger seat assembly ② so the underside of the seat is exposed (as shown in the image to the right).

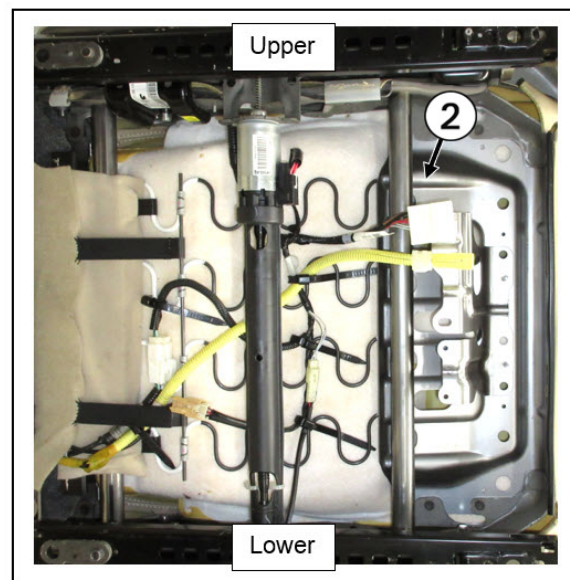
**NOTICE**

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

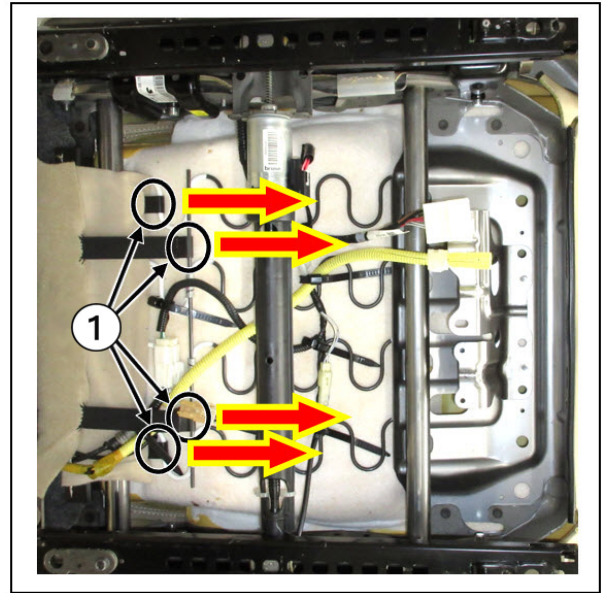
Protect the B-pillar trim and front passenger door trim with vinyl tape or another protective material before dismounting it.

The passenger seat assembly may become dirty or stained if it is placed directly on the ground.

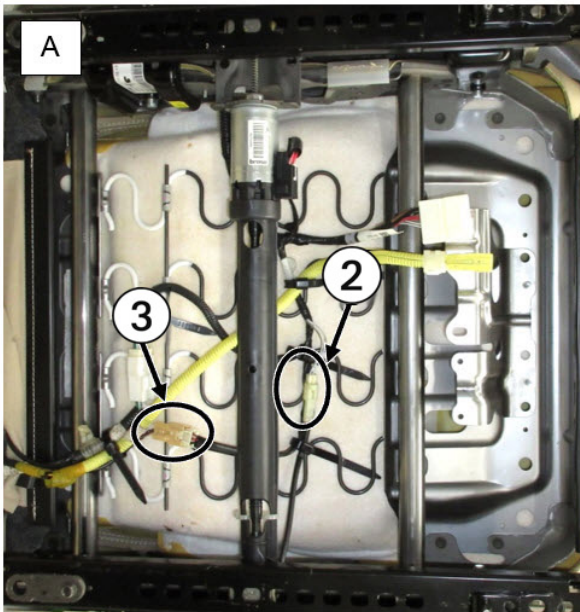
Place the passenger seat assembly on a protective sheet or other protective material.



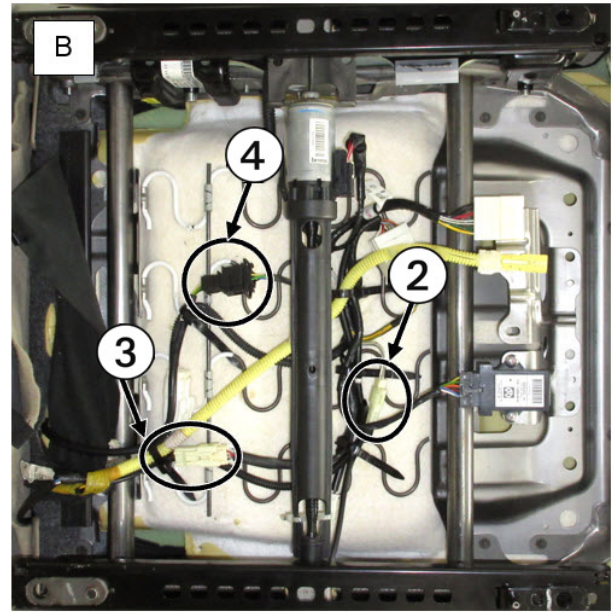
13. Pull the hooks ① off the cushion trim sub-assembly in the direction of the arrows as shown and remove them from the from the cushion frame assembly.



14. Disconnect the seat belt harness connector ②, OCS harness connector ③, and seat heater harness connector ④ (for vehicles equipped with a seat heater).



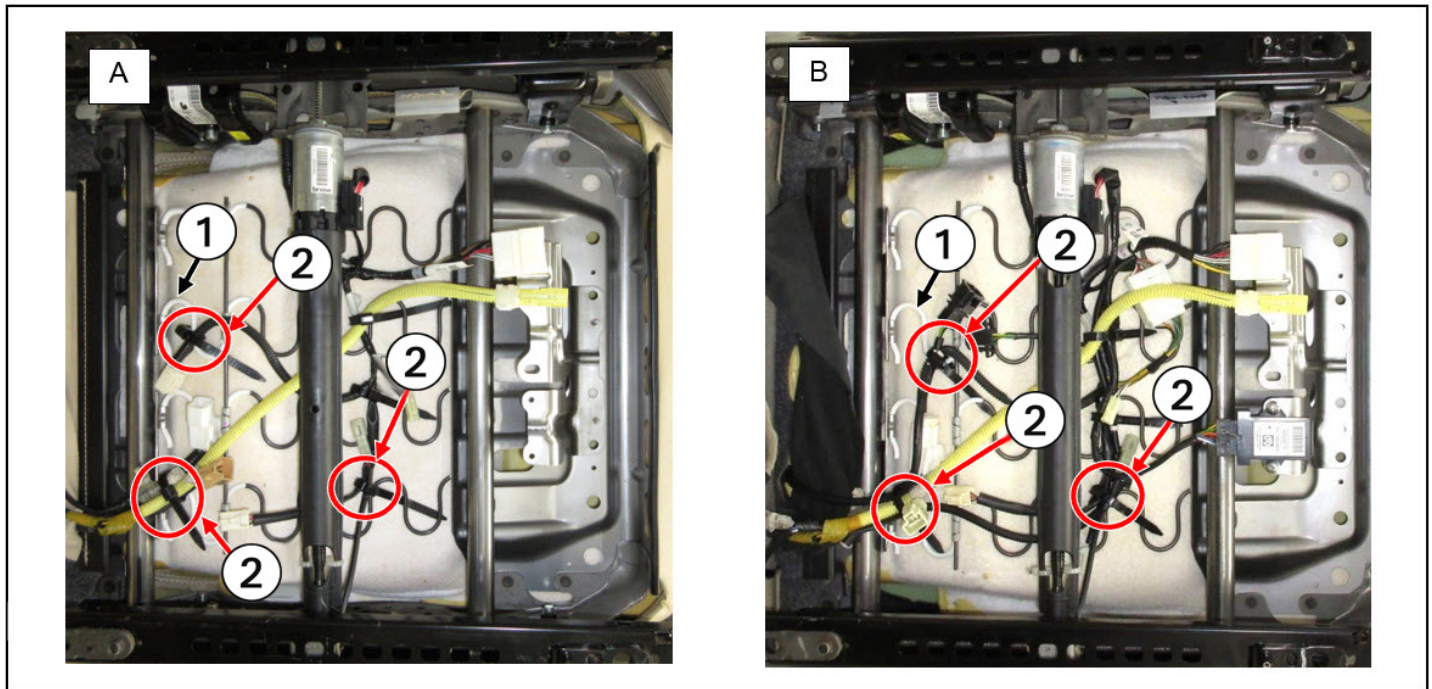
A. Without seat heater



B. With seat heater



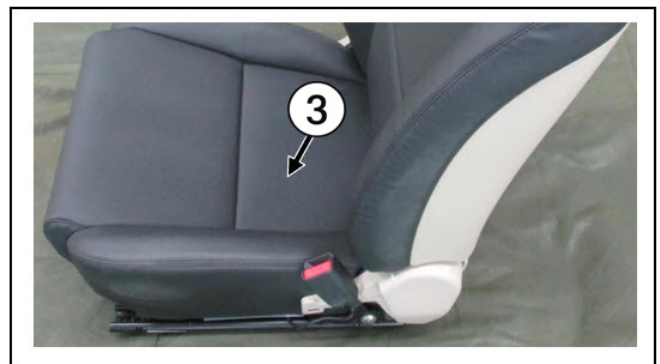
15. Mark the seat cushion springs ① and each harness that is bundled with ties ② on the locations where they are attached. Then detach the ties ②.



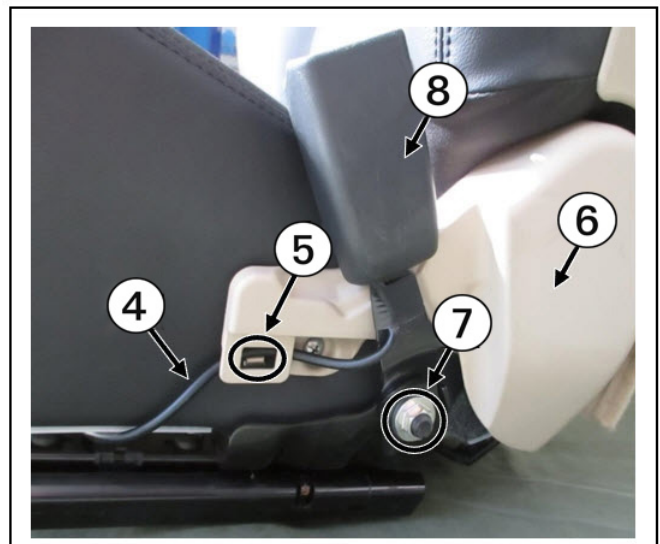
A. Without seat heater

B. With seat heater

16. Carefully rotate the passenger seat assembly ③ back into an upright position as shown.

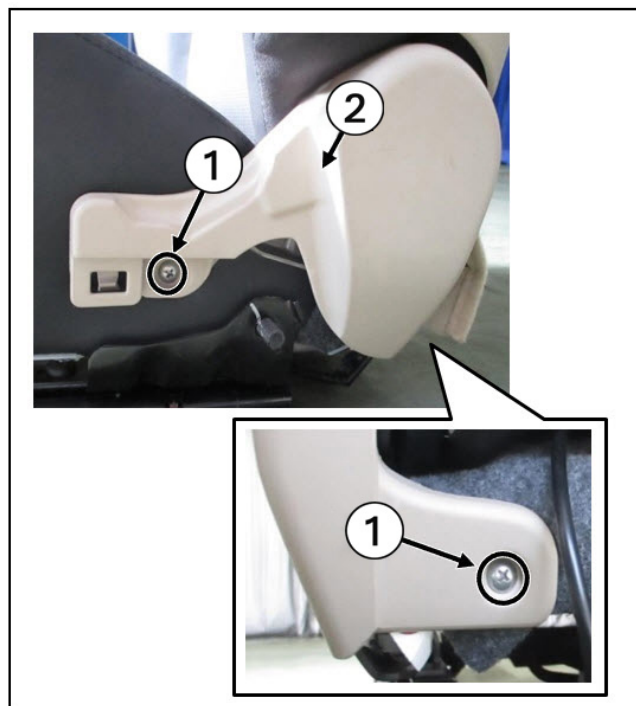


17. After detaching the seat belt harness ④ from the front portion ⑤ of the reclining mechanism inside cover ⑥, remove the bolt ⑦ and seat belt buckle ⑧.

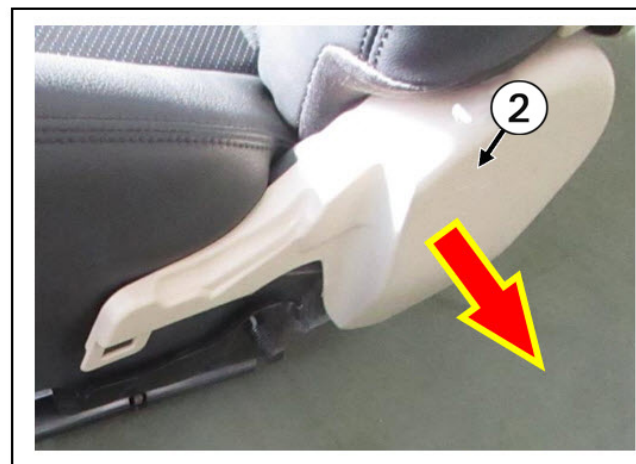




18. Remove the screws ① from the reclining mechanism inside cover ②.



19. Remove the reclining mechanism inside cover ② in the direction of the arrow as shown.



20. Remove the screw ③ from the reclining mechanism outside cover ④.

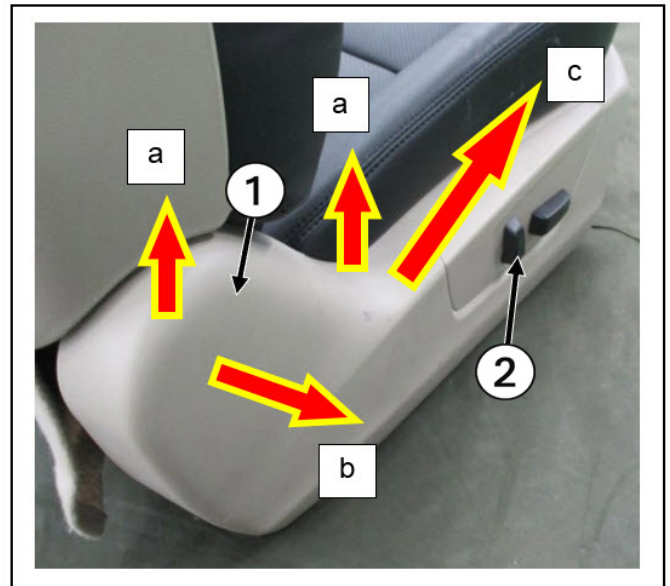


21. Remove the reclining outside cover ① in the direction of the arrows as shown in alphabetical order (a – c).

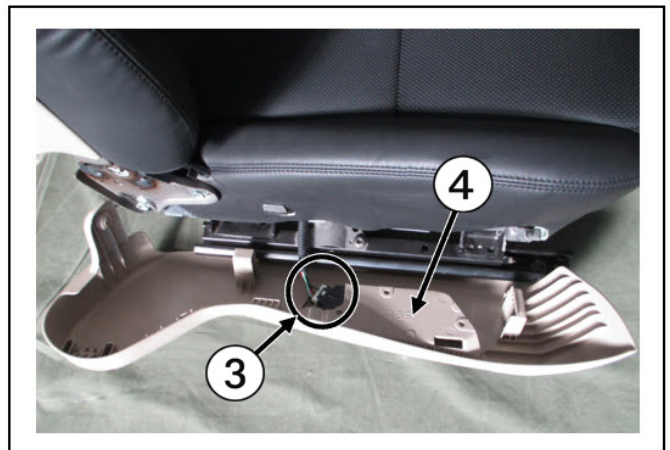
**NOTICE**

The power seat switch ② is connected to a wire harness. If the reclining mechanism outside cover ① is removed too aggressively, the harness can be damaged.

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

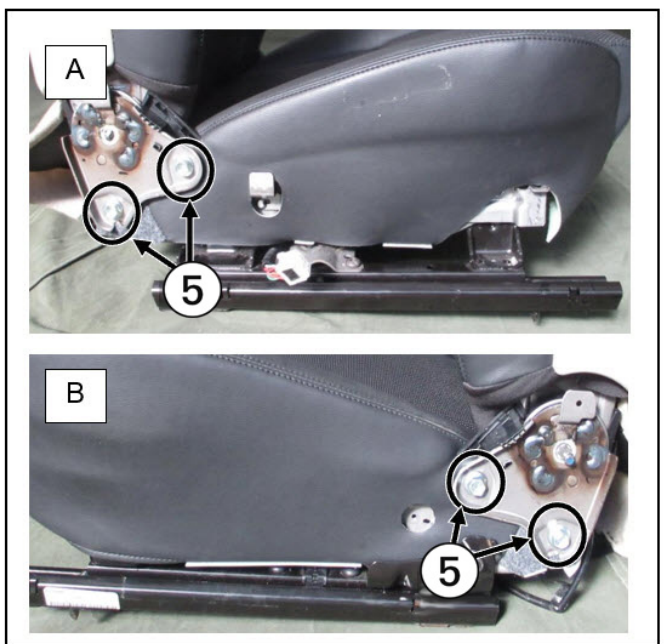


22. Disconnect the harness connector ③ from the reclining mechanism outside cover ④.



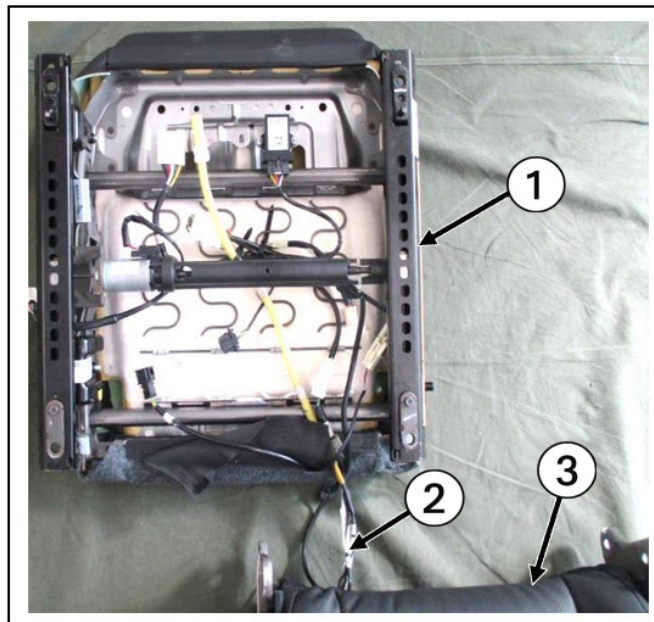
23. Remove the seat back mounting bolts ⑤.

- A. Outside
- B. Inside

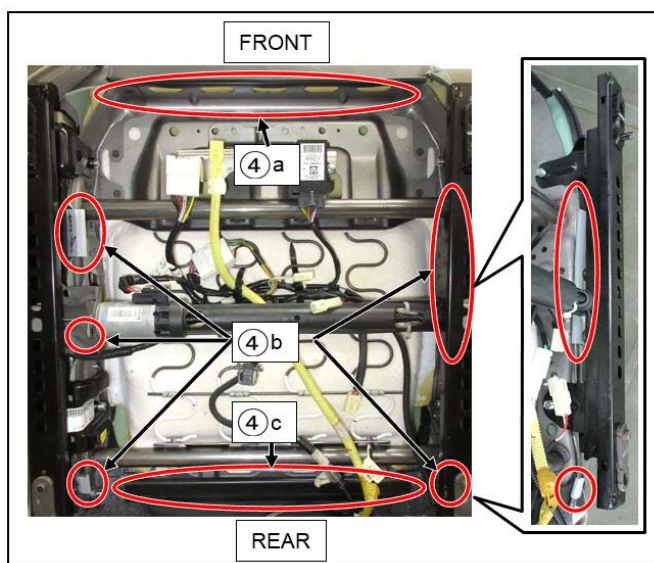


24. Invert the seat's cushion section ① so the underside of the seat is exposed (as shown in the image to the right).

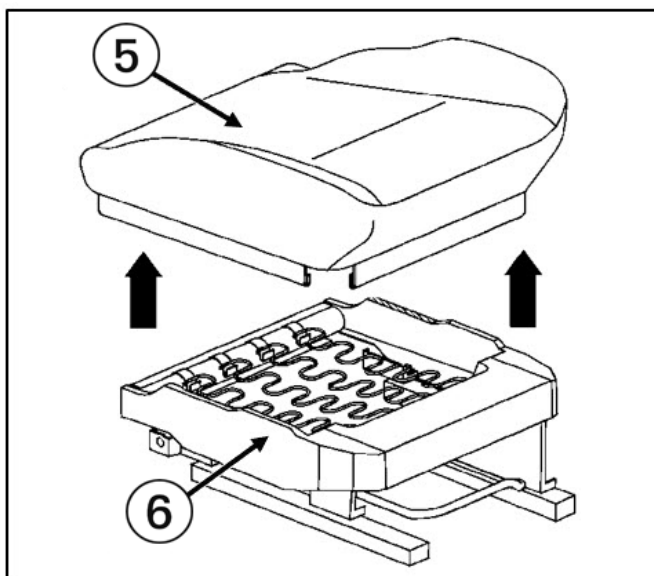
DO NOT disconnect the wire harness ② between the cushion ① and the seat back portion ③ of the seat assembly.



25. Remove the cushion trim sub-assembly hooks ④ from the seat frame in the alphabetical sequence shown (a – c).



26. Remove the seat cushion trim sub-assembly ⑤ from the cushion frame assembly ⑥.



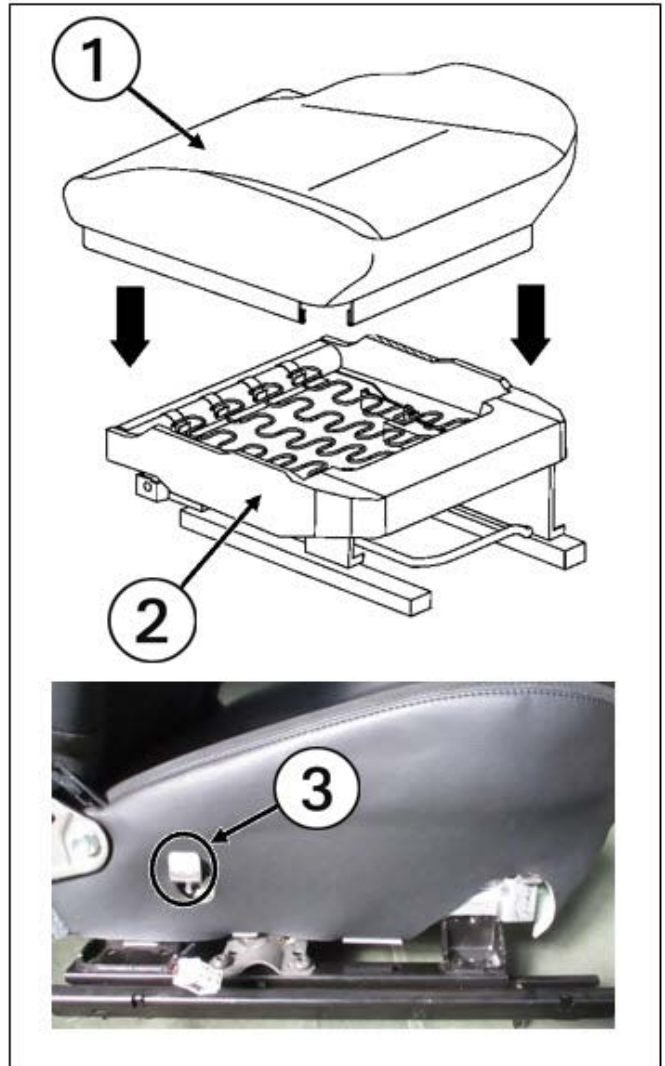
## Installation Procedure:

### 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.

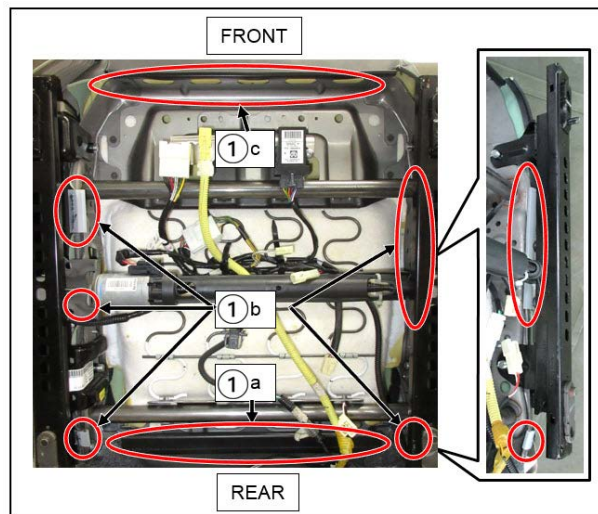


3. Connect the hooks ① of the cushion trim sub-assembly to the cushion frame assembly in alphabetical order (a – c).

#### NOTICE

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

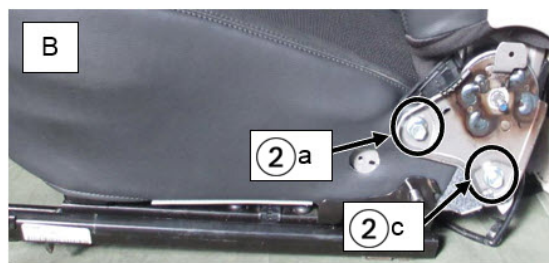
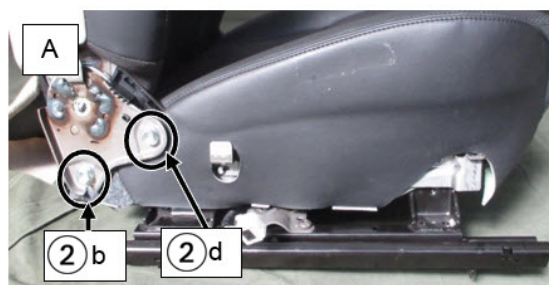
Be careful not to scratch, cut or damage the seat cover and carpet during fastening or installation.



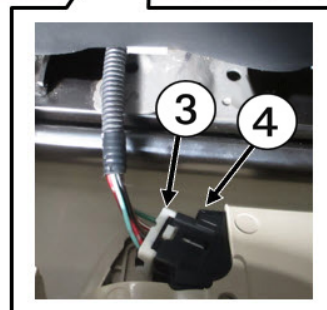
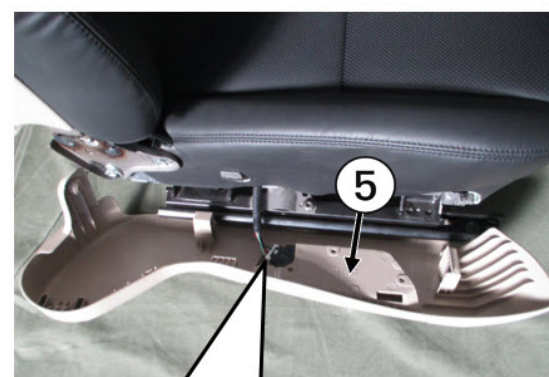
4. Tighten the seat back mounting bolts ② to the specified torque in alphabetical order (a – d).

- A. Outside
- B. Inside

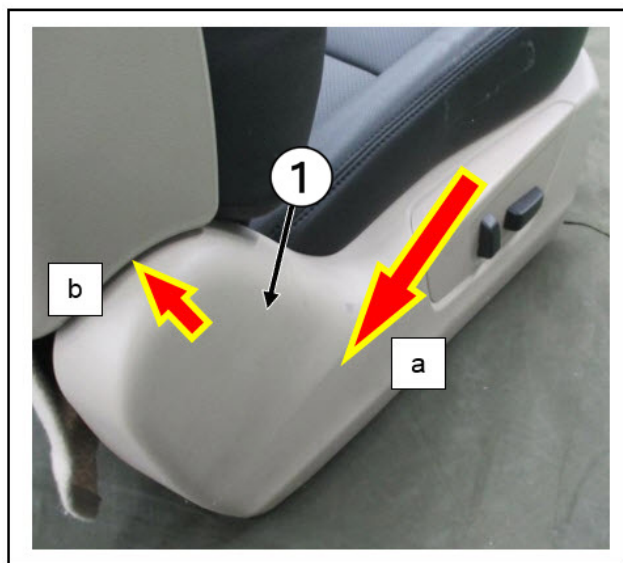
**Seat back mounting bolt tightening torque:**  
35 N•m (3.5 kgf-m, 25.5 lbf-ft)



5. Connect the harness connector ③ to the power seat switch ④ of the reclining outside cover ⑤.



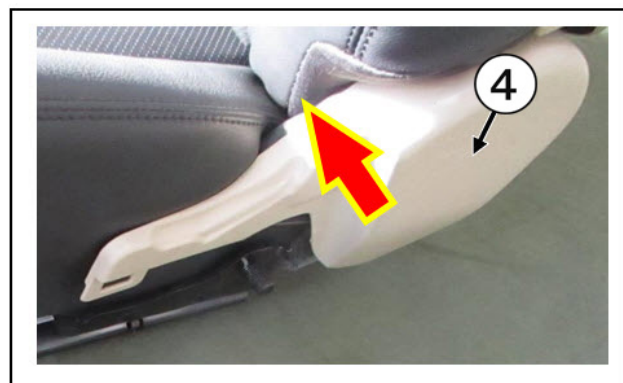
6. Install the reclining mechanism outside cover ① in the direction of the arrows in alphabetical order (a – b).



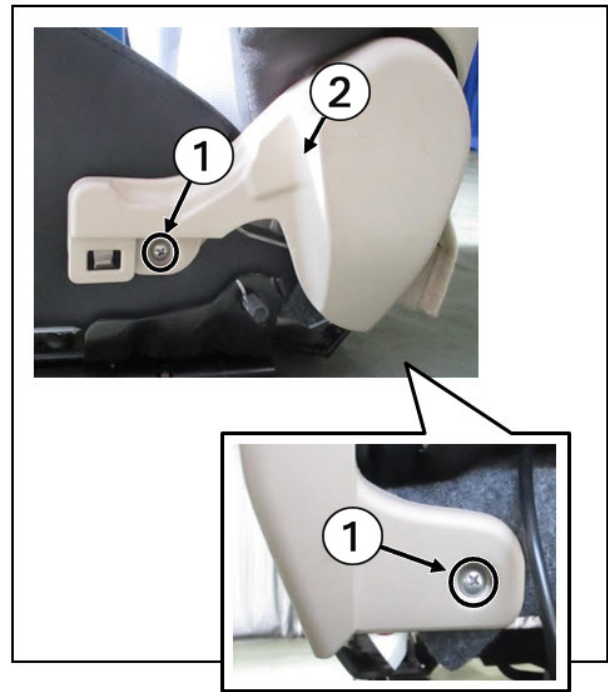
7. Tighten the retention screw ② of the reclining mechanism outside cover ③.



8. Install the reclining mechanism inside cover ④ in the direction of the arrow.

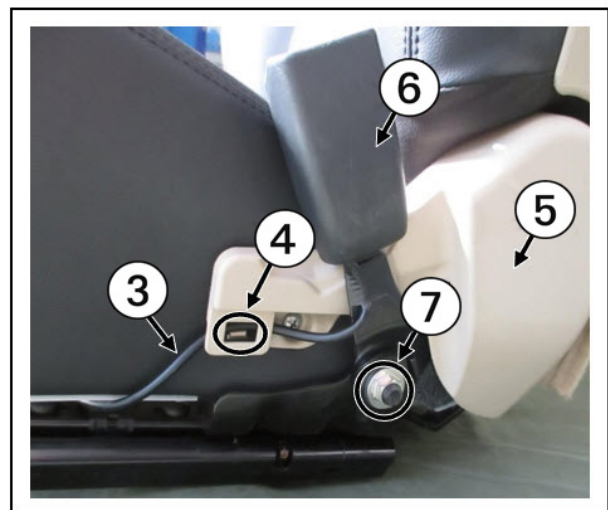


9. Tighten the screws ① of the reclining mechanism inside cover ②.

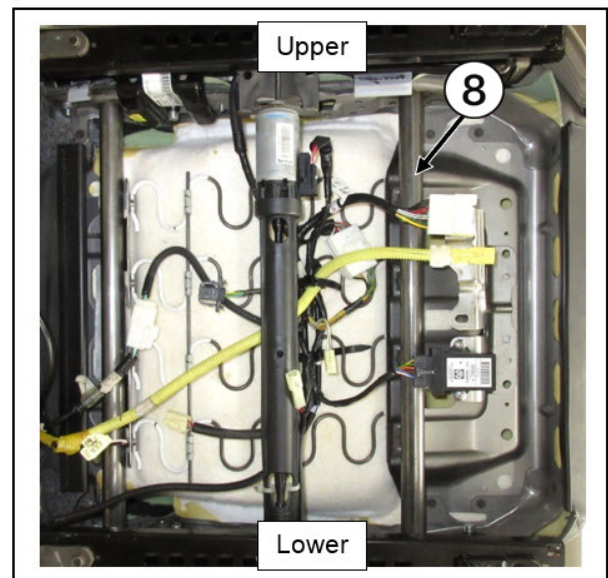


10. After attaching the seat belt wire harness ③ to the front portion ④ of the reclining mechanism inside cover ⑤, install the seat belt buckle ⑥, and tighten its retention bolt ⑦ to the specified torque.

**Seat belt buckle bolt tightening torque:**  
43 N•m (4.3 kgf-m , 32.0 lbf-ft)

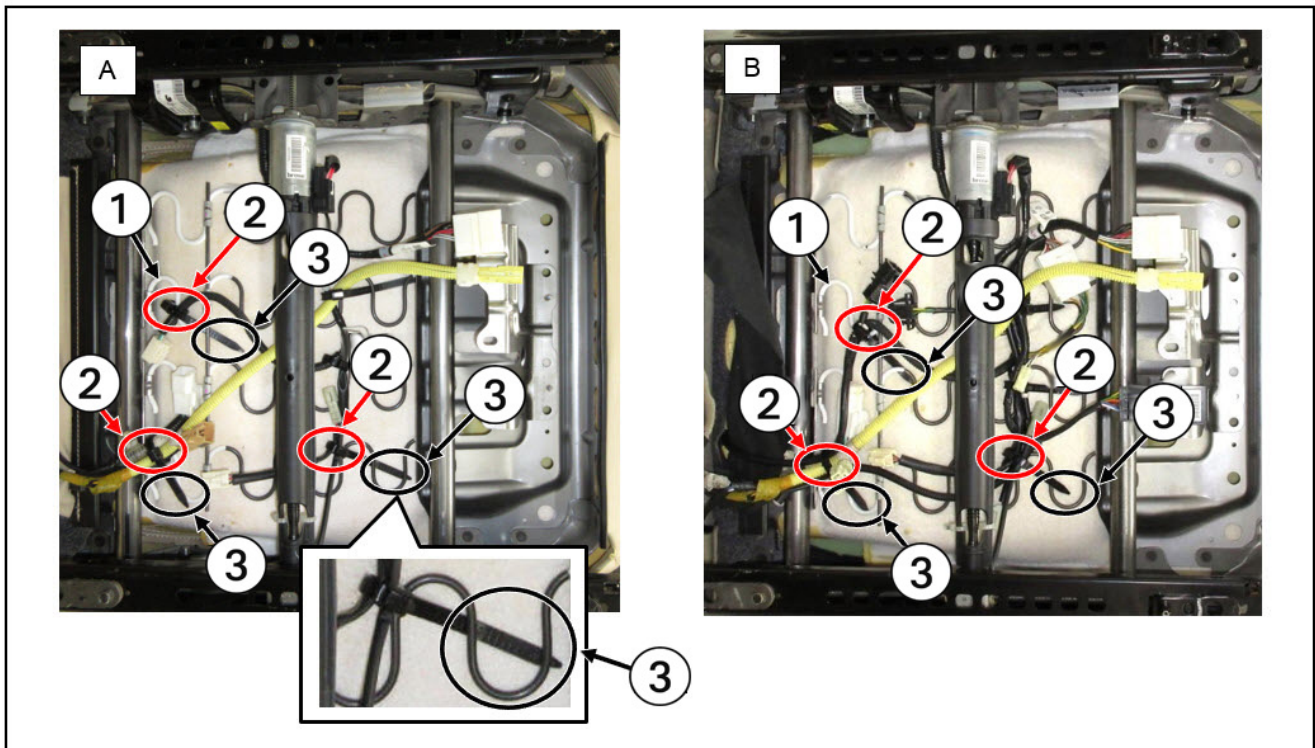


11. Invert the passenger seat assembly ⑧ so the underside of the seat is exposed (as shown in the image to the right).





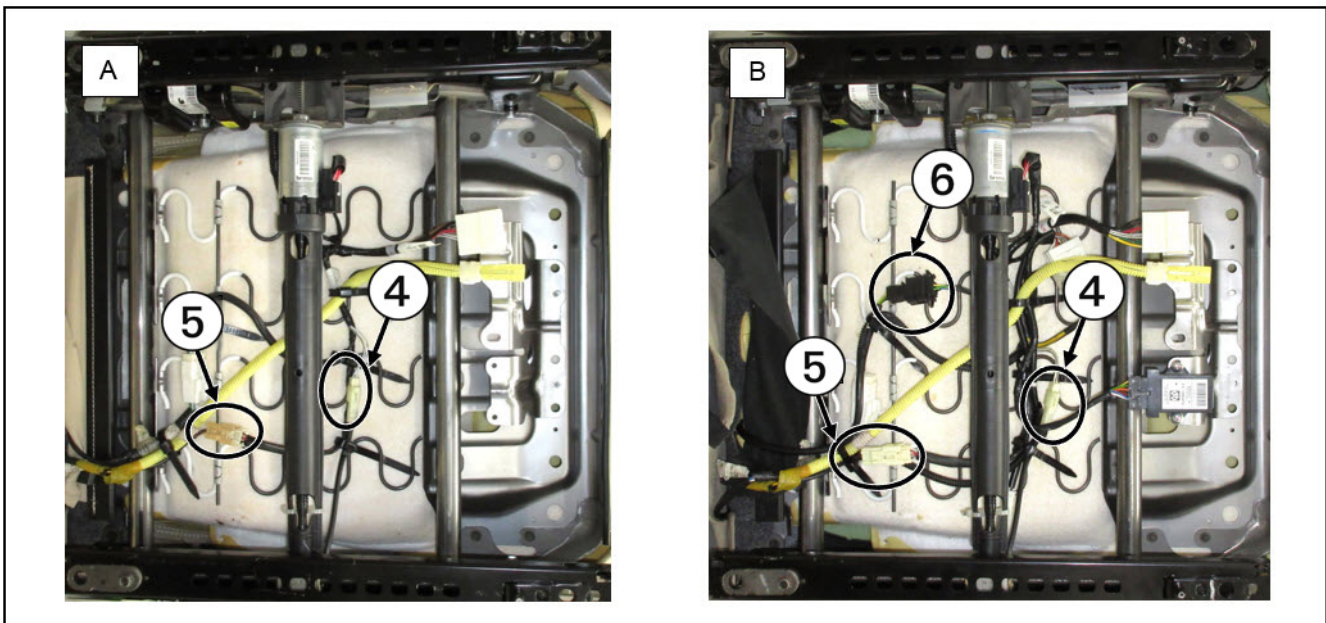
12. Align each mark on the seat cushion springs ① with the mark on each harness ②. Then insert the rest of the ties ③ between the seat cushion spring and the seat cushion.



A. Without seat heater

B. With seat heater

13. Connect the seat belt harness connector ④, OCS harness connector ⑤, and seat heater harness connector ⑥ (only for vehicles equipped with a seat heater) to the seat sensor harness.

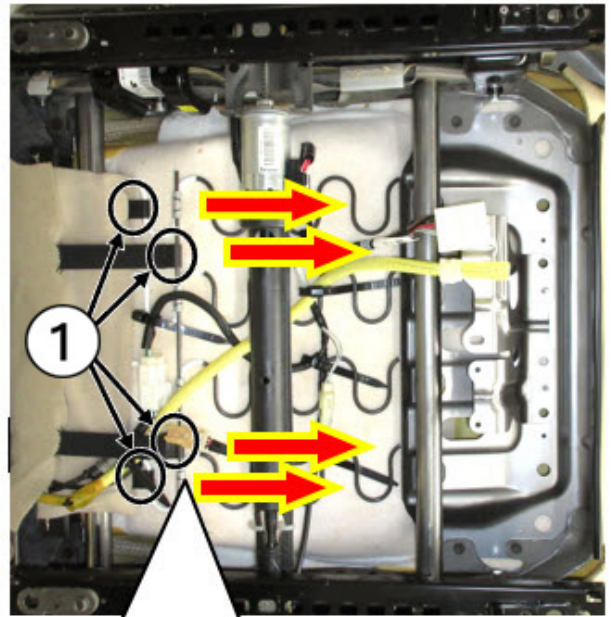


A. Without seat heater

B. With seat heater



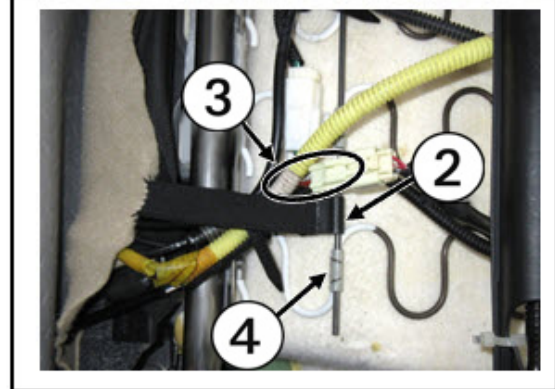
14. Pull the hooks ① of the cushion trim sub-assembly in the direction of the arrows, and connect the hooks ① of the cushion trim sub-assembly to the cushion frame assembly.



**NOTICE**

The OCS harness ③ can be damaged if it comes in contact with the edge of the clasp ④.

To prevent this, hang the hook ② in the space between the OCS harness ③ and the clasp ④.



15. Place the passenger seat assembly ⑤ back into the vehicle.

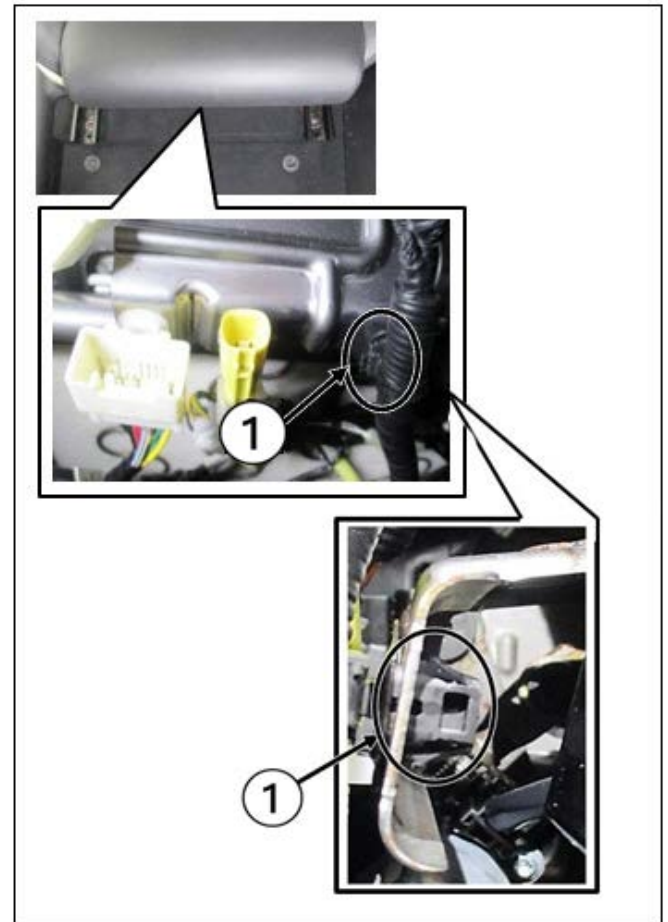
**NOTICE**

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

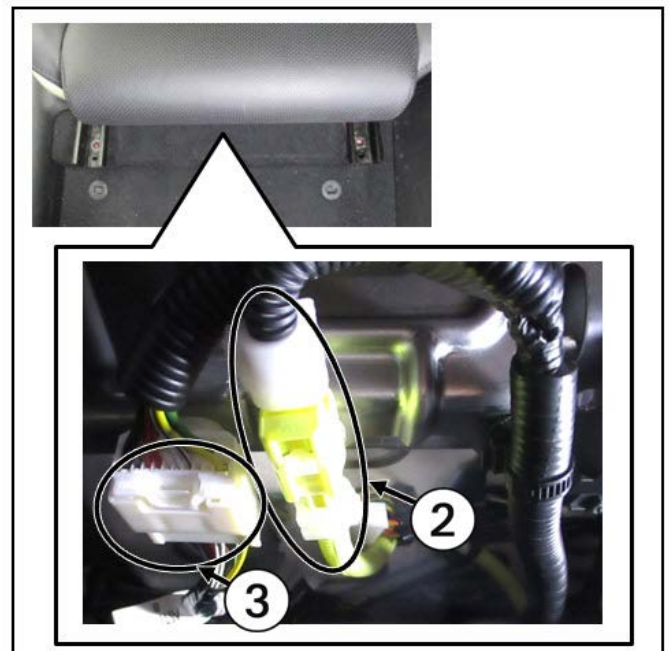
Protect the B-pillar trim and front passenger door trim with vinyl tape or a similar protective materials before mounting the passenger seat.



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



17. Connect the side air bag harness connector ② and seat sensor harness connector ③ to the floor harness.



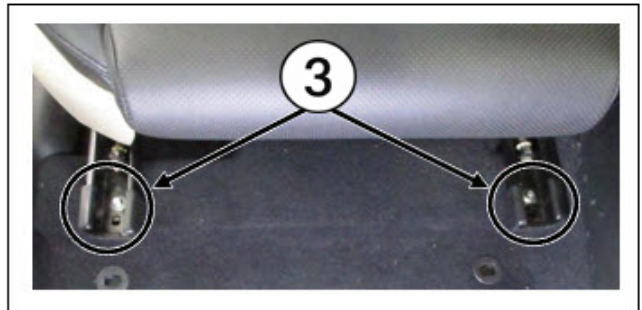
18. Connect the negative (–) cable to the battery.

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

**Lower seat rail bolt tightening torque:  
23 N•m (2.3 kgf-m, 17.0 lbf-ft)**

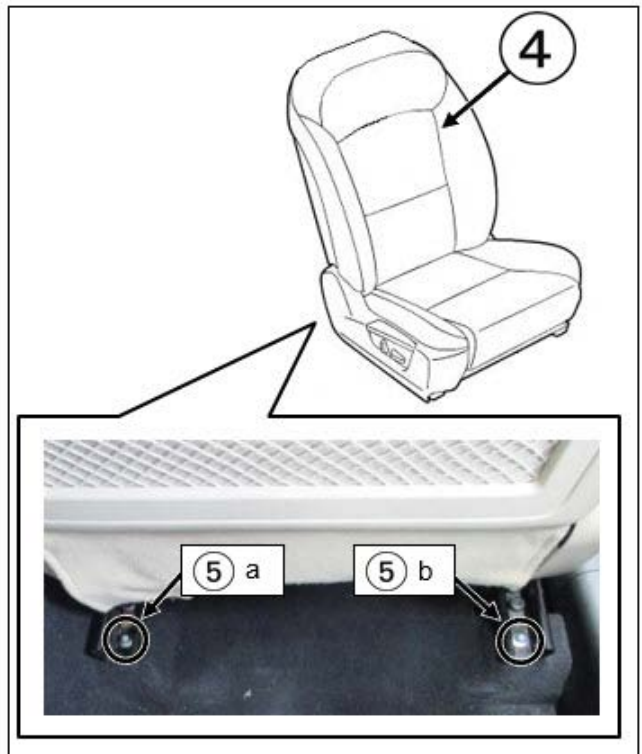


20. Install the lower rail front end covers ③.

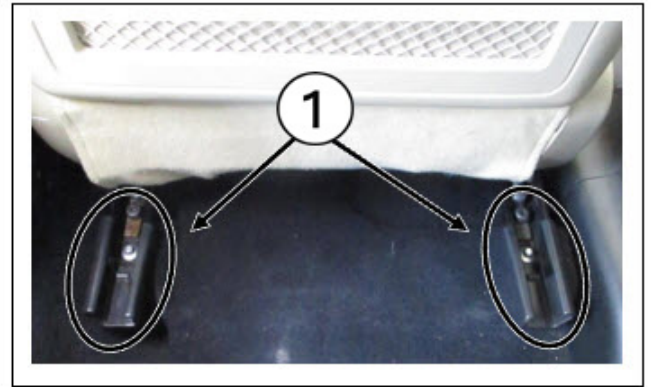


21. Slide the passenger seat assembly ④ forward and tighten the lower rail bolts ⑤ to the specified torque in alphabetical order (a – b).

**Lower seat rail bolt tightening torque:  
23 N•m (2.3 kgf-m, 17.0 lbf-ft)**

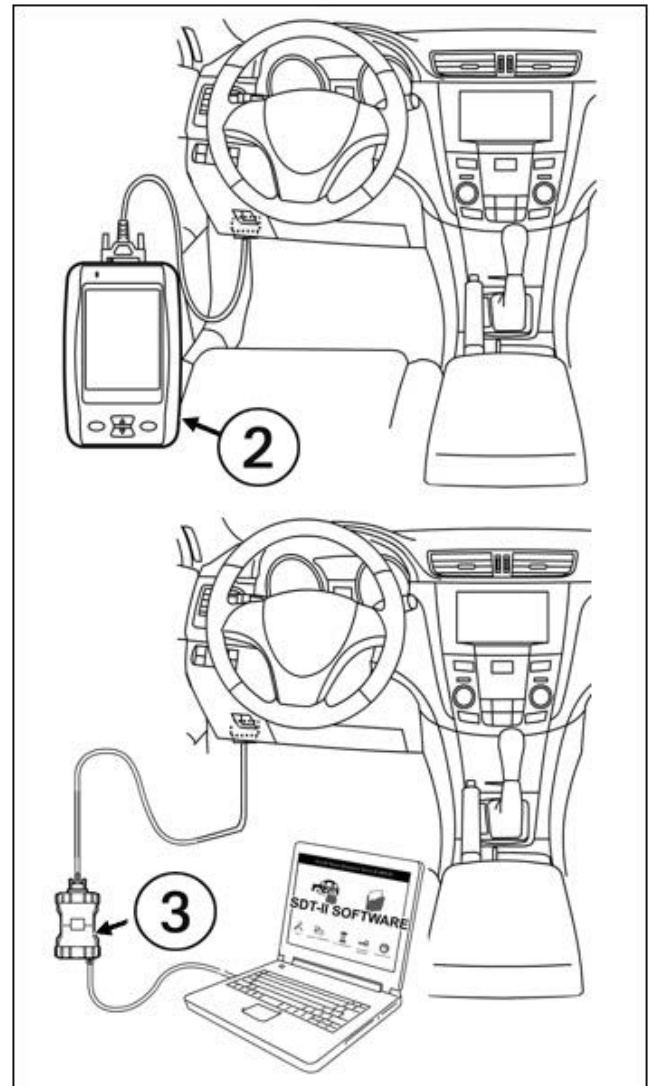


22. Install the lower rail rear end covers ①.
23. Install the passenger seat assembly head rest.
24. Move the passenger seat assembly back and forth to check that it moves smoothly.



25. Connect Suzuki SDT ② or SDT-II ③ to Data Link Connector (DLC).
26. Operate the diagnostic tools to check if a DTC is detected.

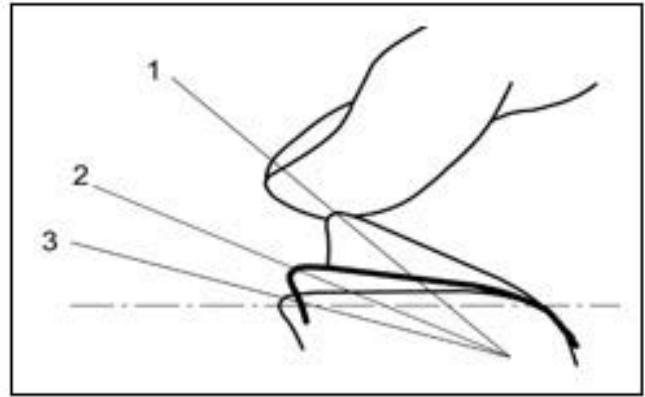
If a DTC is detected, clear the DTC.





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.

**Replaced Campaign Parts Retention:**

- Refer to Section 1D of the Warranty Policies & Procedures Guide for information on warranty part identification (tagging) and retention.
- [The Warranty Policies & Procedures Guide is available on Suzuki CONNECT.](#)



## IMPORTANT SAFETY RECALL

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

October 29, 2021

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 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 Motor USA, LLC (SMO) doing to solve the problem?**

SMO 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 SMO 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 SMO'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 SMO'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 USA, LLC, 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](http://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 USA, LLC