

## CHRONOLOGY OF PRINCIPAL EVENTS

The production of the Kizashi for the U.S. market began on October 13, 2009 and ended on October 31, 2012.

In April 2011, SMC received the first Field Technical Information Report (FTIR) from ASMC related to the issue of the front passenger seat Occupant Classification System misclassifying a small adult as a child occupant. Suzuki was unable to retrieve the affected seat cushion from the field, so it could not examine it.

In early 2012, SMC received three additional FTIRs reflecting this issue. SMC contacted the OCS mat supplier, Continental, who met with ASMC and investigated the issue. Continental was able to replicate the issue; however, it was also confirmed that the issue was transient and self-correcting when the adult shifted position.

Between August and December 2012, SMC received three additional FTIRs, reporting the same transient issue.

In 2013, Continental again looked at the issue and presumed that there is a condition that the Occupant Classification System may classify a small adult as a child occupant, but also confirmed that the issue was transient.

Between July 2014 and late 2015, SMC received two additional FTIRs, reporting the same transient issue.

After Dec. 2015, SMC received no further reports of the issue until late 2018.

In Dec. 2018, SMC received an FTIR on this issue. At that time, SMC was also evaluating the leather shrinkage issue (which led to Suzuki's Part 573 report filed on March 7, 2019 leading to recently announced recall 19V187). As a result, SMC decided to renew its evaluation of the OCS misclassification issue.

In March 2019, SMC retrieved the passenger seat cushion from the vehicle associated with the 10<sup>th</sup> FTIR, received in Dec. 2018. SMC studied the component trouble history and detection function of the OCS sensor mat, and did not find any trouble history or abnormality. SMC then attempted to reproduce the issue using a new passenger seat, and confirmed that the OCS mat would, at times, misclassify a small adult as a child. Although the frequency is very rare, and the condition is transient, SMC decided to make a defect determination on April 25, 2019 and file this Part 573 report.

On September 18, 2019, Suzuki Motor of America, Inc. (SMAI) submitted a status report concerning SMC's discussions with the OCS supplier about developing a recall remedy. Given the substantial lead time estimated by the supplier to be necessary to develop such a remedy, SMAI also reported that SMC began its own independent study to evaluate the feasibility of adapting the OCS mat from another Suzuki model for use in the Kizashi.

From September 2019 to December 2019, SMC fabricated a prototype seat cushion that incorporates the OCS sensor mat to be evaluated and conducted testing using a 5<sup>th</sup> percentile female dummy. The testing showed improved performance of the prototype seat cushion compared to a seat cushion that uses the original OCS sensor mat. Based on these results, Suzuki will expand its testing to include different-size front passenger seat occupants. Suzuki expects to complete this testing by the end of January 2020. If the results of this testing are favorable, Suzuki will proceed with conducting reliability testing of the revised front passenger seat cushion.

In the status report that SMAI submitted in September 2019 (which was submitted separately from the chronology), SMAI reported that SMC had estimated that testing to confirm the robustness of the possible remedy could be completed by the end of November 2019, and reliability testing could be completed by the end of April 2020 (five months after the conclusion of testing to confirm robustness). The testing to confirm robustness was completed by the end of February 2020, due to expansion of the testing to include different-size occupants and additional testing to examine the possibility of further improvements that might be achieved by using materials from different Suzuki models (SMC was not able to demonstrate additional improvements in robustness from this testing).

SMC estimates that it will take approximately three months (until the end of May 2020) to produce a sufficient quantity of test parts for compliance and reliability tests. Three months is required because (1) the intended remedy involves a new combination of sensor mats and conforming seat bottom cushions, increasing the number of compliance and reliability tests (and the number of test parts) that are needed, and (2) the supplier needs to obtain sufficient quantities of constituent materials to produce the new seat bottom assembly.

SMC estimates that it will take approximately 10 months (until the end of March 2021) to complete compliance and reliability testing (additional robustness testing will also be conducted concurrently with the compliance and reliability testing). As mentioned above, a significant amount of testing is required given the new sensor mat/conforming cushion combination. In addition, the original supplier no longer has the necessary test equipment for this testing and SMC is unable to borrow the necessary equipment from other business partners. This extends the amount of time needed by SMC to conduct independent testing.

SMC completed preparation of a sufficient quantity of test parts for compliance and reliability testing by the end of May 2020. The evaluation tests started in June 2020, as planned.

As of September 2020, SMC is continuing the evaluation tests that began in June 2020. Recent progress has consisted of compliance testing with 3-year-old child, 6-year-old child, and 5<sup>th</sup> percentile female ATDs which have been completed without any problem. Work is moving forward steadily, but has been hampered somewhat due to the impact of COVID-19 on manpower. Despite this, SMC believes its projected March 2021 timeline for testing completion is still realistic. Future testing will include compliance testing of other test device configurations and reliability testing.

As of December 2020, SMC is continuing the evaluation tests that began in June 2020. Suzuki is evaluating reliability of the seat cushion following its exposure to vibration, passenger ingress and egress, and heat cycles. Suzuki projects that this area of testing will be completed by the end of February 2021. Overall, work continues to be hampered by the impact of COVID-19 on manpower but is still moving forward steadily and Suzuki continues to project a March 2021 testing completion timeline.

As of March 2021, SMC has completed all evaluation testing and SMC is now reviewing and confirming the test results. SMC projects that the test result review and confirmation will be completed by the end of April 2021, and SMC will make a conclusion at that time. As SMC reported in March 2020, SMC has needed to conduct all tests independently that would have been normally performed with support from the supplier. This process has required slightly more time than originally estimated to complete, resulting in a one-month delay from the initial completion date projection.