
Service Bulletin

NUMBER : SC-60R1

PAGE : 1 of 3

SUBJECT: SPECIAL COVERAGE EXTENSION No. ZA
"AIR BAG" Warning Light Passenger Side Seat Cushion

MODEL: Certain 2006~2011 Suzuki Grand Vitara (JB627) (JB424) (JB632)
Certain 2007~2011 SX4 (RW420)

Condition:

"AIR BAG" warning light is on (illuminated) in the instrument cluster and Diagnostic Trouble Code (DTC) B1312 is stored. No other DTC or condition qualifies for the coverage extension.

Cause:

Suzuki Motor Corporation has determined that certain 2006~2011 Suzuki Grand Vitara and 2007~2011 Suzuki SX4 vehicles may develop an electric circuit disconnection, due to repeated flexing, within the Front Passenger Sensing System sensor-mat that is built into the passenger seat bottom cushion assembly.

Correction:

Suzuki dealers are requested to provide special extended coverage to the right front seat cushion limited to this specific B1312 DTC condition for 10 years or 120,000 miles from the date of first use according to Suzuki's records at no cost to the owner for diagnostics, parts and labor.

NOTE: No coverage extension action is to be taken unless the DTC B1312 is displayed. Even though the "AIR BAG" light is illuminated, the air bag malfunction may not relate to the B1312 Passenger Presence Sensing System. Any other DTC's or symptoms should be handled according to standard Policy and Procedures.

1. Affected Vehicles

Certain 2006~2011 Suzuki Grand Vitara (JB627) (JB424) (JB632)
Certain 2007~2011 SX4 (RW420)
Production date June 1, 2005~April 20, 2011

Note: Some vehicles are not eligible for the for the special coverage extension even though the production date is within the production range listed above. Please refer to Suzuki Connect>Service>Vehicle Master Inquiry-Claims History for affected coverage extension status.

2. Owner Notification

Suzuki owners will be notified in stages by mail starting on or around June 5, 2012 of this special coverage extension. Please refer to the attached owner notification letter.

Issued: 05/31/2012

3. Dealers Campaign Responsibility

Dealers are to perform this important coverage extension on all affected retailed and new or used in-stock vehicles upon presentation of DTC code B1312, including branded titles, up to 10 years or 120,000 miles whichever comes first according to Suzuki's in-service date records.

Refer to Grand Vitara Restraint TSB No. TS 06 05212 or SX4 Restraint TSB No. TS 02 05222 for complete inspection and repair instructions.

4. Parts Information

Parts are required for this important Special Coverage Extension. Dealer must order the specific part number based on year, model of vehicle and trim levels.

Please schedule appointments after parts have been ordered and shipment has been received and verified.

NOTES:

- 1) Dealer Net prices markup 40%.
- 2) Dealer Net Prices could be subject to change in the future.

5. Basic Information

Campaign Code : ZA
Failed Part Number : 85101-B1312-EXT
Replaced Part : Dealer enters actual part number
Operation Code : QD01R0
Labor Hours : 0.7 hrs.
Sublet : Unspecified
Code : 99
Sublet Amount : Equal to 0.1 hrs. at dealer's established warranty rate in dollars.
: Example Only: \$80.00 X 0.1hrs. =\$8.00
Sublet Doc. Number : ZA
Message : State the DTC code
Complaint Code : 99
Defect Code : ZA

NOTE: Diagnostic scan is to determine DTC code only. If code B1312, proceed to cushion replacement.

6. SUZUKI CONNECT Submission Procedures

Long campaign completion

Refer to Page 6-7, Warranty Policies and Procedure Manual

Long Campaign Claim

Campaign No. : ZA

Variation Code : JK

7. Notes

- 1) Long campaign submission required due to different models and part numbers and sublet for 0.1 hrs. diagnostic time.
- 2) Courtesy Vehicle Program does not apply to special coverage extension as owner must schedule an appointment.
- 3) Retain replaced parts for 60 days from the paid credit memo. Should ASMC request the replaced parts, a UPS call tag will be provided with three pick up attempts. Any replaced parts received and not displaying DTC B1312 will be returned to the dealer and a claim debit adjustment will be processed.
- 4) Owners requesting reimbursements for previous out of warranty customer pay repairs need to be directed to the ASMC Customer Relations Department at 800-934-0934. Refer to the attached customer owner notification letter for procedures and limitations.

Please inform all Service, Parts and Warranty Personnel accordingly.

If you have questions, please contact your Suzuki District Service and Parts Manager (DSPM) or the Warranty Assistance Helpline at 714-996-7042.

American Suzuki Motor Corporation
Automotive Service Division

Attachments: A Sample Owner Notification Letter



AMERICAN SUZUKI MOTOR CORPORATION
AUTOMOTIVE

VIN
NAME
STREET
CITY, STATE, ZIP

SPECIAL COVERAGE EXTENSION NOTICE

Dear Suzuki Owner,

Special Coverage Extension Code: ZA

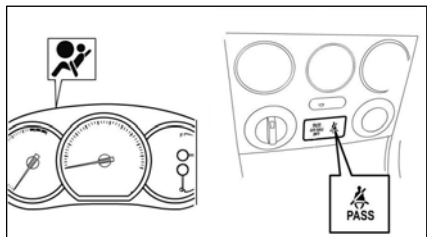
As the owner of a Suzuki product, your continued satisfaction with our product is very important to us.

Suzuki Motor Corporation has determined that certain 2006~2011 Suzuki Grand Vitara and 2007~2011 Suzuki SX4 vehicles may develop an electric circuit disconnection, due to flexing, within the Front Passenger Sensing System sensor-mat that is built into the passenger seat bottom cushion assembly. According to our records, you own or lease of one of the affected vehicles.

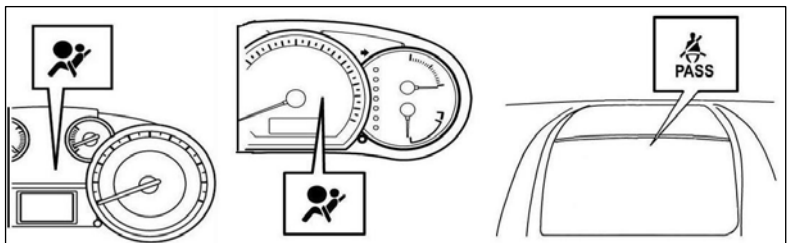
If this condition occurs, the "AIR BAG" light in the instrument cluster and front passenger's seat belt reminder light will come on. Also, the "PASS AIR BAG OFF" indicator light will remain off because the front passenger airbag will remain active during this malfunction even when a child or infant is sitting in the front seat. Other than the Front Passenger Sensing System, the air bag system will continue to operate as designed. The Diagnostic Trouble Code (DTC) B1312 identifying this condition will be stored in the vehicle on board system.

No action is required by the owner at this time unless the "AIR BAG" warning light is illuminated.

Grand Vitara



SX4



Suzuki will provide special extended coverage for passenger seat sensor mat failures for the B1312 DTC condition for 10 years or 120,000 miles from the date of first use according to Suzuki's records. If required, your vehicles right front seat cushion will be replaced by a Suzuki dealer or Suzuki service point at no cost to you for parts and labor. Please keep this letter with your other important glove box literature for future reference and future owners. Diagnosis or repairs for conditions determined to be other than B1312 DTC are not covered under this special extended coverage program. This coverage extension will not extend your basic 36 month, 36,000 mile limited warranty or the 7 year, 100,000 mile power train limited warranty.

To locate your nearest Suzuki dealer or service point, see below, or please call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online dealer locator includes driving instructions and maps. Repair instructions have already been sent to your Suzuki dealer or service point, and the repair can be completed in less than one hour, if you have an appointment and parts have been ordered by the dealer. If your dealer has a large number of vehicles waiting service, additional time may be required.

If your vehicle is included in this special coverage extension for the B1312 DTC and you have paid for repairs due to expired basic warranty coverage, you may be eligible for a full or partial reimbursement up to 10 years or 120,000 whichever occurs first. Please note the following qualifiers:

- Only repairs that are the subject to this specific coverage extension displaying B1312 DTC are reimbursable. Additional expenses such as, but not limited to, restoring the vehicle to a repairable standard to complete the coverage extension, normal wear and tear, towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- Reimbursement will be limited to the current Manufacturer's Suggested Retail Price (MSRP) on parts and the Suzuki published flat rate labor time allowance at a reasonable rate for the market area.
- An owner will not be eligible for reimbursement if the expenses for the repairs are incurred more than 10 days after the date of the initial owner notification letter sent on this special coverage extension by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Repair date, repair mileage, replaced part number, and Vehicle Identification Number (VIN) are required on the repair order to be considered for reimbursement. Copies of the current vehicle registration and payment method are also required to claim reimbursement.
- Vehicles repaired prior to the availability of updated parts may be eligible for a reimbursement and a second campaign repair under the terms of the coverage extension.

To obtain information or request reimbursement, contact the American Suzuki Motor Corporation, Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call toll free (800) 934-0934. We will request an original or copy of your receipt for the repair, and your owner notification letter.

We sincerely regret any inconvenience that this special coverage extension may cause, but we are certain you understand our interest in your continued satisfaction with your Suzuki vehicle.

Sincerely,
AMERICAN SUZUKI MOTOR CORPORATION