

Automotive

Safety Recall Campaign
SC-81

June 27, 2019

Safety Recall Campaign

2010 - 2013 Kizashi Front Passenger Seat Occupant Classification System

Affected Models: Certain 2010 - 2013 Suzuki Kizashi vehicles (A6B424)

Affected Departments: Management, Service, Warranty, Parts

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 certain 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 and/or 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.

Affected Models:

Certain 2010 - 2013 Kizashi vehicles (A6B424)

What is Suzuki doing to solve the problem?

Suzuki is analyzing this issue and is working to develop a repair procedure and the necessary repair parts. As soon as the procedure for inspection, repair and filing a warranty claim becomes available, we will post this information on Suzuki Connect.

Suzuki will notify Suzuki Service Providers when parts are available for shipment.

In the meantime, if a customer brings an affected 2010 - 2013 Kizashi to your shop with a concern that the OCS may not be correctly classifying occupants, please contact Tech-Line at (800) 934-1616 for further instructions.

NOTE:

Owners will be notified of this pending safety recall on June 28, 2019. A copy of the owner notification is attached for your reference.



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)
XXXXXXXXXXXXXXXXXXXX

June 28, 2019

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 has decided that a defect which relates to motor vehicle safety exists in certain 2010 - 2013 Suzuki Kizashi vehicles. According to our records, you own one of the 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 and/or 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.

What is Suzuki Motor of America, Inc. (Suzuki) doing to solve the problem?

Suzuki is analyzing this issue and is working to develop a repair procedure and the necessary repair parts. Suzuki will mail you a second notification letter in the near future when repair procedures and repair parts are available.

Repairs will be performed by Suzuki Service Providers at no cost to you for parts and labor.

What you should do:

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 and 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 return the attached Change of Address/Ownership card to Suzuki, 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 Suzuki 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.
- 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'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 Suzuki'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 you need to locate your nearest Suzuki Service Provider, please visit 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 of America, Inc.