



SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

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

XXXXXXXXXXXXXXXXXXXX

NHTSA Recall #19V-187

February 21, 2020

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 2006 - 2013 Suzuki Grand Vitara vehicles equipped with leather seats. According to our records, you own one of the Grand Vitara vehicles affected by this recall.

What is the problem?

The natural leather seating surface of the front passenger seat may shrink. This condition can impose a modest pressure on the occupant classification system (OCS) sensor mat contained within the passenger seat bottom cushion. This can cause the OCS to judge that there is a child in the seat when the seat is vacant. Or it can cause the OCS to judge that there is an adult in the seat when the seat is occupied by a child. In the event of a crash necessitating airbag deployment, an incorrect classification can cause the air bag to deploy, even with a child in the front passenger seat, increasing the risk of injury to the child.

Even if your vehicle had the leather seat cushion replaced under a previous campaign, this Safety Recall repair must be performed on your Grand Vitara vehicle.

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

Suzuki will replace the passenger seat bottom cushion of affected vehicles. The replacement seat bottom cushion has an insert of synthetic leather on the seating surface 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:

Until the repair can be completed on your vehicle, you should not install a child or infant restraint system in the front passenger seat. Children should be seated in the rear seat. Likewise, do not allow a small person, such as a child that has outgrown child restraints or a very small adult, to sit in the front passenger seat. Lastly, always be sure that all occupants wear their seat belts. After the repair, consult your owner's manual for recommended safety measures relating to seating positions.

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.
- 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'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 your Suzuki Service Provider or Suzuki Motor of America, Inc., 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, 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.