



SUZUKI MOTOR OF AMERICA, INC.

## DAMAGE TO FRONT SIDE AIRBAG HARNESS Special Warranty Extension

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

August 24, 2016

Dear Suzuki Vehicle Owner:

### **What is the problem?**

This letter is intended to make you aware that on some model-year 2005 – 2008 Suzuki Forenza and Suzuki Reno vehicles the front seat side airbag harness may be damaged from the front seat recliner hinge or the seat height adjuster. The damaged harness may cause the airbag readiness light to illuminate in the instrument panel and set a supplemental restraint system (SRS) diagnostic trouble code (DTC) B1380, B1384 or B1379. If a damaged seat side airbag harness is not repaired, the seat side airbag may deploy within three seconds of turning on the ignition, or the seat side airbag may not deploy in an accident. Suzuki Motor of America, Inc. (SMAI) will provide additional warranty coverage for the above condition for a period of 12 years or 150,000 miles/240,000 kilometers, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Please do NOT take your vehicle to your Suzuki Service Provider as a result of this letter, unless you believe that your vehicle has the condition described above.

### **What is Suzuki Motor of America, Inc., going to do to solve this concern?**

If you believe your vehicle has the condition described above, your Suzuki Service Provider will perform the necessary seat side airbag harness repair. If your vehicle experienced an unintended seat side airbag deployment as a result of the condition described above, the seat assembly will be repaired or replaced as necessary. This procedure will take less than two hours to complete. Repair parts are available now. There will be no charge to you for any warranty extension service-related parts or labor used to repair your vehicle. Please be aware that diagnosis and repair for conditions other than the condition described above are not included in this special warranty extension.

### **What you should do:**

If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a Suzuki Service Provider. You may want to contact your local Suzuki Service Provider to schedule an appointment convenient to your schedule to verify if the above condition is present in your vehicle. This will also allow your Suzuki Service Provider to order parts if they are not already in stock. While calling your Suzuki Service Provider, ask for information about other important recalls that may apply to your vehicle. You can also view important information about your Suzuki Automobile at [www.suzukiauto.com](http://www.suzukiauto.com) under the **Campaigns** tab at the top. Keep this letter with your other important glove box literature for future reference.

### **Customer reimbursement for remedies prior to warranty extension notification:**

If your vehicle is included in this warranty extension coverage and you have paid for repairs to address a failure of the seat side airbag for the conditions described in this notification, you may be eligible for full or partial reimbursement. Please note the following conditions for reimbursement:

- Only repairs made to address the condition that led to this warranty extension 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 copy of repair order, and proof of payment for the repair.

### **To apply for reimbursement:**

- 1) Go to [www.suzukiauto.com](http://www.suzukiauto.com).
- 2) Select **Campaigns** tab at the top of the home page.
- 3) Select **Side Airbag Reimbursement**.

### **Who to contact if you experience problems:**

Your Suzuki Service Provider can provide you the fastest response to your questions or concerns about the Seat Side Airbag Warranty Extension. If you have any difficulty with this warranty extension, you may contact the Suzuki Motor of America, Inc., Customer Service Department, for assistance at (800) 934-0934, during the hours of 7:00 AM to 4:30 PM Pacific Time. Please have your vehicle identification number (VIN) ready when calling.

If you need to locate your nearest Suzuki Service Provider, please visit [www.suzukiauto.com](http://www.suzukiauto.com) and click on the **SERVICE PROVIDERS** tab, which is located in the upper-right corner of our website.

We apologize for any inconvenience this warranty extension causes you. We hope you understand that your safety and satisfaction with Suzuki Automobiles are important priorities for us.

Sincerely,

Suzuki Motor of America, Inc.

# CUSTOMER REIMBURSEMENT PROCESS

Suzuki Motor of America, Inc.

If your Suzuki Forenza or Suzuki Reno Automobile is included in the Seat Side Airbag Warranty Extension and you have paid for repairs to address concerns with chafing wires on the seat side airbag harness, you may be eligible for full or partial reimbursement. This reimbursement plan covers the following models:

**2005 - 2008 Suzuki Forenza**

**2005 - 2008 Suzuki Reno**

Please note the following conditions for reimbursement:

- Only repairs made to address the defect that led to this warranty extension 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 dealer 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 the last owner notice sent by Suzuki Motor of America, Inc.
- Reimbursement claims may also be excluded when adequate documentation, as described below, is not submitted by the claimant.

To apply for reimbursement:

- 1) Complete the attached reimbursement form.
- 2) Attach a copy of the repair receipt or invoice. The repair receipt or invoice must indicate replacement or repair of parts associated with the warranty extension described in the Vehicle Owner Notification letter. The receipt or invoice should show the model, vehicle identification number (VIN), the name and address of the repairing facility, the itemized cost of repairs (parts and labor) and the date the work was completed.
- 3) Provide proof of ownership at the time of repair, such as vehicle registration, title, and/or proof of insurance card. Your current mailing address and phone number should be included.
- 4) Attach proof of payment such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.
- 5) Scan and e-mail the completed form and supporting documentation to [reimburse@suz.com](mailto:reimburse@suz.com), or mail the form and documentation to:

Suzuki Motor of America, Inc.  
3251 East Imperial Highway  
Brea, CA 92821-6795  
Attn: Customer Relations Department

**NOTE:**

*Suzuki Motor of America, Inc., will act upon a reimbursement claim within 60-90 days of receipt.*

## CUSTOMER REIMBURSEMENT CLAIM

TODAY'S DATE: \_\_\_\_\_

COMPLETE 17-DIGIT VEHICLE IDENTIFICATION NUMBER (VIN): \_\_\_\_\_

MILEAGE AT THE TIME OF REPAIR: \_\_\_\_\_

DATE OF REPAIR: \_\_\_\_\_

CLAIMANT NAME (PLEASE PRINT): \_\_\_\_\_

STREET ADDRESS OR P.O. BOX NUMBER: \_\_\_\_\_

CITY: \_\_\_\_\_

STATE: \_\_\_\_\_

ZIP CODE: \_\_\_\_\_

CLAIMANT E-MAIL ADDRESS: \_\_\_\_\_

DAYTIME TELEPHONE NUMBER (INCLUDE AREA CODE): \_\_\_\_\_

EVENING TELEPHONE NUMBER (INCLUDE AREA CODE): \_\_\_\_\_

AMOUNT OF REIMBURSEMENT REQUESTED: \$ \_\_\_\_\_

ADDITIONAL DETAILS CAN BE FOUND AT [WWW.SUZUKIAUTO.COM](http://WWW.SUZUKIAUTO.COM)