



SUZUKI MOTOR OF AMERICA, INC.  
AUTOMOTIVE

## IMPORTANT SAFETY RECALL NOTICE

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 in the Supplemental Restraint System (SRS) which relates to motor vehicle safety exists in certain 2006~2011 Suzuki Grand Vitara and 2007~2011 Suzuki SX4 vehicles.

Affected vehicles may develop an electrical circuit disconnection within the front passenger sensing system sensor mat that is built into the front passenger seat bottom cushion. The disconnection is due to repeated flexing of the sensor mat from use of the front passenger seat. If this condition occurs, the "AIR BAG" light in the instrument cluster and, the 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 air bag will remain enabled. In a frontal impact of significant magnitude, the front air bag will deploy with full force - even with a child, or small adult, in the front seat. Air bag deployment with a child or small adult in the front passenger seat increases the risk of severe injury or death to that occupant. Do not install a child or infant restraint system in the front passenger seat until your vehicle is repaired – Suzuki recommends that whenever possible children should be seated in the rear seat. Likewise, do not have a small person, such as a child who has outgrown child restraints, or a very small adult, sit in the front passenger seat. Consult your Vehicle Owners Manual for seating information. Lastly, please always be sure that all occupants wear their seat belts. Your safety, and your passenger's safety, is paramount to Suzuki Motor Corporation.

Recall replacement parts are now available to correct this condition. Your authorized Suzuki Service Provider will replace the front passenger seat bottom cushion in your vehicle with one that includes an improved sensor mat. This repair will be performed at no cost to you for parts and labor. **Please contact your authorized Suzuki Service Provider to schedule an appointment to have your passenger seat bottom cushion replaced. Please call as soon as you receive this important Safety Recall Notification letter and, mention Recall Identification Code "VD".** In addition, to provide the fastest service your vehicles repair part is identified at the top of this correspondence, your Suzuki Service Provider may ask you for this part number.

Vehicles are eligible for repair under this Safety Recall regardless of vehicle age and mileage. It is possible a repair has been performed with the same improved repair parts as this campaign provides under the previous Extended Coverage Campaign. When contacting your Suzuki service provider, please confirm this recall has not been satisfied through the Extended Coverage Campaign before scheduling the appointment.

To locate your nearest authorized Suzuki Service Provider, please call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online Suzuki service provider locator includes driving instructions and maps. Repair instructions have been sent to your Suzuki Service Provider. Repairs can normally be completed in less than two hours if you have made an appointment. Please be aware, if your Suzuki service provider has a large number of vehicles waiting for repairs, some additional time may be needed for required repairs.

If you no longer own this vehicle, please complete the attached Safety Recall Notice postage-paid Reply Card and return it to us.

If your Suzuki service provider does not make the correction without charge and within a reasonable period of time, we recommend that you contact the Suzuki Customer Relations Department at (800) 934-0934. If, after contacting our Customer Relations Department, you are still not satisfied that we have done our best to remedy this situation without charge and within a reasonable time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590, or call the toll-free vehicle Safety Hotline at (888) 327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If your vehicle is included in the recall and, you have paid for repairs caused by the Occupant Classification Mat failure as described in the Notification Letter, you may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers 2006-2011 Suzuki Grand Vitara vehicles produced prior to April 27, 2011, and 2007-2011 Suzuki SX4 vehicles produced prior to May 11, 2011. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of the Safety Recall are reimbursable. Additional expenses such as, but not limited to, restoring the vehicle to a repairable standard to complete the recall service repair, normal wear and tear, towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate time allowance.
- 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 notification letter sent by Suzuki Motor of America, Inc. in connection with Suzuki Recall "VD".
- 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.

To obtain information or request reimbursement, contact your Suzuki service provider who completed the repair or the Suzuki Motor of America, Inc., Automotive Customer Service Department, PO Box 1100, Brea, CA 92822-1100, or call 1-800-934-0934. We will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

We sincerely regret any inconvenience that this recall may cause, but we are certain you understand our interest in maintaining your passenger's safety and your continued satisfaction with your Suzuki vehicle.

Sincerely,  
SUZUKI MOTOR OF AMERICA, INC.