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Joshua Hills, CA

To whom it may concern;

2004 NOV 22 AM 11:00

On Jan. 18, 2004 I purchased a new 2004 Suzuki Verona, VIN # KL5VJ52L64B from Empire Suzuki in Montclair, CA. I paid cash for it, did not finance a cent. In May I got a recall letter from Suzuki, brought the car in, on May 26, 2004 to have the recalled part serviced, copy enclosed.

On August 27, 2004 I was driving on the westbound 210 freeways, where it merged with the 134 freeways, the car stalled right in the middle of fast moving traffic. I got the scare of my life, the car lost all power and stopped right in front of traffic, and cars, large trucks were swerving to avoid hitting my car. I don't know how I did not get hit from all the traffic going by me. I had to sit there, in my stalled car till a tow truck came and towed me off the freeway. It was a traumatic experience for me, I was sick for days; my stomach and nerves got totally stressed out. I am a senior, 68 years old. My blood pressure was so high for a long time. After I got towed off the freeway, the car started.

On August 30, I called Lancaster Suzuki and told them what happened. They told me to take it in right away because the car wasn't safe to drive the way it was. The service girl named Annie at Lancaster Suzuki was very sympathetic and helpful, she saw the condition I was in and still totally distressed from the traumatic experience I had. I made a couple of calls to American Suzuki in Brea California; they were very rude and not helpful at all. They said, "There was nothing they could do". I had to pay a couple of extra days for the car rental, till my son came to pick up the car for me. I never drove the car again. I drove my sons truck instead of my brand new car, because I could not feel safe driving it. In less than 3 weeks after the cars was supposed to have been repaired it broke down again, while my son was driving it. It had to be towed back to Lancaster Suzuki.

I called customer service again, to see what could be done. A Starla at Suzuki customer service said that the case would be referred to a Richard Helms the district manager. That he would call within 48 hours. After 48 hours he never contacted me, so I called back customer service to find out what's going on. But, they never gave me his number that Richard Helms would call. Finally when he called, I told him what happened. That I don't feel safe in that car anymore and terrified to drive that car. Also that the car had shut off twice within a few weeks. I asked him to give me a fair exchange for my car since that car was a lemon. He said he could not do that, because their policy was to fix the car and that the car was ready to be picked up and that they weren't going to pay for a rental car anymore. As if nothing had happened, he was very rude. I even told him that after what happened to me on the freeway, 2 weeks later I got another recall letter stating the car was prone to stall. All he said was sorry and that was it. So, I was so mad that I told Richard Helms, that if that happened to his mother or someone in his family, that he would not put them back in that car. Still, just "sorry" from him. I feel as if my life was in danger driving that car, so I had to take tremendous loss and trade that car in and buy something else. I would not recommend Suzuki to anybody. They treated me like if I was not even worth the time on the phone!!

Ans Max  
11/22/04

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