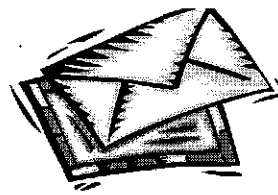


**NHTSA ccmMercury Routing Slip**



10108705

Printed: 1/18/2005

<b>NHTSA #:</b> ES05-000529	Rec'd Date: 1/18/2005	Referred By: NEC-110
XREF #:	Doc Type: IND	Doc Date: 1/11/2005
Delivery: CRT	Address To: NHTSA	<b>Due Date:</b>
S10 #:	DOT/I #:	RMP #:
<b>Subject: CERTIFIED LTR RE DEFECTIVE ENGINE FOR A 2004 SUZUKI VERONA EX, REQUESTING A DEFECT INVESTIGATION</b>		
Ack Date:	Ack By:	Signed For:
Sign Office: SENIOR AA	Signature: NRN	
VEHICLE SAFETY		
Cleared Date:	Cleared By:	Cleared For:
File Loc: PROG OFC	XREF File:	<b>Closed Date: 1/18/2005</b>
Added By: NMOODY x62544	Modified By: NMOODY	
Most Recent Comment:		

**Author:**

[REDACTED]  
 GENERAL PUBLIC  
 [REDACTED]  
 ELLIOT CITY, MD [REDACTED]  
 Tel: [REDACTED] Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	1/18/2005		1/18/2005
NVS-010	INFORMATION	1/18/2005		1/18/2005

EXECUTIVE SECRETARIAT  
 2005 JAN 18 P 5:02  
 NATIONAL HIGHWAY  
 TRAFFIC SAFETY ADM.

*Mania*  
1/24/05

Ellicott City, Maryland  
January 11, 2005

EX  
VE SECRETARIAT

JAN 18 1 P 2:13

SAFETY ADI.

Fitzgerald Wheaton Dodge Suzuki  
10915 Georgia Avenue  
Wheaton, Maryland 20902

Attention: Mr. George Sydnor,  
General Manager

As you are already aware and confirming our conversations, the CHECK ENGINE light in my new Verona XE has come on twice since the purchase of the vehicle-10/28/04. The first incident was on Thanksgiving Day, 11/25/04, at approximately 1:10 pm. The light stayed on all day and went off at approximately 9:30 pm that night. The next day, 11/26/04, I informed you of the incident. The same day, when I came to pick up my new license plates and registration, I also mentioned it to Rick Dunnington.

The second incident occurred on Saturday, 1/8/05. The CHECK ENGINE light came on about 4:20 pm (mileage-5,380). I called you immediately to let you know this had happened a second time. You said to call you Monday if the light was still on and you would call Suzuki and let them know. On Sunday, 1/9/05, the light was still on when I started the car in the morning, but went off about 1pm, after I started the car in the church parking lot. This was the third time I started the car this morning-on the third start, the light went off. I called you on Monday, 1/10/05, to let you know the light had went off. You said you were going to send Suzuki an email right away. You told me if the check comes on again to bring the car in so you can check the code. You also asked if the car was running OK when these incidents happened. Yes, the car was/is running just fine. You had commented the light seems to be coming on approximately every 30 days or so.

I hope this problem can be corrected as I do not want to experience the same problems I had with my first Verona. If in fact it happens again, please do a complete analysis on the car to find out what the problem is and how it can be corrected. I am willing to work with you on this matter, as long it does not become a chronic problem, as with the first Verona.

I would just not like to experience the same nightmare I did with the first Verona. I'm sure you understand my concern. Thanks for your understanding and commitment on this issue. (Contact telephone numbers: [redacted])

Sincerely,

[redacted signature]

cc: [redacted]

current mileage  
5565  
as of 1/12/05

ES05-000529

Original Mr. Geny for first Veronal.  
FYI only.

Ellicott City, MD  
September 22, 2004

American Suzuki Motor Corporation  
3251 E. Imperial Highway  
Brea, CA 92821

Attention: President & Chief Executive Officer:

Please be advised my 2004 Suzuki Verona has been experiencing problems with the **check engine light** coming on and staying on throughout the operation of the vehicle.

I purchased the vehicle from: Fitzgerald Wheaton Dodge Suzuki

10915 Georgia Avenue  
Wheaton, MD 20902  
301-933-7400

Service Manager: Mr. Mark Poffenberger  
Purchase date: 11/21/03

The vehicle is currently at this dealer for repair as they are still trying to determine what the problem is as to why the **check engine light continues to come on and stay on!** I am very frustrated because **the vehicle (not even a year old yet!) has been at the dealer for repair of this same problem five times now!**

**Repair Dates:**

7/13/04

7/24/04

8/13/04

8/23/04 (ECM was replaced; still not working properly)

9/20/04

Please see attached documentation as I have filed a complaint under **Maryland's Lemon Law**. I feel I am entitled to a new car, since the Wheaton Suzuki service repair department cannot seem to locate and correct the problem. If they can correct the problem at the dealer, great! If not, this is a brand new car, still under manufacturer warranty, and I should **not** have to experience these types of problems, therefore I am requesting a new car. Please give this matter your immediate attention. Thank you in advance.

Cordially,

cc: National Highway Traffic Safety Administration  
Fitzgerald Wheaton Dodge Suzuki  
Jack Fitzgerald, President & CEO, Fitzgerald Auto Malls  
Office of the Attorney General-Consumer Protection Division  
Mr. James F. Lopes, Attorney at Law

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**