

FEB 3 2005

NVS-216 mec
Ref. # 10108705

[REDACTED]
Ellicott City, MD [REDACTED]

Dear [REDACTED]

Thank you for your correspondence dated January 11, 2005, concerning the problems you encountered with your model year (MY) 2004 Suzuki Verona vehicle. Your correspondence was received on January 18, 2004.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the courtesy copies of your letters to Fitzgerald Auto Malls and to American Suzuki Motor Corporation (Reference No. 10095325). Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

Clearly, the engine problem that you described is frustrating. However, while frustrating, this type of problem is not related to motor vehicle safety within the meaning of our authorizing statute. The agency has no jurisdiction over non-safety defects that do not present a risk to safety, warranty, and remuneration matters. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Maryland Office of the Attorney General regarding your problem or pursue the matter as you did with your first Suzuki Verona.

If further assistance is needed on other safety matters, please contact Mr. Alberto A. Jimenez, Chief, Correspondence Research Division, Office of Defects Investigation, at (202) 366-5211.

Sincerely,

LSI

Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

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