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State of North Carolina

**ROY COOPER
ATTORNEY GENERAL**

Department of Justice
9001 Mall Service Center
Raleigh, NC 27699-9001

CONSUMER PROTECTION
Toll Free In NC
(877) 566-7226
Outside of NC
(919) 716-6000
Fax: (919) 716-6050

December 23, 2004

American Suzuki Motor Corp
Automotive Division
3251 E Imperial Highway
Brea, CA 92822-1100
Attn Customer Relations

RE: File No. 0416634

Salisbury, NC

Dear Sir:

Enclosed is a copy of correspondence received by this office regarding your company. Please review and respond in writing within ten (10) business days after receipt of this letter as to your position on this matter. In your response refer to File Number 0416634.

Very truly yours,

Wendy L. Chipman
Consumer Protection Specialist
CONSUMER PROTECTION SECTION

Enclosure

cc: Torrence W Tabor
Planet Suzuki
NHTSA

NAR
aa8
1/13/05

CONSUMER
COMPLAINT
(Motor Vehicle)

MAIL TO: CONSUMER PROTECTION
ATTORNEY GENERAL'S OFFICE
POST OFFICE BOX 629
RALEIGH, NC 27602
Telephone: (919) 716-6000
Fax: (919) 716-6050

FROM:

YOUR NAME(S) _____

ADDRESS _____

CITY Salisbury STATE N.C. ZIP _____

TELEPHONE: HOME _____ BUSINESS (____) _____

(List spouse's business telephone number if both are filing the complaint and indicate whose number it is) (____) N/A

DEALER OR REPAIR SHOP COMPLAINED ABOUT:

NAME Planet Suzuki

ADDRESS 110 North Chase Dr.

CITY Charlotte STATE N.C. ZIP 28213

TELEPHONE: (704) 597-7827

Is your complaint about: New car sales practices Used car sales practices Warranty

Manufacturing defect Repairs Financing or leasing?

Did you buy your vehicle: New Demo Used?

Make, Model & Year SUZUKI VERONA 2004 Date of Purchase 11/04

Where Financed (if relevant): Name AMERICAN SUZUKI FINANCIAL

Address P.O. Box 7140 City LITTLE ROCK State AR Zip 72223-7140

WHAT DOES THE CONSUMER PROTECTION OFFICE DO?

The Attorney General's Consumer Protection Office acts to protect the public from unlawful business practices. While we can often assist with the mediation of a dispute, we do not have the authority or resources to act as a lawyer for consumers in individual disputes. We encourage citizens to send us information about suspect business practices because this helps us identify areas for enforcement.

DEC 2 2004

INSTRUCTIONS

Please explain your complaint on the reverse side of this form. You may use additional sheets if necessary. We will send a copy of this complaint to the business involved for a response, so please write or type clearly. Try to be brief, but be sure to tell what happened, when it happened and who was involved.

If this is a vehicle sales problem, please include copies (not originals) of your bill of sale, credit contract and any correspondence relating to the problem. If this is a used car warranty problem, please include a copy of the warranty and describe specifically any oral warranties or promises made about the condition of the car. If this is a repair problem, please include copies of the repair orders or written estimates.

PLEASE EXPLAIN YOUR COMPLAINT: (Remember to attach copies of relevant documents.)

During The Month OF November (11/04)
As I Was Driving ON Highway 85 South
My Car Started To Make A Clicking
Sound From The Engine (The front OF
The Car) During The 1ST 15 SECONDS
OF The Noise NO Oil Light OR
ENGINE Light Was Showing IN FRONT
OF ME ON The Dash. The Noise
Got LouDER until The Light OF
The Oil Can SHOWED UP I
THEN PulLED INTO A REST AREA
AND TURNED THE CAR OFF. ONCE AT
The Dealership, I Ran INTO
SOME Problems With My Oil RECORDS
(Oil changes) But The Dealerships SERVICE
WORKERS SAID THAT I NEEDED PROOF
OF Oil Changes. SO The Manager
at Walmart Oil SERVICE WROTE
a LETTER ON ThisR LETTER HEAD
(shown) That I DID HAVE PROPER
Oil Changes; With The Suzuki Filters
I HAD PURCHASED FROM The Dealer
Ship. But They DENIED My Warranty
Saying I DIDN'T HAVE ENOUGH RECORDS
AND THAT SlUG WAS FOUND. But When
I TALKED TO Suzuki's CUSTOMER SERV.
Rep. They HADN'T EVEN LOOK AT MY OR
WHAT DO YOU WANT THE COMPANY TO DO? I Would Like Them
TO REPAIR My Car.

The above statements are true to the best of my knowledge and belief.

Signed: _____


Date: 12/21/04

... Checked The Engine OR Taken
It Apart To Even See The Slugg.
I Gave Them Permission On
The 15th Of Dec. And The
Man That Was Assigned To
My Case (Ronnie) Said He Would
Get Back To Me Later That
Day. I Haven't Heard From
Them Since And I Left
Several Messages For Him
To Call Me Back. My Problem
Is That The Oil Light Or
The Engine Light Didn't Show
At All On The Vehicle Until
The Car Was In The Process
Of Locking Up, Or Throwing
The Rod The Engine Light
Never Came On At All, Just
The Oil Light. During The
Noise (Rattling) Right Before I
Pulled Over. The Problem

OR COMPLAINT IS WITH THE
ENGINE/WARNING LIGHTS (OIL LIGHTS
ENGINE LIGHTS) THE CAR IS IN
MY POSSESSION (ANDREW L. TABOR, JR.)

BUT WAS BOUGHT AND FINANCED
THROUGH MY BROTHER (IN HIS NAME, I'M
PAYING FOR IT) TORRENCE W. TABOR,
WHEN IT WAS "5 STAR AUTOMALL".

THANKS



ANDREW TABOR
704-267-5258

TO WHOM IT MAY CONCERN:

SERVICES TO ANDREW TABOR'S
2004 SUZUKI VERONA HAVE BEEN DONE
AT OUR LOCATION PRIOR TO 12/1/04.
CUSTOMER HAS PROVIDED THE FILTER.
OUR COMPUTER IS NOT PULLING UP
DAYS AND TIMES BUT HE IS IN
OUR SYSTEM.

THANKS

CHARLOTTE, NC