

[0111.019]

From: David Miller
P. O. Box 105
Cobb, CA, 95426

EXECUTIVE SECRETARIAT

2005 JAN 24 A 9:49

Date: December 15, 2004

NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.

To: Suzuki American Motor Corporation
Customer Relations
Attn: Debbie
3251 Imperial Hwy
Brea, CA. 92821

RE: Recall on Fuel pressure regulator/ personal cost and safety

Dear Debbie,
(Suzuki Motors Customer Relations Department)

As per our December 2, 2004 phone conversation, we discussed the problem I had indicated to you in my original letter of request for reimbursement. On the phone you stated that you wanted to refund my money spent at O'Brien and Sons automotive and pay for any parts that I had purchased at Napa Auto Parts to repair the ruptured fuel lines.

You then indicated that the Suzuki Motor Corporation had never authorized the Suzuki Dealerships to replace spark plugs associated with raw fuel engine smell, and that therefore it could not be linked to the problem of the fuel pressure regulator and would not be reimbursable.

I was told by the Barber Suzuki dealership that the Suzuki Motor Corporation had suggested plugs for the car and that the plugs were expensive but might help the problem with the smell, and had been recommended by the manufacture.

I believe the part recalled, a fuel pressure regulator was the source of the problem with my Suzuki from the beginning and as you stated in your recall letter, "moisture can freeze in the fuel pressure regulator causing excessive fuel pressure. As a result, fuel system pressure may increase at the time of engine start up, resulting in fuel loss at the fuel pipe/fuel hose connection. Fuel loss in the presence of an ignition source could result in a fire."

In the incident with my car this is what happened. The raw fuel smell was eventually discovered when the fuel line pressure ruptured the high-pressure and low-pressure hoses at the clamp, causing raw fuel to spray in the engine compartment creating a possible fire hazard, just as you stated on the recall letter.

I believe that Barber Suzuki was not aware of the fuel pressure regulator problem but were aware of the Suzuki Motor Corporation's suggestion of replacing the spark plugs, as a possible solution, since the fuel pressure regulator was at that time undetected. I believe the Suzuki Motor Corporation had not yet discovered or admitted to the problem and dangers present with the faulty fuel pressure regulator part.

Unfortunately I paid a high price for plugs (dealer price and labor) which were not the problem, but a temporary attempt to fix the problem. I didn't need plugs at the time of the replacement.

There appears to be a direct correlation between the fuel smell and the fuel pressure regulator that could have been hazardous as well as a fatal type of problem. The plug replacement was directly related to attempts by the Barber Suzuki dealership to locate and

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identify the raw fuel smell problem. The fuel smell was directly related to the hoses breaking and the pressure regulator recall as stated in your recall letter.

I request that you honor your commitments in the recall letter stating that you would reimburse any cost related to problems with the fuel pressure regulator recall. You stated, "If your vehicle is included in the recall and you have paid for repairs caused by moisture freezing inside the fuel pressure regulator, you may be eligible for a full or partial reimbursement." It is my opinion this is a direct relationship.

If the Suzuki Motor Corporation didn't authorize the spark plug replacement prior to the recall I believe that is between Suzuki Motor Corporation and the Suzuki Dealership to work out their customer relations policy. I was told as indicated on the work order receipts that the plugs were an attempt to fix the fuel smell. I should not be charged for your miscommunication mistakes.

I have included a cost breakdown of all items associated with this issue. Although a full reimbursement for my time, parts and labor would be appropriate, I wish only to be reimbursed for the spark plugs time and labor paid to Barber Suzuki.

I have included the following breakdown for your convenience:

1.)	O'Brien and Sons automotive in Middletown CA., checking for raw fuel leak.	N/C
2.)	Barber Suzuki, Vallejo, and CA., checking for raw fuel leak, suggestion of spark plugs.	\$185.54
3.)	One trip to Dealership 140 miles/\$.375 IRS rate for mileage	\$52.50
4.)	Two trips to Napa Auto Parts, Middletown CA., hoses and clamps	\$20.00
5.)	My time to repair	\$49.00
6.)	Work time lost repairing and taking car to shop 1/3 day.	\$113.00
Total		\$420.04

Thank you for your prompt attention to this matter and reimbursement for my costs. If you have further questions you can contact me at

O'Brien and Sons Automotive contact is Tom O'Brien at (707) 987-4587.

Sincerely,

Cc:

Suzuki
American Suzuki Motor Corporation
P. O. Box 1100
Irvine, California 92612-1100

Barber Dealer Group
Barber Suzuki
4325 Sonoma Blvd.
Vallejo, California 94589

Administration
National Highway Traffic Safety Administration
400 Seventh Street SW,
Washington, DC 20309



AMERICAN SUZUKI MOTOR CORPORATION
P.O. Box 1100
Brea, California 92822-1100

IMPORTANT SAFETY RECALL NOTICE

Dear Suzuki Owner:

This notice is being 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 which relates to motor vehicle safety exists in all 1999 through 2003 Suzuki Grand Vitara, Grand Vitara XL-7 and certain 2004 Vitara vehicles. According to our records, you own one of the vehicles affected by this recall.

Under extremely cold ambient temperature conditions, (-13 degrees Fahrenheit), moisture can freeze in the fuel pressure regulator. As a result, fuel system pressure may increase at the time of engine start up, resulting in fuel loss at the fuel pipe/fuel hose connection. Fuel loss in the presence of an ignition source could result in a fire.

This Important Safety Recall supercedes any previous recalls of a similar nature regardless of whether the previous recall was performed.

To correct the problem, your Suzuki dealer will replace the fuel pressure regulator and any related parts. This service will be performed at no cost to you for parts and labor.

Please contact your Suzuki dealer to schedule an appointment for this Important Safety Recall. To locate your nearest Suzuki dealer, please call toll free (877) 697-8985 or visit our website at www.suzuki.com. The online dealer locator includes driving instructions and maps to your nearest Suzuki dealer. Recall instructions and parts have already been sent to your dealer and depending on the vehicle model year, the recall can be completed 30 minutes and one hour and 15 hours if you have an appointment. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. If you no longer own this vehicle, please complete the enclosed postage paid reply card and return it to us.

If your dealer does not complete the recall process without charge and within a reasonable period of time, we recommend that you contact the American Suzuki Customer Relations Department at (800) 934-0934. If you are still not satisfied that American Suzuki and your dealer have done their best to complete the recall process, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590 or call the toll-free Auto Safety Hotline at (888) 327-4236.

If your vehicle is included in the recall and you have paid for repairs caused by moisture freezing inside the fuel pressure regulator, you may be eligible for a full or partial reimbursement. 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 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 labor time allowance.
- An owner will not be eligible for reimbursement if the expenses for the repairs are performed more than 10 days after the date of the last owner notification letter sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Your authorized Suzuki dealer will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

To obtain information or request reimbursement, contact your Suzuki dealer or the American Suzuki Motor Corporation, Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call toll free (800) 934-0934.

We sincerely regret any inconvenience this Important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki.

NOTICE TO LESSORS

Under Federal law, the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s). The lessor must also keep a record of the lessee(s) to whom this letter is sent and the applicable Vehicle Identification Number. (For the purposes of this notice, a lessor means a person or entity that in the last twelve months prior to this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)

Sincerely,

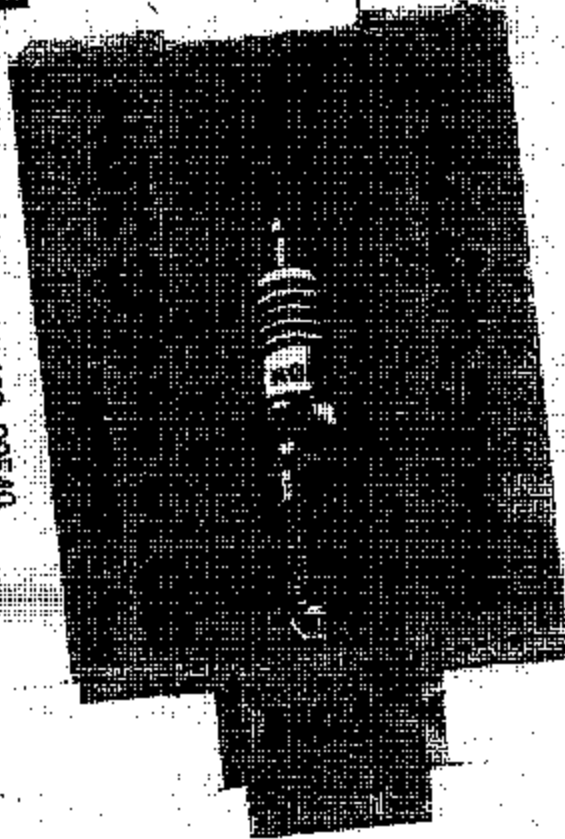
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Part No.

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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).**