



State of North Carolina

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

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2005 JAN 13 AM 12:08

**ROY COOPER
ATTORNEY GENERAL**

CONSUMER PROTECTION
Toll Free In NC
(877) 588-7226
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. 0416596

Charlotte, 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 0416596.

Very truly yours,

Wendy L. Chipman
Consumer Protection Specialist
CONSUMER PROTECTION SECTION

Enclosure

cc:
NHTSA
Planet Suzuki

NAR
1/12/05

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 Charlotte 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)

DEALER OR REPAIR SHOP COMPLAINED ABOUT:

AMERICAN SUZUKI (Planet Suzuki) 110 North Chase D.R. Charlotte N.C. 28213

NAME AMERICAN SUZUKI

ADDRESS P.O. Box 1100

CITY BREM STATE CALIFORNIA ZIP 92822-1100

TELEPHONE: (714) 996-7040

Is your complaint about: [X] New car sales practices [] Used car sales practices [] Warranty

[X] Manufacturing defect [X] Repairs [] Financing or leasing?

Did you buy your vehicle: [X] New [] Demo [] Used?

Make, Model & Year SUZUKI, VERANO 2004 Date of Purchase May 19 2004

Where Financed (if relevant): Name American Suzuki Financing Services

Address P.O. Box 7140 City Little Rock State AR Zip 72223

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.

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.)

On July 14, I returned the car because the car stalled while I was driving and I was hit by a car. On August 11, 2004, I returned the car after the car stalled again and I was almost hit by a dump truck. The PCM Computer was replaced. On 11/12/04, I returned the car again after the car cut off and I was almost hit by a school bus.

On Nov 19 2004, after getting the oil changed. The cars engine began to knock and rattle as I attempted to drive off the lot. I am still waiting for the paperwork concerning the back break lights would not turn off after I arrived home ^{12/21/04} The License Number is 12037.

I feel my life ^{is in danger} will be in danger if I

WHAT DO YOU WANT THE COMPANY TO DO? I want the company to buy the car back and replace the car with a new car.

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

Signed:

Date: 12/21/04

**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).**