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TO: Administrator
National Highway Traffic Safety Administration
400 Seventh Street SW,
Washington DC 20390
USA

NATIONAL HIGHWAY
TRAFFIC SAFETY ADMIN.

EXECUTIVE SECRETARIAT
2005 MAR 31 P 4:47

CC: American Suzuki Motor Corporation
P.O. Box 1100
Brea California, 92822-1100

March 19, 2005
Subject: Query on manufacturing defect
Reference: KLSVJ52L14B

Dear Sir / Madam

This is to bring to your notice and solicit assistance in that I purchased, Brand new Suzuki Verona 2004 a/m VIN# around 5th Sep 2004 from Suzuki dealer. With in first few months, with few hundred miles on odometer, subject car did not start on at least four different occasions.

I called my dealer and took my car for inspection on at least 2 different occasions. Not satisfied from service after first inspection and stuck with stranded car the second time I called American Suzuki Motor Corporation's customer service.

I was confident about some inherent problem, but the lady at the customer service never listened to me and never allowed me to talk to senior manager / Director despite my requests. Subsequently I emailed BBB for assistance, and mentioned the problems on JD Power survey at least twice that I received in mail.

Unfortunately, on 18th February 2005 my Wife had the accident of the same car and after getting the car repaired for over 5000 USD (insurance covered). I sold the car with approx 1300 miles for a loss of approximately 4000USD (Purchase price inclusive of all taxes etc approx 16300- Net sale price 11500USD).

I would appreciate confirmation or otherwise, of

- Manufacturing problem resulting in car not starting
- Manufacturing defects with car acceleration.

If the above are true I would like to be compensated for inconvenience and using AAA service at least twice for jump starting the car and loss from selling a brand new car.

I would appreciate all help in this respect since I am new in USA and never went through such experiences.

Please feel free to call for any clarification

Thanking you *M. L.*

CA USA
Tel

P.S Please refer to undated letter from American Suzuki motor Corporation received on 3/9/05

*Heather
2/8/05*



AMERICAN SUZUKI MOTOR CORPORATION
P.O. Box 1100
Brea, California, 92622-1100

IMPORTANT SAFETY RECALL NOTICE

KL5VJ52L14B1

Chino Hills, CA



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 certain 2004 Suzuki Forenza and 2004 Suzuki Verona vehicles. According to our records, you own one of the vehicles affected by this recall.

Affected vehicles have a brake light switch that may become misadjusted if an upward/rearward force is applied to the brake pedal. This condition could occur if your foot slips off the brake pedal or if you pull up on the brake pedal with the top of your foot. If this should occur, the brake light switch will not function properly, causing the brake lights, including the high mount stop lamp, to remain illuminated continuously without brake pedal application, with the ignition switch in the on or off position. If the brake lights remain on continuously while driving, a following driver may not know when your brakes have been applied, and a rear-end crash could occur without prior warning. This condition may also discharge the vehicle's battery, and the Automatic Transmission Torque Converter Clutch, Cruise Control and Traction Control System, if equipped, will become disabled.

To correct the above problem, your Suzuki dealer will replace the brake light switch on your vehicle at no cost to you for parts or labor. If you must drive your vehicle before having the recall repair performed, be careful not to let your foot slip off the brake pedal and not to pull up on the brake pedal with the top of your foot.

Please contact your Suzuki dealer to schedule an appointment for this Important Safety Recall. To locate your nearest Suzuki dealer, please see below or call toll free (877) 697-8985 or visit our website at www.suzuki.com. The online dealer locator includes driving instructions and maps. Recall instructions have already been sent to your dealer and the recall can be completed in about 20 minutes 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 toll-free Auto Safety Hotline at (888) 327-4236.

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 new 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,

AMERICAN SUZUKI MOTOR CORPORATION

McKenna Empire Suzuki
10325 Central Ave
Montclair, CA 91763-4402
(909) 621-1993

Socal Suzuki
535 S Citrus Ave
Covina, CA 91723-2930
(626) 331-8009

Suzuki World Ontario
1251 Auto Center Dr
Ontario, CA 91761-2209
(909) 937-6110