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2005 APR 21 AM 11:38

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April 6, 2005

Via First Class and Certified Mail
American Suzuki Motor Corporation
Automotive Customer Relations
3251 East Imperial Hwy.
Brea, CA 92821-6795

Via First Class and Certified Mail
NHTSA
U.S. Dept. of Transportation
Washington DC 20590

Re: Defect with 2003 Suzuki Aerio

Dear Sir or Madam:

This letter is written pursuant to the terms and information provided in the owner's and warranty manuals provided to [redacted] has contacted this office regarding a dangerous, sudden, and unexpected engine failure which occurred with the captioned vehicle. Essentially, the engine lost complete power, and [redacted] wife was forced to struggle to bring the vehicle to a stop with out the assistance of steering or brakes as all of these functions failed when the vehicle suddenly and unexpectedly lost power.

It is my understanding that Suzuki's position is that this occurred due to a lack of oil in the engine of this vehicle. However, such is simply not the case. I am attaching hereto a detailed oil change history which indicates that this vehicle has had its oil changed timely and consistently for as long as [redacted] has owned the vehicle. I am also attaching hereto copies of photographs where the vehicle is routinely and regularly parked which show no oil leakage or accumulation from this vehicle.

It is patently clear this vehicle suffers from a defect which has rendered the vehicle unusable to the [redacted] family. As such, the [redacted] request and demand that Suzuki take possession of this vehicle and provide them with a replacement vehicle free from defect. Clearly such is warranted in this case for there is no alternative explanation for the failure.

Please let me have the favor of your reply at your earliest convenience. I thank you for your attention to this matter and await the favor of your reply.

Very truly yours,

APR 21 4:38

PPM/ [redacted] 38
Encl.

APR 21

Margaret
4/25/05