

NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95814
(916) 445-1888 (916) 323-1631 Fax nmvb@pacbell.net

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State of California

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10133452

July 29, 2005

DEC 12 AM 3:17

National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Enclosed please find a copy of the complaint we received from [REDACTED]
concerning his 2005 Suzuki Forenza.

We are referring the complaint to you since the facts appear to raise a matter within
your jurisdiction. We are continuing our efforts on behalf of the complainant and have
suggested that the complainant contact you for additional assistance.

Sincerely,

H. Collins

Heather Collins
Mediation Services Representative

HC:sb

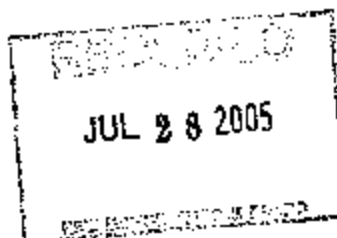
Enclosure

cc: [REDACTED]

Edin
8/15/05



NEW MOTOR VEHICLE BOARD
Consumer Mediation Services Program
 1507 - 21st Street, Suite 330
 Sacramento, California 95814
 (916) 445-1888 (916) 323-1631 Fax
 E-Mail: nmvb@pacbell.net
 Website: nmvb.ca.gov



MEDIATION REQUEST FORM

COMPLAINANT NAME

FIRST	MI	LAST	STATE	ZIP CODE
			CA	
ADDRESS		CITY		
		Oakland		
TELEPHONE # (Home)	TELEPHONE # (Business)	E-Mail		

Complaint is against: (Check box and fill out all sections completely)

☐ Selling Dealer ☐ Servicing Dealer ☒ Manufacturer/Distributor

NAME	NAME	NAME
		American Suzuki Motors Corp
ADDRESS	ADDRESS	ADDRESS
		3251 East Imperial Highway
		Brea, California 92822
TELEPHONE #	TELEPHONE #	TELEPHONE #
		1800-9340934

VEHICLE (Make)	(Model)	(Year)
Suzuki	Forenza	2005
DATE OF PURCHASE / LEASE	VEHICLE LICENSE NO.	CURRENT MILEAGE
December 21, 2004		3699
☒ Purchase ☐ Lease	MILEAGE AT PURCHASE / LEASE	VEHICLE I.D. NO.
	10	K16JD68765K
☒ New ☐ Used	TYPE OF WARRANTY ON VEHICLE	
	☒ Manufacturer's ☐ Extended Warranty ☐ No Warranty	

Have you given written notice of defects to manufacturer?

☒ Yes

☐ No

Has manufacturer (or designated agent) attempted repairs?

☒ Yes

☐ No

If yes, list repair dates: 09Mar2005, 23Mar2005, 05 April 2005, 14 Jun 2005, 12 July 2005

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor.

Sections 20 and 30900 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any documents filed with the New Motor Vehicle Board.

Signature

Date

23 July 05

BASIS OF COMPLAINT**Mechanical Defects:**

- | | |
|---|---|
| ☐ Frame and Body | ☐ Suspension system |
| ☐ Engine | ☐ Tires |
| ☐ Transmission & drive shaft | ☐ Wheels |
| ☐ Brake system | ☐ Exhaust system |
| ☐ Steering | ☐ Inoperable accessories |
| ☐ Fuel system | ☐ Cooling system |
| ☐ Other _____ | ☒ Electrical system |

Sales:

- | |
|--|
| ☐ Contract |
| ☐ Financing |
| ☐ Fraud |
| ☐ Advertising |
| ☐ Damage by dealer during servicing |
| ☐ Extended service contract |

COMPLAINT- Explain the details of this complaint.

Airbag lights comes while driving the car for miles and days. Suzuki dealers with help of Suzuki Tech staff have tried to repair it and they have not been able to. The last dealer Barber Group of Vallejo said that the light after he repaired it 12 July will still come on. It has . He (the dealer staff Mario Milleza) said that the TEC Line staff wants to start a case file on this vehicle. On 15 June 2005, I spoke with a Mr. Richard Regdon about my car and my problems. Mr Regdon is the District Service Manager for this area. He asked me "what would I like for him to do? I said to him, "get me another car like this one where I can feel safe in it". Mr. Regdon said that he "will get back with me". This has not happened.

The bottom line is that this car has been in the shop for the same problem five (5) times to at least two (2) different dealerships. The dealership from which the car was purchased went out of business that was located in Hayward, California. It was last taken to a dealership in Vallejo, California at least twice. Personnel in both dealerships have determined that this car is a problem car and it can not be repaired.

Attachments: Car Dealers Service Reports

American Suzuki Motors Staff Contact Summarys

Please sign and date on reverse side

American Suzuki Motors Staff Contact Report Summarys 25 July 05

15 June 05, 11:00 AM, -Spoke Field Representative, Richard Regdon about the problem that I am having with my car, airbag light coming on while driving. I told him of my past repair history with the Hayward dealer which had closed its shop. Regdon asked me "what would I like to do?". I told him that I would like to have a new car like this one where I can feel safe in it. I told him that I did not feel safe in this car.

22 June 05, 11:30 AM., Ms. Starla (Extension 2465). Told her my problem She said that she would contact the Representative and he will call me within 24-48 hours. He has the notes on my car and prior conversations with him.

28 June 05, 3:15 - 3:18 PM — Mr. Regdon, Field Representative called. "I will pull your record and see what has happened and I will get back to you in the middle of July". He will then determine if I will get a new car. Regdon will contact me as to this determination.

11 July 05, -Ms. Starla (Extension 2465). Talked with her about my problem. Spoke only of the warranty obligation.

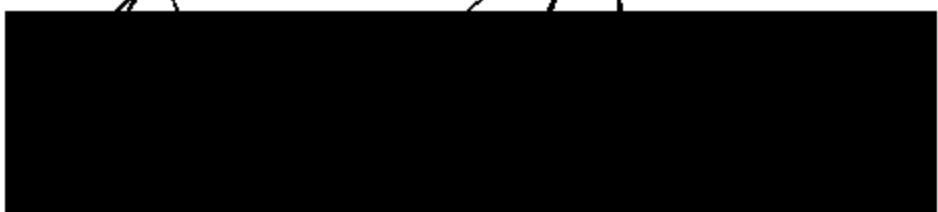
11 July 05, -Ms. Cathy (Extension 2486) I asked how could I contact the Field Representative. She said that he would contact me between 24-48 hours.

13 July 05, 7:25 AM -7:30 AM,-Talked with Jerry. I call for the field representative. Jerry told me that the Rep was on vacation and that the District Field Representative would return to the office on Monday, 18 July 05. The District Field Representative will call me. I left word for him to call me very early in the morning.

19 July 05, 7:50 AM, Ms Cathy (Extension 2465). I asked for the Field Representative. I indicated that he was to call after his vacation. Told Cathy my issues. She decided to call the Service Manager at the dealer (Barber Dealer Group) Vallejo, California while I held on the telephone line (8:00AM). She talked with the Service Manager and she indicated that she could not assist me with my quest for another new vehicle. She told me that I must do this myself.

21 July 058, Orlando-- He can't give to me the number of the District Service& Parts Manager (Richard Regdon). Richard Regdon makes the decision as to whether or not I will receive a new car.

Final Note: I have not heard from Mr Regdon as to this day. When I refer to Field Representative and District Service & Parts Manager, I am using these title interchangeable.



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).