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FROM: [REDACTED]

Overland Park, Kansas [REDACTED]

2005 OCT 26 AM 11:12

TO: NHTSA
US Department of Transportation
Washington, D.C. 20590

SUBJECT: Safety concerns regarding Suzuki XLVIII Grand
Vitara--2002

I am sending a copy of the letter which I recently sent to the Suzuki Motor Company. It states clearly my concerns about the safety of the above mentioned automobile. I hope you will take the time to check your records to see if there have been other problems reported with this car. We feel very fortunate that a serious accident did not occur when the air compressor on this relatively low mileage car failed in traffic. As you can see from the letter, we received two different responses from Suzuki dealers in our area. We are concerned about the safety of other people who may have this same car, as well as our own safety.

Thank you for your assistance. I expect to hear from you very soon regarding this situation. I am also leaving a message on your 800 number, but know those don't always get through.

Heaton
11/2/05

FROM: [REDACTED]
[REDACTED]
Overland Park, Kansas [REDACTED]
[REDACTED]

TO: American Suzuki Motor corporation
Automotive Customer Relations
3251 East Imperial Highway
Brea, Ca 9821-6795

SUBJECT: Safety concerns on Suzuki XLVIII Grand Vitara-2002

- Above mentioned car has only 56,000 miles on it
- Air compressor failed while car was being driven on free-way, and driver barely missed being in serious accident while trying to get off the highway without power steering
- Owner of Dave's Repair Shop with over 20 years in the business said this never should have happened on a car this new with this few miles on it
- 2 dealers were called: One stated this had not been a problem, while the other stated this had been a problem with this car
- Dave ordered new part from a dealer and it took nearly two weeks to get part from Japan
- Cost of part plus labor: \$1076.00
- If this truly is a one time incident, then we have a defective part, and should be reimbursed for that defective factory part
- If this is truly a problem that is being seen with this model car, then there is a real safety issue
- I am notifying the national safety board
- Since this car was purchased after carefully studying "Consumer Report Magazine", which gave it excellent (above 90) ratings I am also notifying them of this problem. I'm certain they will want to check this out before giving such high ratings to a car that may be a danger on the highway
- I feel certain you will want to know of this potentially dangerous situation. I do feel that no matter which dealer is correct, I should be reimbursed for the faulty part put on at the factory and for the inconvenience of having to wait 2 weeks to get the replacement part from Japan
I expect to hear from you very soon.