



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95814
(916) 445-1888 (916) 323-1632 Legal Fax (916) 323-1631 Mediation Fax

nmvp@nmvb.ca.gov

Arnold Schwarzenegger, Governor
State of California

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10165864

August 1, 2006

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

Case # [REDACTED]

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

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,

Heather Collins
Mediation Services Representative

HC:ta

Enclosure

cc: [REDACTED]

*Annamari
8/14/06*



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

REC'D
JUL 26 2006
NEW MOTOR VEHICLE BOARD
CASE NO. C-0033-2007

MEDIATION REQUEST FORM

COMPLAINANT NAME
FIRST [REDACTED]
ADDRESS [REDACTED]
TELEPHONE # (Home) [REDACTED]
CITY *Bellflower* STATE *CA* ZIP [REDACTED]
TELEPHONE # (Business) *cell* [REDACTED]
E-Mail [REDACTED]

Please fill out all sections completely. If address is unknown, leave blank.

Selling Dealer: *Cerritos Suzuki*
Servicing Dealer: *Cerritos Suzuki Suzuki*
Manufacturer/Distributor: *Isuzu-Suzuki Customer Relations American Suzuki Motor*
NAME: *Cerritos Suzuki* ADDRESS: *10944 S. St. Cerritos CA 90703*
NAME: *Isuzu-Suzuki* ADDRESS: *3251 E Imperial Hwy Brea CA 92821-6172*
TELEPHONE # [REDACTED] TELEPHONE # [REDACTED]

VEHICLE (Make) *Suzuki Verona* (Model) *Verona* (Year) *2004*
DATE OF PURCHASE / LEASE *5-16-04*
 Purchase Lease
 New Used
VEHICLE LICENSE NO. [REDACTED] CURRENT MILEAGE *34290*
MILEAGE AT PURCHASE / LEASE *3 miles or so* VEHICLE I.D. NO. *KLSV352L64* [REDACTED]
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: *see attach invoices*

COMPLAINT - *see attach letter*
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 3000 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 document filed with the New Motor Vehicle Board.

Signature [REDACTED] Date *7-21-06*

July 18, 2006

New Motor Vehicle Board
1507 21st Street, Suite 330
Sacramento, CA 95814

To Whom It May Concern:

I bought my 04 Suzuki Verona from Cerritos Isuzu & Suzuki in May 2004. Since I was pregnant at the time, my main objective was to have a safe and reliable car for me and my new family. However, just days after we purchased the brand new car it stalled in the middle of the 91-Freeway. Suddenly, the engine shut off without any warning, leaving me stranded on the highway and vulnerable to a rear-end collision. It has been two years since that first incident and yet the problem persists. The dealer has not provided me with any resolution. They claim that they cannot diagnose what is wrong. Nevertheless, I have been continually having to deal with having the car towed, transporting it back and forth to the dealer (only to be told they can't fix it), and renting another auto (numerous times) while my car is held by the dealer. These additional expenses and inconveniences have been a hardship on my family. And it is still very dangerous driving a car that stalls without any warning. The last time this occurred was on July 2, 2006.

On May 11, 2006 I wrote a letter to Suzuki headquarters (see enclosed copy), but I never heard from them. I have spoken to, and directed a letter to, the General Manager at the Suzuki dealer in Cerritos. Nevertheless, the car is still not fixed and the problem remains. The stress and strain of having to repeatedly return the car for service has been overwhelming. The anxiety of transporting my child in an unsafe and unreliable vehicle is great. Ultimately, I would like a refund. I purchased the car with the good faith that I was buying a reliable, operable automobile. Since 2004 I have been trying to resolve this issue to no avail.

I want to thank you for reading this letter and hope that you can find a resolution to my problem. I look forward to hearing from you. Please let me know if you may need any other supporting documents or more information.

Sincerely,

A large black rectangular redaction box covers the signature area. A thin line extends from the right side of the box towards the right margin of the page.

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).