



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

OCT 12 2006

[REDACTED]
Bellflower, CA [REDACTED]

NVS-216 aae
Ref. # 10165864

Dear [REDACTED]

Thank you for your correspondence dated July 21, 2006, concerning your model year (MY) 2004 Suzuki Verona vehicle. The California State New Motor Vehicle Board forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA). It was received by the Office of Defects Investigation on August 14, 2006. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

Our database has revealed that there are several safety-related defect recalls on the MY 2004 Suzuki Verona that may be of interest to you. NHTSA Recall Campaign No. 04V396000 (summary enclosed) relates to engine stalling due to an electronic control module (ECM). We have enclosed copies of the other recall summaries for your information. Please contact your local Suzuki dealership or Suzuki Motor Corporation for further details and have your make, model, model year, and vehicle identification number available for their information.

With regards to your request for reimbursement of the vehicle's purchase price, if you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the California State Office of the Attorney General regarding your request.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

You can contact our toll-free NHTSA Vehicle Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. A Monthly Defect Report is available on that site that provides a listing of current investigations. Enter "Monthly Defect Report" in the **NHTSA Search** capability to locate the reports. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,



Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures