



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

Sunne Wright McPeak, Secretary
Business, Transportation & Housing Agency

David W. Wilson, President Alan J. Skobin, Vice President

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10167989

August 8, 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 her 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,

Heather Collins
Mediation Services Representative

HC:ta

Enclosure

cc: [REDACTED]

Edison
8/20/06



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

RECEIVED

AUG - 7 2006

NEW MOTOR VEHICLE BOARD MEDIATION REQUEST FORM

CASE NO.

COMPLAINANT NAME

FIRST [REDACTED] MI [REDACTED]
ADDRESS [REDACTED] CITY Sacramento STATE Ca ZIP CODE [REDACTED]
TELEPHONE # (Home) [REDACTED] TELEPHONE # (Business) [REDACTED] E-Mail [REDACTED]

Please fill out all sections completely.

If address is unknown, leave blank.

Selling Dealer

Servicing Dealer

Manufacturer/Distributor

NAME <u>GOLDEN STATE</u> <u>MITSUBISHI SUZUKI</u>	NAME <u>GOLDEN STATE</u> <u>SUZUKI</u>	NAME <u>SUZUKI MOTOR CORP</u>
ADDRESS <u>6250 FLORIN RD.</u> <u>SACRAMENTO, CA</u> <u>95823</u>	ADDRESS <u>6250 FLORIN RD.</u> <u>SACRAMENTO, CA</u> <u>95823</u>	ADDRESS <u>3251 E. IMPERIAL Highway</u> <u>BREA, CA</u> <u>92821-6722</u>
TELEPHONE # <u>916 391-8444</u>	TELEPHONE # <u>916 391-844</u>	TELEPHONE # <u>800-934-0934</u>
VEHICLE (Make) <u>SUZUKI</u>	(Model) <u>FORENZA</u>	(Year) <u>2005</u>
DATE OF PURCHASE / LEASE <u>Jan 11, 2005</u>	VEHICLE LICENSE NO. [REDACTED]	CURRENT MILEAGE <u>22500</u>
☒ Purchase ☐ Lease	MILEAGE AT PURCHASE / LEASE <u>20</u>	VEHICLE I.D. NO. <u>KL5JD56245K</u> [REDACTED]
☒ 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☐ NoIf yes, list repair dates: 3-15-05, 10-10-05, 7-13-05, 7/17/06, 7/20/06

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 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

Date

Aug. 2, 2006

BASIS OF COMPLAINTMechanical 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.

The 2005 Suzuki Forenza Vehicle
stall in traffic on July 17, 2006.
I believe this is a safety concern!
Previous history of taking vehicle
to GOLDEN STATE SUZUKI Services Dept.

I would like this vehicle replace
under the lemon law.

Thank you



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).