



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

2007 NOV 29 AM 8:10

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]

Lexington, KY [REDACTED]

NVS-216 mec
Ref. No. 10208365

Dear [REDACTED]:

Thank you for your correspondence dated October 26, 2007, concerning the problems you encountered with your model year (MY) 2004 Suzuki Grand Vitara vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on November 7, 2007.

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 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 help us determine whether an investigation into a possible safety defect is warranted.

A review of our database relative to the transmission, illumination of the engine light, and other various problems in MY 2004 Suzuki Grand Vitara vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with other reports to identify any safety defect trends that may require our attention.

Regarding your request for compensation and the problems you encountered with the AC compressor and whistling noise from the windshield, we suggest you contact the Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. 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,

A handwritten signature in black ink that reads "Ronald B. Fields". The signature is written in a cursive style with a large initial "R" and "F".

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement