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Is there someone at Suzuki that cares and operates within a realm of professional ethics?

In May of 2005, we purchased a 2004 Suzuki Grand Vitari. The four prior years had been quite trying and difficult for us inclusive of financial issues we had incurred after, 1. My mother had a knee surgery, contracted 3 of the deadliest staph infections and passed away; 2. Our 15 year old developed a rare case of lung cancer and we lost him finally on April 30th, 2003; 3. My mother-in-law becoming seriously ill and passing; 4. My own personal illness developing resulting in having to quit work after 27 years; 5. My daughter, with 3 children becoming ill and having to move in with us due to no support from her ex, or any income, otherwise.

All of this to say that my husband had hung in there like a trooper through all of this, and in May of 2005 I wanted to do something special for him. He had never owned a newer vehicle, and I purchased a Suzuki Grand Vitari for him, which we both just loved. However, the problems began one day when we were on the interstate and looked up and had a trail of smoke behind us. A front seal had blown out of the transmission and the fluid was burning off the exhaust system. From then on, there was one issue after another with the transmission. They replaced the seals several times, replaced shift cables, and eventually had to order and put a brand new transmission in it (to the tune of 3 now). But the problems did not cease there. The check engine light keeps coming on, the seal blew again, it began having a roar from the transmission after reaching about 50mph, and they replaced another shift cable or something. A couple weeks after that, we took it back in because of the vibration and roaring in the transmission, the check engine light coming back on again, the AC compressor kicking on and off every few seconds, and a horrible whistling from around the windshield somewhere. They informed us that they were going to have to drop the transmission out of it again, and it would probably be another 2-3 weeks again before they could get it back to us. May I interject at this point that the service department at Green's Suzuki & Toyota here in Lexington has been very cooperative in trying to assist us in getting the repairs taken care of, and seems genuinely sympathetic for all of the problems we have had.

After all of the problems we were experiencing, I contacted the customer service number for Suzuki in California, on several occasions, to see if they were willing to work with us for some sort of buy-back, compensation, trade-in assistance, sizeable rebate on a trade, or anything to compensate us for all of the problems, inconvenience, stress, and aggravation we have had with this vehicle. I was told I would have to get with the local dealership sales manager, and have him work with the district manager to see what they would have to offer us. This began back in November, 2006. The sales manager here at Green's Toyota told me he had contacted the DM who is in Ohio, and was waiting for a response from him. Each time I called, or stopped in, to check on the status of what they were working on, he would say he had talked with Terry, the DM, and he was waiting to hear from him on what they were going to offer. We quit driving the vehicle for 3 months (Dec.-Mar.) on the assumption that they were planning to work something out for us, and we did not want the vehicle back in the shop.

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After 4 months, the Local manager here told me they were jerking him around, and we may have to pursue arbitration through the BBB or get our attorney started on it. (BBB told us that Suzuki had dropped them for arbitrations and there was nothing they could do other than lodge the complaint.) *We had been getting the run-around for all those months!*

When I called back to Suzuki in California to the consumer complaint number, they said according to what their computer was showing them that there had been no request for any action for compensation, trade-in assistance, or anything from the local sales manager. After realizing we were just getting jerked around, and after getting completely stressed out, not knowing who was lying, and what was going on, I finally went and picked up all of the service records from the local sales manager, Bob Spradlin, and he proved he had, indeed, been trying to get something worked out by giving me the name and number of Terry, the DM in Ohio. After several calls and leaving him messages, Terry finally called me back, several days later. He was very rude and abrupt, and said Bob should have told me months ago that Suzuki wasn't going to do anything to offer us trade-in assistance, buy back, compensation, rebate, or anything of that nature. He said *"That's what warranties are for! If it keeps breaking, we'll keep fixing it until the warranty runs out."* He acted as if all of our inconvenience, not having a vehicle that we can depend on, respect for their customers and consumers, all of the stress we have endured, the run around for months about Suzuki compensating us for the mess, and even the vehicle going back in the shop again for the same problems (it had been there 3 weeks then), had no relevance! It was as if, "Oh Well! Just Eat It!" He just said quickly and abruptly that it had a 100,000 mile warranty on the transmission and they would honor the warranty and keep fixing it. Who wants to deal with this mess continuously for 100,000 miles and after!!! Nobody should have to!

Today, Saturday, October 27, 2007, here we sit again with it in the shop. Last week, *for the second time*, I pulled out on Georgetown road, which is a 5-lane highway in front of our subdivision, and it quit pulling! The 1st time, back in the summer, I almost got hit by oncoming traffic. It quit pulling and left me straddled 2 lanes of oncoming traffic, again! Brad at the service center told me, yesterday, that they were putting another transmission in it!! This is the 3rd transmission, 7-8 seals have blown, numerous shift cables, and a driveshaft! It has been in the shop 12-15 times for the same thing. I understand that our Kentucky Lemon Law says it would have needed to start before 12,000 miles. But this is ridiculous! Just to be morally correct, and in the essence of professional ethics, Suzuki has a responsibility to step up and admit this is a defective product, and do something to make it right. This has been going on way too long! It now has 42,000 miles, or more, on it. What happens when it continues and we get to the 100,000 miles? *What happens when it stops pulling next time, and one of us are seriously hurt or killed???*

Then is Suzuki going to leave us holding their defective bag?

When you buy a newer vehicle, it is with the expectations that you will have something dependable to drive. We pay almost ████████ per month for a vehicle we cannot depend on, through no fault of our own. We really depended on that 100,000 mile warranty, but not to the point of not even being comfortable to even drive it out of Lexington, never knowing when that seal is going to go again. Surely, someone with some integrity and clout at Suzuki, above the local DMs, can see how wrong this is!!

Surely someone cares enough to step up and say, "OK, Enough is Enough! Obviously this is our inferior product in failure, and we are going to make it right!!"

To you who are reading this, would you want to be treated this way, or a member of your family treated this way by Suzuki?

We were advised to start with the BBB to seek answers in resolving this problem. After submitting a complaint with them, they contacted me and said Suzuki had dropped them a few weeks prior for arbitration and complaint solving. They did not know who is doing their complaints and/or arbitrations and advised me to contact your office. But that, so far has been futile. I'm sure you can contact Green's Toyota for copies of the service records for verification and validation of my statements. It is my sincere hope that your office will assist us in getting some sort of satisfactory compensatory action in resolving this matter. I have been informed that they are replacing the transmission, AGAIN, making 3 total.

Regardless of the Lemon Law saying it should have started by 12,000 miles, (that was before the 100,000 mile warranties started coming out) we believe that Suzuki should buy the vehicle back for what we paid for it, or offer us a sizeable trade-in allowance, compensation package, or rebate, on a new one, so we will not be forced into higher payments, or more debt, to obtain a dependable vehicle after all this time and trouble, and what we should have had from the beginning. Please contact me at your earliest convenience to allow me to know how your office can help us in resolving this matter. I think you will agree that the problems we have had with this vehicle definitely supersedes any "Lemon Law" category.

Can You Help Us or get this to someone who can??

Frustrated and disappointed with Suzuki,

