



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

2007 DEC 12 AM 8:19

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]

Altoona, PA [REDACTED]

NVS-216 aae
Ref. # 10210568

Dear [REDACTED]:

Thank you for your correspondence dated November 17, 2007, concerning your model year (MY) 2002 Suzuki Vitara vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on November 28, 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. However, 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.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the transmission problems you described causing loss of vehicle control in MY 2002 Suzuki Vitara vehicles. A search of our database indicated no similar complaints; therefore, providing insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.



Regarding your request for reimbursement due to costs you incurred for deductibles and increased insurance premiums. Please be aware this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Pennsylvania Office of the Attorney General regarding your problem and request for assistance. We are sorry we cannot assist you further in this matter.

Sincerely,

A handwritten signature in black ink, reading "Ronald B. Fields". The signature is written in a cursive style with a large, stylized "R" and "F".

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