



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

October 10, 2008

[REDACTED]  
[REDACTED]  
Windham, ME [REDACTED]

NVS-216 et  
Ref. No. 10242615

Dear [REDACTED]

Thank you for your correspondence dated September 1, 2008, concerning your model year (MY) 2001 Suzuki Esteem. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on September 11, 2008.

The National Highway Traffic Safety Administration (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 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. In your letter you stated that you encountered a structural problem, specifically corrosion of the frame in your MY 2001 Suzuki Esteem. You also inquired if there are any recalls to remedy this problem. A review of our database relative to frame corrosion in MY 2001 Suzuki Esteem vehicles revealed no recalls and insufficient evidence to warrant opening a safety defect investigation at this time. 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.



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 "Frank S. Borris II". The signature is written in a cursive style with a large, prominent "F" and "S".

Frank S. Borris II, Acting Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement