

CL-10242615-9420

American Suzuki Motor Corporation
3251 East Imperial Highway
Brea, CA 92821

2008 SEP 11 PM 4:56

To whom it my concern;

September 1, 2008

I purchased a 2001 Suzuki Esteem Wagon from Norman-David Lincoln Mercury Car Dealership in Westbrook, Maine 7 years ago in March 2001. I have been relatively happy with the car, overall.

Last month I took the car to get a new inspection sticker and the service station said they were concerned with the condition of the frame. One week later the front cross member frame snapped off and we had to have the car towed to the service station. Upon further inspection they found that the frame was severely rusted and the car was unsafe.

In this day and age of technology, a frame should not be rusting out in only 7 years. This was the first new car that I have purchased and I am very disappointed that it did not last longer than 7 years. I am concerned that this may be a problem with a lot more of your cars. Were there any recalls on this type of problem? I have not been notified of any recalls.

I am very concerned that someone may get hurt or even killed if this happens to them while driving.

I hope that this is not typical of the quality of your cars. I had heard good things about your vehicles before making the purchase and had higher expectations. I hope that you look into this problem as soon as possible.

I am looking forward to hearing from you in a resolution on this matter. You may contact me at [REDACTED] or by email [REDACTED]

Sincerely, [REDACTED]

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

Cc:

Steven Rowe, Attorney General State of Maine
6 State House Station
Consumer Affairs Division
Augusta, Me 04333

Norman David Lincoln Mercury
Attention Stephen Smith, manager
140 Larrabee Road
Westbrook, Me 04092

National Highway Traffic Safety Administration
Office of Defects Investigations/CRD
NVS-216
1200 New Jersey Ave SE
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