

[Redacted]

MAY 18 2010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Date: 5/12/10

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

EXECUTIVE SECRETARIAT

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590

2010 MAY 17 P 2:24

RECEIVED - NHTSA

Re: Case #2-228164816
VIN# JS3TD62V1K4 [Redacted]

CL-10334873-6023

Gentlemen:

Received Recall, Second Notice (un-dated) on April 23, 2010.
Never received First Notice and no explanation offered.

As it was inconvenient for me to travel the distance indicated (160 miles round trip), I called 800-934-0934, to ask if we could repeat the 2004 Recall -- whereby the parts were sent to me and my mechanic did the job (professionally, by the way) -- you paid the labor and everything went well.

Apparently, this request was refused quite emphatically, I might add, and I was informed the job had to be done by a "trained" mechanic 80 miles away.. I guess the inference being that all other mechanics were knowledgeable only in the art of pumping gas.

Just a note: I'm in my 80's and refuse to be inconvenienced by the fault of the manufacturer. I think some consideration should be shown the consumer -- and at least allow some lateral as to a more favorable distance to travel.

I know this letter will be passed along until it conveniently disappears. Nonetheless, if this is the wrong department to handle such a matter, I would appreciate it if you could pass it thru the proper channels to someone who could give it some serious thought.

Thank You,

[Redacted Signature]

cc: American Suzuki Motor Corporation
Automotive Customer Relations Department
PO Box 1100
Brea, CA 92822-1100

|| Note: My auto mechanic is a Master Technician/ASE Certified, which more than qualifies him to be a "trained" mechanic. ||



AMERICAN SUZUKI MOTOR CORPORATION
P.O. Box 1100
Brea, California, 92822-1100

CASE # 2-228164816
Janelle - X 2465

IMPORTANT SAFETY RECALL - SECOND NOTICE

VIN# JS3TD62V1X4 [REDACTED]

[REDACTED]
Pollock Pines, CA [REDACTED]



COPY
—

Dear Suzuki Owner,

This second notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in all 1999 through 2003 Suzuki Grand Vitara and Grand Vitara XL-7 and certain 2004 Grand Vitara and Grand Vitara XL-7 sport utility vehicles. According to our records, you own one of the vehicles affected by this recall.

The accelerator cable casing cap that is attached to the vehicle firewall can crack due to extended exposure to forces from the accelerator cable and insufficient long-term durability of the plastic casing cap. If the casing cap becomes cracked, movement of the inner accelerator cable through the cap can cause the inner accelerator cable to become frayed. If the inner accelerator cable becomes frayed, it can stick during vehicle operation. In the case where the accelerator cable sticks, the driver could have difficulty controlling vehicle speed, which could result in a crash.

Your Suzuki dealer will replace the accelerator cable, which includes the plastic casing cap, on your vehicle. This service will be performed at no cost to you for parts and labor.

~~Please contact your Suzuki dealer to schedule an appointment for this Important Safety Recall.~~ To locate your nearest Suzuki dealer, please see below or call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online dealer locator includes driving instructions and maps. Recall instructions, tools and parts have already been sent to your dealer and the recall can be completed in less than one hour if you have an appointment. If your dealer has a number of vehicles awaiting service, there may be additional time required. If you no longer own this vehicle, please complete the enclosed postage paid reply card and return it to us.

If your dealer does not make the correction without charge and within a reasonable period of time, we recommend that you contact the American Suzuki Customer Relations Department at (800) 934-0934. If after contacting our Customer Relations Department, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE., Washington, DC 20590 or call toll-free Auto Safety Hotline at (888) 327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If your vehicle is included in the recall and you have paid for repairs caused by a frayed accelerator cable, you may be eligible for a full or partial reimbursement. Please note the following qualifiers:

- Only repairs that are the subject of the safety recall are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate labor time allowance.
- An owner will not be eligible for reimbursement if the expenses for the repairs are performed more than 10 days after the date of the last owner notification letter sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant.

To obtain information or request reimbursement, contact your Suzuki dealer or the American Suzuki Motor Corporation, Automotive Customer Relations Department, PO Box 1100, Brea, CA 92822-1100 or call toll free (800) 934-0934. We will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

We sincerely regret any inconvenience this Important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your Suzuki vehicle.

Sincerely,
AMERICAN SUZUKI MOTOR CORPORATION

Elk Grove Suzuki
9776 W Stockton Blvd.
Elk Grove CA 95757
916-405-2650

Allison Suzuki
9190 S. Virginia St.
Reno NV 89511
775-852-7222

Cabral Suzuki
1115 W. Yosemite Ave
Manteca CA 95337
209-823-1148

I believe this is the 3rd or 4th Recall in 10 years. —

USA FIRST-CLASS FOREVER



SACRAMENTO CA 958

12 MAY 2010 PM 2 L

Ms. [Redacted]
Pollock Pines, CA

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
WASHINGTON, DC 20590

