

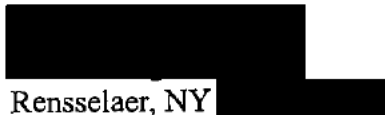


FEB - 2 2012

AMERICAN SUZUKI MOTOR CORPORATION

P.O. Box 1100
Brea, CA 92822-1100

November 7, 2011


Rensselaer, NY

RE: Service Request # 2-271556373

Dear 

It was a pleasure speaking with you on October 18, 2011. We attempted to follow up with you by phone unsuccessfully.

Your satisfaction is of utmost importance to me. Therefore, we encourage you to schedule an appointment with your local Suzuki dealership for a vehicle inspection, as the dealership's staff members are Suzuki factory-trained to properly diagnose your concern and can inform you about warranty coverage.

I dial twice, (see enclosed) (5 sheets)

To provide you with the highest level of service, we have enclosed a list of the authorized dealers in your area.

Please if we can be of further assistance we can be reached between the hours of 7:30 a.m. - 12:00 p.m. and 1:00 - 4:30 p.m., P.T. Our toll-free telephone number is (800) 934-0934.

Thank you for allowing us the opportunity to serve you.

Sincerely,

Kathie Smith
Kathie Smith

Sr. Customer Relations Representative

Dealer:

Advantage Suzuki
Sales and Service
760 Central Ave
Albany, NY 12206
Phone: 518-482-4471
Distance: 4.42 miles

there FAX 714-579-1272

MC
02012
DW

mailed approx
10/16/11



10/24/11

I just purchased a Suzuki Sx4 vehicle
the dealer tells me it will take up
to 5,000 miles for me to see 23
Miles per gallon, per your literature
Booklet, this doesn't make sense, so
I will ask you this question, I
feel they are giving me the old
run around here. (see their letter to
me on 11/7/11

Dealer's

Advantage Suzuki
760 Central Ave
Albany, N.Y.

Please advise

P.S. at the rate I travel this will
take me approx 1 year to get
to 5,000 miles, at present I am
getting approx 18.6 miles per gallon
We are talking, quite of added \$ for
gas expenditure here

⊗ average for 5 fill ups

they also check transmission hesitation N/C

ADVANTAGE SUZUKI LLC

A Member of Smart Deal Network

760 Central Avenue * P.O. Box 1308 * Albany, New York 12201 * 518-482-4471 * Fax 482-8435

DMV NYS REG # 7000703

This service was per your letter to me & they check over mileage (I hope to get better than 18.6 average mpg) N/C

CUSTOMER NO.	10255	ADVISOR	ALYSSA	TAG NO.	9072	W1	INVOICE DATE	11/28/11	INVOICE NO.	SMCS50695
		LABOR RATE	92.00	LICENSE NO.			COLOR	AZURE GRAY/	STOCK NO.	211SX585
		YEAR / MAKE / MODEL	11/SUZUKI/SX4/CROSSOVER PREM AWD A	MILEAGE	1582		DELIVERY DATE	09/07/11	DELIVERY MILES	4
RENSSELAER, NY		VEHICLE ID. NO.	J S 2 Y B 5 A 3 2 B 6				SELLING DEALER NO.		PRODUCTION DATE	
		R.T.E. NO.		P.O. NO.			R.O. DATE	11/28/11		
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS						

JOB# 1 CHARGES

MO: 3101

LABOR										
J# 1 01SMZF	3 MONTH FREE MAINT	TECH(S)	5317	WARRANTY						
	3 MONTH FREE MAINT PROGRAM OIL/FILTER CHANGE AND CAR WASH									
	OIL/FILTER CHANGE									
	PERFORMED OIL/FILTER CHANGE PER 3 MONTH FREE MAINT PROGRAM AND WASHED CAR									
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE						
	1	16510-61A31	FILTER ASSY OIL							
	1	99963-01501-500	ENG OIL 4CYE EN							
				TOTAL PARTS						
				WARRANTY						
				WARRANTY						
				0.00						

DEalership MISSION

To provide our customers with a shopping, buying, service and ownership experience that consistently satisfies each individual's needs and exceeds their expectations in a comfortable, supportive environment.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the item/items.

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX SMCS JOB# 1 TOTAL

0.00

LABOR										
J# 2 61SMZ	EXTERIOR TRIM	TECH(S)	5317	INTERNAL						
	VENT VISORS PER WE OWE INSTALLED									

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX SMCS JOB# 2 TOTAL

0.00

COMMENTS
WAITE

TOTALS

* NEXT RECOMMENDED SERVICE:

* 11/28/2011 / 3101 MI 01SMZWS

WINTER SPECIAL

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL G.O.G. 0.00
TOTAL MISC CHG 0.00
TOTAL MISC DISC 0.00
TOTAL TAX 0.00

TOTAL INVOICE \$

\$23.76

Install
of window
SHIELD'S
four of them

HANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Att: Kathie Smith

Suzuki Motor of America

ADVANTAGE SUZUKI LLC

A Member of Smart Deal Network

760 Central Avenue * P.O. Box 1308 * Albany, New York 12201 * 518-482-4471 * Fax 482-8435

DMV NYS REG # 7000703

they said this is the way the transmission works
there is nothing they can do (see Below Note)
In my opinion this is still a very Dangerous problem

CUSTOMER NO.	10255	ADVISOR	JUSTIN COUNTRYMAN	TAG NO.	0779 W610	INVOICE DATE	01/23/12	INVOICE NO.	SMCS52047
		LABOR RATE	92.00	LICENSE NO.		MILEAGE	1,979	COLOR	AZURE GRAY/
		YEAR / MAKE / MODEL	11/SUZUKI/SX4/CROSSOVER PREM AWD A			DELIVERY DATE	09/07/11	STOCK NO.	211SX585
RENSELAER, NY		VEHICLE I.D. NO.	J S 2 Y B 5 A 3 2 B 6			DELIVERY MILES	04	PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		SELLING DEALER NO.			
		BUSINESS PHONE				R.O. DATE	01/23/12		
		COMMENTS							

MO: 1985

JOB# 1 CHARGES

LABOR
J# 1 30SMZ
(NOTE) AUTO TRANSMISSION TECH(S): 49500
CK CUST STATES HESITATION IN TRANSMISSION WHEN DRIVING. CK AND ADVISE.
TECHNICIAN ROADTESTED VEHICLE WITH CUSTOMER FOR CONCERN. FOUND NO ABNORMAL OPERATION PRESENT OR ABNORMAL NOISES PRESENT AT THIS TIME. CHECKED FOR A/T UPDATES. NONE FOUND. CHECKED BULLETINS AND FOUND NONE APPLICABLE TO CONCERN.
RE-TESTED AND CHECKED FOR CODES. NO CODES FOUND AT THIS TIME. NO PROBLEM FOUND AT THIS TIME. VEHICLE OPERATING WITHIN SPECIFICATIONS.

Fax this to Suzuki CALIFORNIA ON 1/25/12

DEALERSHIP MISSION

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JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX SMCS JOB# 1 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAIT

TOTALS

* NEXT RECOMMENDED SERVICE:
* 01/23/2012 / 1985 MI 01SMZWS WINTER SPECIAL

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

What about the mileage problem per my letter to you on 12/28 I calculate you owe me \$400.00 for extra gas

this I can live with this, But (see over) I am still getting terrible mileage

I have been in contact with Suzuki Motor in Brea, California, on a few occasions and this resulted in almost ZERO response to the problem (Below):

the CVT transmission on my Suzuki SX4 vibrates badly when it shifts (Automatic) the first time around 1500 to 1800 R.P.M (they tell me it is like a snowmobile transmission; pullys / no gears). I have a snowmobile and on this it really doesn't matter, But!

(see enclosed letter)

the dealers solution here, use the manual mode (transmission) to avoid the above. If I purchased a stick shift over the Automatic, I could have saved a chunk of money
(this stinks)

To Suzuki
Motors
Brea, CA



Rensselaer, NY

12/28/11

Kathie Smith:

I took my car to Advantage Suzuki
(see enclosed) per your letter to me, on 11/7/11
they did something to improve the gas
mileage to a hair over 20 MPG.....
they told me that the mileage would see
improvement (one told me 3,000 miles
one told me 5,000 miles & one told me
over 7,500 miles) But during this time
I am spending more for gas, while they
screw-around on the mileage, someone has
to pay this difference (I calculate approx
\$400.00 more I spend on gas, my name is
[redacted] but not J.P.)

Also, the transmission ^{still} hesitates near Bad,
especially at about 1500/1800 RPM. This
they tell me is the way the CVT transmission
works, they have had a number of car plant's
on this. I almost had a BAP accident because
of this, I tried to pass a truck & the trans-
mission hesitated and I almost got into
a very bad accident, the car coming down
the second lane, going 60 MPH or so; he
had to wear out, and not hit me, If he
was not on the ball I could have been
in a messy scene. he was very upset on this

this happened on the Interstate near my
(home) this is a very dangerous situation
and if you folks don't address this, I
will have to contact NHTSA (Vehicle Safety
people) I don't want to do this. But
people could be killed over this, I was
lucky, I wasn't killed, if he hit me
BYE, BYE to me, and possible him too.

I paid over \$19,000.00 for this vehicle
& I expected it to be road worthy, the
vehicle is generally very good, I like
it.

A Friend has a Mercedes-Benz, and it
has some problems, that should not
BE, But nothing is perfect, he paid
\$52,000 for the BENZ, I can handle
small problems, But not this trans-
mission problem, I can live with lousy
gas mileage, But enough is enough
to a point.

P.S. I am quite upset over the whole
affair, and I limit my travel
do to the mileage & transmission
and I am beginning to believe I made
a wrong move here on this purchase.

Rensselaer, NY



National Highway Traffic Safety Administration
1200 New Jersey Ave S.E.
Washington, D.C.
20590

Administrator

