

VIN# KL5JD56Z25K [REDACTED]
[REDACTED]

NOV 13 2012

Graham, Wa [REDACTED]

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)RE: American Suzuki Motor Corporation
Suzuki Recall Notice: NU
Forenza/Reno 2004,2005,2006
Case # 2-311930437

Dear National Highway Traffic Safety Administration

I am writing this letter with great disappointment, not because of the recent recall notice for the vehicle which I happen to own but for the decision that was made by the Suzuki Customer Relations department. I received the recall notice the last week of September 2012 and responded immediately by calling the department with my information regarding my expensive repair bill from January 2012, when the said recall had in fact disabled the driving lights on my 2005 Suzuki Forenza vehicle. I called the customer relations number and spoke with a consultant and she gave me a claim number then informed me to fax all the needed information. She stated that upon receiving the information it would be reviewed and a decision would be made on whether or not a refund is applicable. The next day I faxed my claim number along with a three page receipt that included a detailed report regarding the issue of my vehicles driving lights, which clearly displayed evidence pertaining to this recall, the connector had been melted.

The beginning of January was my first experience with the driving lights shutting off. It was six o'clock on a dark winter morning while I was driving my 45 miles to work. The lights suddenly shut off and while driving sixty miles an hour on the freeway I tried not to panic, but to be honest it was quite frightening. Within approximately ten to fifteen seconds the lights came back on, but a few minutes later they shut off again. This same scenario occurred only one other time that morning. Driving home in the evening I did not have any incidents. The following week the issue came and went, I had individuals check to see if there was a loose connection to the lights and I also had a co-worker check the engine because there was an unfamiliar reoccurring odor. They of course did not find anything because the problem was hidden within the dashboard. That evening I was taking my two daughters to a school event and the driving lights went out again. My girls were quite frightened, but I tried not to panic while making it back home safely. One might ask why I didn't take my car in on the first initial malfunction of the lights? I had to wait because being a single mom I didn't have funds to pay for someone to even look at my car let alone fix whatever the problem was. For the safety of my children, commuters and myself regardless of the financial hardship, I took my vehicle in because the problem had now been reoccurring for almost two weeks. After four hours the cause of the problem was diagnosed by the Suzuki service department. The splice pack had been melted, the mechanic did the repairs and I owed \$513.60. I felt frustrated and stressed that I had to split the bill between two different credit cards and the problem was fixed by cutting off the splice connector, crimping the defected wiring, heat shrink tubing being applied then tape. I felt that I was paying such a high price for something that seemed to be "jimmy-rigged". They suggested that I purchase a daytime running light adapter but I was not financially able to do so.

NAH
11-16-12
[Signature]

The consultant from Suzuki's Customer Relations contacted me and stated that after reviewing my claim it did appear to pertain to the recall notice. She went on to state that out of the \$513.60, I would receive \$75. I asked her to explain why I should only receive a minimum portion. She stated that the mechanic was not aware of the problem and had to spend time diagnosing the issue which took him four hours. She then informed me that with the information from the recall notice the same repair could be fixed in less than an hour, which is the amount refunded back to me. I again explained to her that it does not seem right that I had to pay \$513.60 for service of a rejected part because at that time the mechanic did not have the recall notice in front of him enabling him to go right to the source of the problem.

I am in disbelief that a company such as Suzuki would choose to be greedy by not standing behind their customer of seven years and reimburse me the full amount I had to pay for repairs, due to a dangerous dysfunctional part installed from the Suzuki Corporation. This could have potentially created a hazardous or even fatal accident not only putting me in harms way, but putting my daughters and fellow commuters in a dangerous and vulnerable position as well. This possibly could have turned out tragic when I was startled by having to spontaneously drive in the pitch black.

It is per ponderous that I am being reimbursed a measly seventy-five dollars because my Suzuki mechanic would have diagnosed and completed the repairs in less than an hour had he known about the recall. I had no control, nor any responsibility for the defect of this part, as well as, having no control over Suzuki's recall displaying itself sooner so as to make it easier for my mechanic.

The excuse and reasoning behind the justification of Suzuki's Customer Relations decision regarding my reimbursement, or the lack there of is absolutely unacceptable and unprofessional. The status and praise of a company derives from the satisfaction of previous and former customers. Therefore it is unexplainable why a well known company such as Suzuki will not uphold and honor a reimbursement owed to me, a possible lifelong customer. I had to put forth money to fix a defected part installed by your company and now recalled by your company, but I'm only entitled to a minimal amount with Suzuki providing only a disputable excuse as to why.

I should be entitled to the full reimbursement and hope that Suzuki will acknowledge the mistake they have made and justify the companies name by doing what is right. A vehicle is only as durable as the company's integrity that stands behind it. That integrity is formed through the satisfaction of each and every customer. Automotive companies survive and flourish from these satisfied customers, allowing for a stronger foundation therefore a more successful company.

I am one individual out of a foundation of many, asking to receive what is owed to me. I hope that Suzuki will revoke their poor decision, allowing for my good faith of this company to be restored. I will not in any way threaten to sue, not because I don't believe I am in the right but because I don't have the funds to do so. I am not one to throw out something that I cannot enforce, therefore the decision lies in the hands of.... I'm quite certain many individuals, in perhaps a long debated process among many chiefs stationed in several lonesome cubicles.

So if anyone by chance, even reads or takes my concern into consideration, thank you for your time. I have included a copy of my detailed receipt from Car Pro Suzuki, Tacoma Washington.

Sincerely,



26819

205911

Car Pros

Kia

KIA

INVOICE

DUPLICATE 1
PAGE 17230 S. Tacoma Way
Tacoma, WA 98409
253-671-2400

GRAHAM, WA

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 825 KATHRYN L SPEAKES

BUS:		YEAR:		MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG			
BLUE		05		SUZUKI FORENZA		KL5JD56Z25K				108337/108337		T939G			
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE	
17JAN12 DD						WAIT 18JAN12				110.00		CASH		18JAN12	
R.O. OPENED			READY			OPTIONS:									

11:18 17JAN12 13:53 18JAN12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES LOW BEAM BOTH HEADLIGHTS WORK INTERMITTANTLY - WILL SHUT OFF WHILE DRIVING - REPORT CONDITION

23 ELECTRICAL

117 CS

440.00 440.00

PARTS: 0.00	LABOR: 440.00	OTHER: 0.00	TOTAL LINE A: 440.00
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108337 VERIFIED CONCERN AND FOUND SEVERAL WIRES AT A SPLICE CONNECTOR MELTED AND SHORTING. THESE CIRCUITS ARE FOR THE DRL SYSTEM AND THE HIGH BEAM AND LOW BEAM LIGHTS. THESE CIRCUITS WILL NEED TO BE REPAIRED FOR THE LIGHTS TO WORK PROPERLY. FOUND THE DRL MODULE AND DISCONNECTED IT. CHECKED THE DRL CONNECTOR AND IS OK. RECONNECTED AND THE DRL SYSTEM BEGAN WORKING AGAIN. THE WIRES THAT WERE SHORTING MAY HAVE CAUSED THE DRL MODULE TO LOCK-UP IN A SENSE CAUSING IT TO BECOME INOPERATIVE. AFTER REPAIRING THE CIRCUITS IF THE DRL CONTINUES TO FAIL THEN IT WILL NEED TO BE REPLACED. CUT OFF SPLICE CONNECTOR FROM WIRING AND CRIMPED THE APPROPRIATE WIRES TOGETHER AND THEN SOLDERED THE CRIMP AND WIRES. APPLIED HEAT SHRINK TUBING OVER THE SPLICE AND THEN TAPED. THEN TAPED THE THREE GROUPS INTO ONE BUNDLE. RECHECKED THE OPERATION OF THE DRL SYSTEM AND THE LOW/HIGH BEAMS. AFTER STARTING VEHICLE AND RUNNING ABOUT 30 MINUTES THE DRL'S WERE WORKING PROPERLY. WHEN I WENT TO MOVE VEHICLE OUTSIDE ABOUT 4 HOURS LATER THE DRL'S ARE NOW INOPERATIVE AND WILL NOT COME BACK ON. THE DRL MODULE SEEMS TO HAVE GONE OUT COMPLETELY. I CHECKED FOR ALL OF THE POWER INPUTS TO THE DRL MODULE AND THEY ARE GOOD. IF THE DRL MODULE IS REPLACED THE DRL SYSTEM WILL WORK, BUT CANNOT GUARANTEE THE LENGTH OF TIME DUE TO THE EXTREMELY HIGH RESISTANCE IN THE CIRCUITS DUE TO THE HIGH HEAT THAT MELTED THE SPLICE CONNECTOR. ALL OF THE CIRCUITS ARE NOW INTACT AFTER REPAIRING. THE NORMAL LOW AND HIGH BEAM HEADLIGHTS NOW WORK PROPERLY AND WILL NOT CUT OUT. THE LIGHTS WILL JUST NEED TO BE TURNED ON WITH THE HEADLIGHT SWITCH INSTEAD OF RELYING ON THE DRL'S. EST FOR DRL MODULE 265.00 PART WOULD HAVE TO BE SPECIAL ORDERED - CUSTOMER AWARE AND DECLINED AT THIS TIME

B MULTI-POINT INSPECTION

CAUSE: SEE ATTACHED SHEET

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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 this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

205911

Car Pros



Kia

7230 S. Tacoma Way
Tacoma, WA 98409
253-671-2400

* INVOICE *

DUPLICATE 1
PAGE 2

GRAHAM, WA

[HOME](#)

CONT :

BUS :

CELL:

SERVICE ADVISOR: 825 KATHRYN L SPEAKES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	05	SUZUKI FORENZA	KL5JD56Z25K [REDACTED]	[REDACTED]	108337/108337	T939G	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN12 DD			WAIT 18JAN12		110.00	CASH	18JAN12

R.O. OPENED	READY	OPTIONS:
11:18 17JAN12	13:53 18JAN12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
KCP1 THANK YOU							
117		CS				0.00	0.00

0.00		LABOR:		0.00	OTHER:	0.00	TOTAL LINE B: 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:
108337 PERFORMED INSPECTION. HAS NEW SNOW TIRES AT 11/32 ALL 4.
BRAKES ARE GOOD FRONT AND REAR. ALL OF THE FLUIDS ARE DIRTY AND BURNT
OR OLD. NEEDS TRANSMISSION SERVICE, BRAKE FLUID FLUSH, COOLANT FLUSH,
AND P/S FLUID FLUSH. THE DRIVE BELT IS CRACKING AND GLAZEDV - NEEDS TO
BE REPLACED. NEEDS TIMING BELT IF HASN'T BEEN REPLACED IN LAST 60,000
MILES. THE AIR FILTER IS GOOD. FILLED WASHER FLUID.

EST: 125.00 17JAN12 11:18 SA: 825

EST: 440.00 18JAN12 09:48 SA: 825

CONTACT:

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

DESCRIPTION: TBELT4 TIMING BELT REPLACEMENT 4 CYLINDER
REASON DENIED: LAT Customer will have work performed later
PERSON CONTACTED: [REDACTED]

COMMENTS: RECOMMEND TIMING BELT AND DRIVE BELTS BE REPLACED
RECOMMENDED BY: 825 SPEAKES DENIAL ADDED BY: 825 SPEAKES
LINE ASSOCIATED: A ESTIMATE: 440.00

DESCRIPTION: TFLUSH TRANSMISSION FLUID FLUSH
REASON DENIED: LAT Customer will have work performed later
PERSON CONTACTED: [REDACTED]

COMMENTS: RECOMMEND AUTO TRANS FLUID SERVICE - DRAIN /FILL
RECOMMENDED BY: 825 SPEAKES DENIAL ADDED BY: 825 SPEAKES
LINE ASSOCIATED: A ESTIMATE: 245.00

DESCRIPTION: BFLUSH BRAKE FLUID EXCHANGE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

#: 26819

205911

Car Pros

Kia

KIA

7230 S. Tacoma Way
Tacoma, WA 98409
253-671-2400

GRAHAM, WA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

DUPLICATE 1
PAGE 3

SERVICE ADVISOR: 825 KATHRYN L SPEAKES

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG				
BLUE		05	SUZUKI FORENZA		KL5JD56Z25K				108337/108337		T939G				
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE	
17JAN12 DD						WAIT 18JAN12				110.00		CASH		18JAN12	
R.O. OPENED			READY			OPTIONS									

11:18 17JAN12 13:53 18JAN12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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REASON DENIED: LAT Customer will have work performed later

PERSON CONTACTED: [REDACTED]

COMMENTS: NEEDS BRAKE FLUID SERVICE

RECOMMENDED BY: 825 SPEAKES

DENIAL ADDED BY: 825

SPEAKES

LINE ASSOCIATED: A

ESTIMATE: 89.95

DESCRIPTION: CFLUSH ANTIFREEZE/COOLANT FLUID EXCHANGE

REASON DENIED: LAT Customer will have work performed later

PERSON CONTACTED: [REDACTED]

COMMENTS: RECOMMEND A COOLING SYSTEM SERVICE

RECOMMENDED BY: 825 SPEAKES

DENIAL ADDED BY: 825

SPEAKES

LINE ASSOCIATED: A

ESTIMATE: 108.00

DESCRIPTION: PFLUSH POWER STEERING FLUID EXCHANGE

REASON DENIED: LAT Customer will have work performed later

PERSON CONTACTED: [REDACTED]

COMMENTS: NEEDS A POWER STEERING FLUID SERVICE

RECOMMENDED BY: 825 SPEAKES

DENIAL ADDED BY: 825

SPEAKES

LINE ASSOCIATED: A

ESTIMATE: 129.95

:BOOK YOUR NEXT APPOINTMENT:

:ONLINE AT "carproskia.com":

YOU MAY BE CONTACTED BY THE MANUFACTURER
REGARDING YOUR VISIT--IF YOU ARE UNABLE TO
ANSWER 10'S AND YES'S PLEASE LET ME KNOW

DIRECT DIAL 253-830-2802, AARON

*****THANKS FOR YOUR BUSINESS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	440.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	29.90
TOTAL CHARGES	469.90
LESS INSURANCE	0.00
SALES TAX	43.70

PLEASE PAY THIS AMOUNT

513.60

CAR PROS KIA TACOMA
7230 S TACOMA WAY
TACOMA, WA. 98409
253-671-2400

Sale

ID: 0017340000010538176002
01/18/12

13:55:46

MASTERCARD

Appr Code: 358500

Invoice#: 000006

Total:

\$ 215.00

Customer Copy
THANK YOU!

CAR PROS KIA TACOMA
7230 S TACOMA WAY
TACOMA, WA. 98409
253-671-2400

Sale

ID: 0017340000010538176002
01/18/12

13:57:16

DISCOVER

Appr Code: 01854R

Invoice#: 000007

Total:

\$ 298.60

Customer Copy
THANK YOU!



Graham, Wa. 



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

20590

