

CL-10489921-4609

December 7, 2012

DEC 17 2012

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

American Suzuki Motor Corporation
Automotive Division
3251 E. Imperial Highway
Brea, CA 92821-6722

RE: 2011 Suzuki Kizashi VIN JS2RF9A80B6 [REDACTED]
NHTSA Case #497562

Good morning. This letter is in response to failed efforts to contact Suzuki via email and we have called them several times to discuss issues listed below:

This email address set up for ASMC requested documentation only. We are unable to document and/or respond to any inquiries or correspondence sent to this address. Should you need to reach American Suzuki Motor Corporation automotive customer relations department please contact us at 1-800-934-0934.

We have a 2011 Suzuki Kizashi which only has 18,000 miles on it and the front tires were bald. We have only had the vehicle 10 months as we bought it as a leftover January 31, 2012 from VanCampen Motors in Williamsport (45 miles away). We were preparing to take the car back to VanCampen for inspection and just happened to check the tires on November 28, 2012. This was an accident waiting to happen, as you will be able to see from the pictures enclosed.

The car was out of alignment so bad that we feel it had to be from the factory. The dealership never caught this. We need to know why rotating tires would correct the out of alignment problem that Suzuki suggested to us. Rotating the tires would have never corrected this problem. If VanCampen would have rotated the tires, we would now be sitting with 4 bad tires and not just 2. Since Bastian Tire, who was recommended by Suzuki, and sells the Dunlop tires, had Goodyear tires on sale, we felt for our own safety, that we needed to purchase 2 of those tires which cost us \$310.00 as you can see from the attached receipt.

We had an option from Suzuki/Goodyear to replace the front tires and pay \$126.00 for each for them, which we did not want to do, as they were the same tires that you will be able to see in the attachments.

We not only had to make trips to VanCampen and Bastian Tires over this alignment/tire issue, but made numerous other trips to VanCampen for problems relating to back-up camera, and GPS system, which had to be replaced.

ET
12/19/12
JMD

cc: Dept. of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue. SE
West Building
Washington, DC 10590

Invoice #0080520

Bastian Tire & Auto Centers

430 Washington Blvd, Williamsport, PA 17701
 Phone: 570-326-9181 Fax: 570-322-0482
 www.bastiantire.com Email: williamsport@bastiantire.com

You're Riding On Our Good Name**Remit to : 2940 Reach Road, Williamsport, Pa 17701**

Customer Information	Invoice	Additional Information
MILL HALL, PA	Date: 12/03/2012 Reference: 0080520 Salesperson: Sean Mausteller	PO Number: Work Order#: W-1716616
P. [REDACTED] Contact:	Route: Delivery Date: 11/29/2012	Entered By: Scott Caverly
Vehicle: 2011 Suzuki Kizashi SE (FWD/AWD) VIN:	Lic No: Desc:	Mileage: 16572 TPMS Equipped

Diagnostic

REPLACE FRONTS
 HE NEEDS TIRES BACK TO SEND TO SUZUKI

Qty	Description	FET	Unit Price	Ext. Price
2.00	732516500, P235/45R18 94V, EAGLE RS-A VSB, GOODYEAR (2) TIRE INSTALLATION PACKAGE		137.15	274.30
2.00	FREE TIRE INSTALLATION		0.00	0.00
2.00	SPIN BALANCE		8.50	17.00

Taxable**Subtotal: 291.30**

State Sales Tax: 17.48

Public Transportation Assistance Tax: 2.00

Total: \$310.78

12/03/2012 Payment# P-1718974 Amount: \$310.78

(CS Posting) 310.78

Balance \$0.00

Bastian Tire
 & Auto Center
 430 Washington Blvd
 Williamsport, PA 17701
 570-326-9181

C O P Y
 12/03/2012 11:16:01
Sale:

Transaction #: 4
 Card Type: Visa
 Exp. Date: 12/14/11
 Entry: 14400
 Invoice #: 310.78
 Amount:
 Reference No.: 00315611
 Auth. Code: 976569
 Response: CAPTURE 976569

CUSTOMER COPY**Please Remember to Retorque Lugnuts & Tor 150 Miles**

I hereby authorize the stated repair work to be done along with the necessary material, and hereby permit (Bastian Tire & Auto Centers) permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.
 [Bastian Tire & Auto Centers] is not responsible for loss or damage to vehicles, or articles left in vehicles, in case of fire, theft or any other cause beyond it's control.

A 1.5% (18% APR) service charge will be assessed on any amount which becomes delinquent beyond 30 days.

W-1716616

12/03/2012 10:08 AM Page: 1 Entered By: Scott Caverly

Signature _____



Van Campen Motors, Inc. • 601 West Third Street, P.O. Box 1687 • Williamsport, PA 17703-1687
Phone (570) 326-0567 • www.vancampendodge.com

INVOICE NO. 26479	NAME STEVE	AGE 26	DATE 12/03/12	STCS252031
ADDRESS [REDACTED]	AGE 82.50	WEIGHT 18,494	2012 DEEP SE	115K12
CITY HILL HALL, PA	11/SUZUKI/KIZASHI/SDN SPORT SLS AWD	01/31/12	420	
STATE [REDACTED]	352RF9A80B6	437387	12/03/12	REPRINT# 1
MOBILE NO. [REDACTED]	HOME NO. [REDACTED]	WORK NO. [REDACTED]		MO: 15404

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the parts and/or service are those stated by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of the parts and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

SUBLET	QTY	UNIT PRICE	DATE	DESCRIPTION	TOTAL	SUBLET
10868	19118	12/03/12	ALIGNMENT	39.95	39.95	
TOTALS						
JOB# 1 JOURNAL PREFIX SZES					39.95	39.95

TOTAL LABOR		0.00
TOTAL PARTS		0.00
TOTAL SUBLET		39.95
TOTAL G.O.G.		0.00
TOTAL WISC CHS		0.00
TOTAL WISC DESC		0.00
TOTAL TAX		2.40
TOTAL INVOICE \$		42.35

PAYMENT METHOD

Cash ☐ Check ☐ Charge ☐

Disc ☐ Visa ☐ M/C ☐ Diner ☐

RECEIVED BY [REDACTED] DATE 12/3

WE UNDERSTAND YOUR TERMS OF NET 30 & AGREE TO THE PROPER PAYMENT. SHOULD IT BECOME NECESSARY TO PLACE THE ACCOUNT WITH A COLLECTION AGENCY OR ATTORNEY, WE AGREE TO PAY 100% COLLECTION COSTS & ATTORNEY FEES IN ADDITION TO ALL OTHER SUMS. I ACKNOWLEDGE RECEIPT OF MY VEHICLE ON THIS DATE.

CUSTOMER SIGNATURE [REDACTED]



Service Hours

Monday - Friday
8:00am to 5:00pm

Saturday
8:00am to 4:00pm

DATE NOT PAID	TIME
MILES OUT	

SALE

TEF: 08632009 Ref #1: 8092
12-03-12 12:04:40
Batch #: 383
TISH

Invoice Code: 971277 Inv#: 085945
Total: \$42.35

Customer Code: TRIM 1901

ENCLOSURE DODGE
561 W 3RD ST
WILLIAMSPORT PA 17701
570-326-0567

[END OF INVOICE] 12:22pm

cochran automotive

512 w 3rd
williamsport

Phone Number: 570-326-9364

Fax Number:

Customer:	Date: 12/3/2012 10:57 AM
Company:	VIN
License NO:	Technician:
Odometer:	Order NO:

VEHICLE ALIGNMENT REPORT

SUZUKI, 2010, KIZASHI, All Models With 18" Wheels

Primary Angles			Initial	Specifications		Final
				Min.	Max.	
Front	Caster	Left	4.58°	3.17°	5.17°	4.49°
		Right	4.68°	3.17°	5.17°	4.84°
	Camber	Left	-0.51°	-1.50°	0.50°	-0.51°
		Right	-0.95°	-1.50°	0.50°	-0.83°
	Toe	Left	-0.15°	-0.09°	0.09°	0.00°
		Right	-0.24°	-0.09°	0.09°	0.00°
Total		-0.39°	-0.17°	0.17°	0.00°	
Rear	Camber	Left	-1.53°	-1.75°	-0.75°	-1.46°
		Right	-1.82°	-1.75°	-0.75°	-1.66°
	Toe	Left	0.07°	0.06°	0.19°	0.16°
		Right	0.09°	0.06°	0.19°	0.15°
		Total	0.16°	0.13°	0.38°	0.31°
	Thrust Angle		-0.01°	---		0.00°
Secondary Angles			Initial	Specifications		Final
				Min.	Max.	
SAI		Left	13.12°	11.25°	15.25°	13.12°
		Right	13.79°	11.25°	15.25°	13.79°
Included Angle		Left	12.61°	---	---	12.61°
		Right	12.84°	---	---	12.96°
Toe Out On Turns		Left	---	---	---	---
		Right	---	---	---	---
Max Turn Inside		Left	---	36.80°	40.80°	---
		Right	---	36.80°	40.80°	---
Toe Curve Change		Left	---	---	---	---
		Right	---	---	---	---
Setback		Front	-0.05"	---	---	-0.05"
		Rear	0.04"	---	---	0.04"
Track Width Diff.			0.09"			0.09"
Wheel Base Diff.			-0.09"			-0.09"
Front Ride Height		Left	---	---	---	---
		Right	---	---	---	---
Rear Ride Height		Left	---	---	---	---
		Right	---	---	---	---
Frame Angle						---

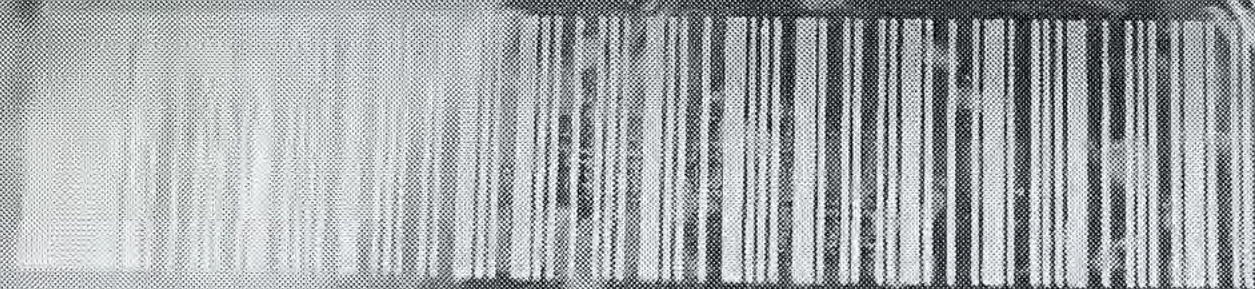
MFD BY SUZUKI MOTOR CORPORATION JAPAN

DATE	GVWR	GAWR FRT	GAWR RR
	4475LB	2646LB	2425LB
06/10	2030KG	1200KG	1100KG

THIS VEHICLE CONFORMS TO ALL
APPLICABLE FEDERAL MOTOR
VEHICLE SAFETY, BUMPER AND
THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.

JS2RF9A80B6

PASS CAR
2.4L 4WD US



JS2RF9A80B6

Average fuel
economy

30.3

P

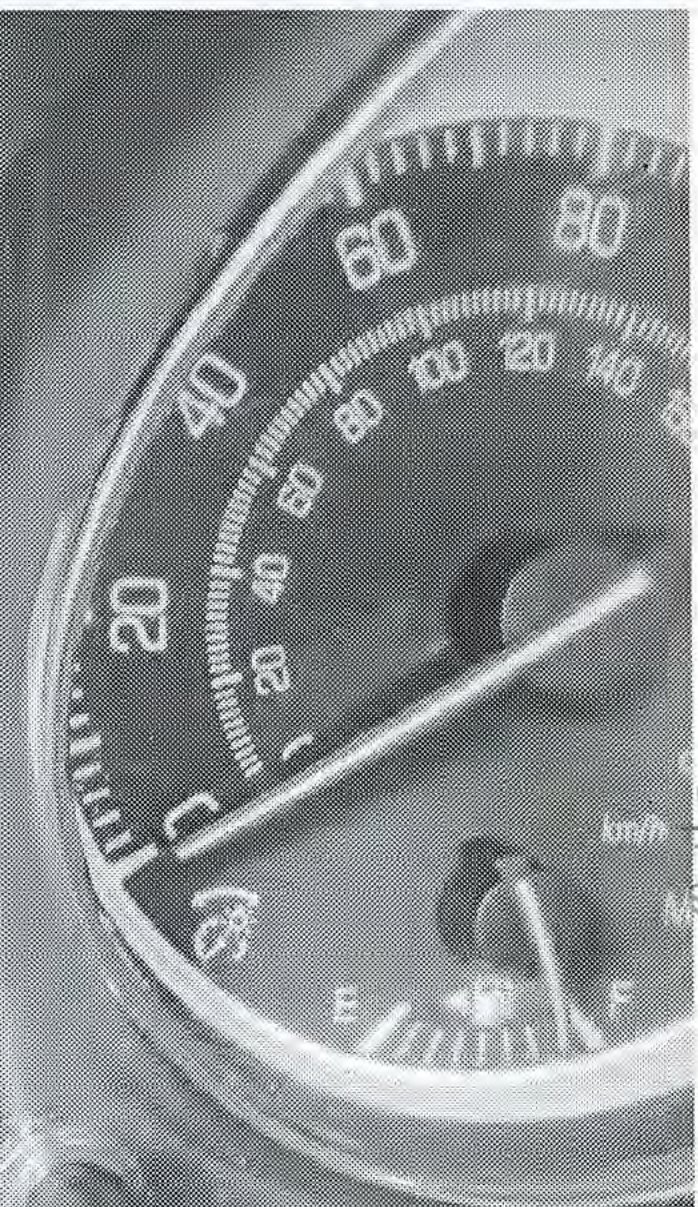
mpg

42°F

18534

Miles

After fill
our trip's
for inspection
alignment
tires, etc.



Inside
Edge

Outside
Edge

#1 Right Side

OUT side
Edge

INSIDE
Edge

#2 LEFT SIDE

Mill Hall, PA



Dept. of Transportation
Nat'l Hwy Traffic Safety Adm.
1200 New Jersey Ave, SE
West Building
Washington, DC
20590