



FEB 19 2013

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
ATTORNEY GENERAL

DIVISION OF REGIONAL OFFICES
SUFFOLK REGIONAL OFFICE

January 31, 2013

[REDACTED]
Mastic Beach, NY [REDACTED]

Re: Our File Number: 2013-1098153
Subject: Suzuki 112

Dear [REDACTED]

On behalf of Attorney General Eric T. Schneiderman, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Debra Siegler

Debra Siegler
Paralegal
Bureau of Consumer Frauds and Protection

Enclosure

cc: National Highway Traffic Safety Administration ✓
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

ET
2/21/13
SHD



ATTORNEY GENERAL ERIC T. SCHNEIDERMAN
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
300 Motor Parkway, Suite 230
Hauppauge, NY 11788-5127
Tel. (631) 231-2401 Fax (631) 435-0745

RECEIVED
NYS OFFICE OF THE ATTORNEY GENERAL
1 (800) 771-7755 TDD (800) 788-9898
NOV 30 2012

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

SUFFOLK OFFICE

CONSUMER		
YOUR NAME		HOME TELEPHONE NUMBER
STREET ADDRESS		BUSINESS TELEPHONE NUMBER
CITY/TOWN MASTIC BEACH	COUNTY SUFFOLK	STATE NY
ZIP		
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES SUZUKI 112		NAME OF OTHER SELLER OR PROVIDER OF SERVICES STEVE LANZA (OWNER) Joe (manager) Suzuki 112
STREET ADDRESS 1579 RT 112		STREET ADDRESS 1579 RT 112
CITY/TOWN MEDFORD	STATE NY	ZIP 11763
TELEPHONE NUMBER 631-758-9530		TELEPHONE NUMBER 631-758-9530
DATE OF TRANSACTION 11-3-2012	COST OF PRODUCT OR SERVICE \$ 350 ⁰⁰ PAID 603 ⁰⁰ Billed	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☒ Credit Card ☐ Other
DID YOU SIGN A CONTRACT? ☐ Yes ☒ No	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☒ No	WHERE WAS IT ADVERTISED? N/A	DATE ADVERTISED N/A
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) I WAS TOLD THAT THE RECALL WAS FULLY COVERED, Dealer said HE WAS "MISTAKEN"		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 11-5-12 THU 11-7-12	PERSON CONTACTED Joe STEVE LANZA	JOB TITLE SERVICE Mgr GM-OWNER
NATURE OF RESPONSE Joe (APOLOGETIC) "WE MADE A MISTAKE" STEVE (LIE) "WE NEVER SAID IT WAS COVERED"		DATE OF RESPONSE 11-5-12 THRU 11-7-12
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☐ Yes ☒ No		
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT		PRODUCT MODEL OR SERIAL NUMBER
ADDRESS		WARRANTY EXPIRATION DATE
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☒ No		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT SUZUKI 112 RENEGED ON THEIR VERBAL
Agreement TO REPAIR THE CAR AT NO COST BECAUSE THEY MADE A
MISTAKE AND CORPORATE SUZUKI WOULD NOT HONOR THE RECALL.

~~THEY SAID THEY WOULD REPAIR THE CAR AT NO COST~~

SEE ATTACHED

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) MONEY BACK

WHO REFERRED YOU TO THIS OFFICE? FRIEND

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM **PHOTOCOPIES** of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: 

Date: 11-27-2012

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
300 Motor Parkway, Suite 230
Hauppauge, NY 11788-5127

On Friday 11/02/2012, my wife [REDACTED] and I brought her 2000 Suzuki Esteem to Tire City in Shirley for a front end problem. It was there Bryan Lynch* informed us that the frame of the car was under a national recall. We contacted SUZUKI 112 in Medford and was told by the front desk there it was covered. We then spoke to Joe, the service manager at SUZUKI 112 and once again this is covered under the recall. He gave us a number of Active Towing and told us no charge for the towing and we left the keys and had the car towed to Suzuki 112. My wife and I both heard that this was fully covered as we were on speaker phone at the time. Bryan who made the initial call was also told the same.

On Saturday, 11/03/2012 I receive a phone call from Joe, the service manager at Suzuki 112. He said, "We made a mistake. Your car is no longer covered under the recall. The car is ready for pick up and it will cost approx. \$900.00." That is when I put my wife on the phone and Joe repeatedly apologized. It turns out that the recall is no longer valid because the car is five months older than recall covers. She then spoke to Steve Lanza, The owner of Suzuki 112 and he knocked off approx. \$300.00 off the bill.

We never agreed to have the work done at this cost, not in writing, or verbally. We argued to no avail with Steve Lanza, and Joe that this was their error and we should not be charged a dime even though Corporate Suzuki would not honor Suzuki 112's claim. We never would have sent the car from our trusted mechanic Bryan to them if it were not covered under the recall. Lanza then threatened to remove the part and tow the car back to our house unless I come up with \$350.00 in order to release the our car basically holding the car hostage for a payment we never committed to. The following Friday I tried to negotiate a lower down payment to no avail. I reluctantly paid under protest \$350.00 to get our car back and agreed under protest to pay the balance.

Bottom line is, I feel we should get reimbursed for the payment we made and owe Suzuki 112 nothing. Their mistake, they should eat it as we NEVER agreed to have the work done at this cost.

***Bryan Lynch**
Work (Tire City) 631-281-0257
Cell 631 439-9143

Customer Number: [REDACTED] ce No: **87483**

INVOICE

DUPLICATE 1

PAGE 1



MASTIC BEACH, NY [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Email: [REDACTED]

Cell: [REDACTED]

1579 Route 112 • Medford, NY 11763
(631) 758-9530SERVICE ADVISOR: **2329 JOSEPH TAFE**

Email: [REDACTED]

SERVICE ADVISOR: 2329 JOSEPH YAP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GY	00	SUZUKI ESTEEM	JS2GB41S3Y5 [REDACTED]		142509 142509		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 02NOV12		105.00	CASH	03NOV12
R.O. OPENED		READY	OPTIONS: ENG:1.8_Liter_L4_SFI				
09:30 02NOV12		09:04 03NOV12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PERF PZ FRAME RECALL

MISC INSPECTED & REPLACED FRT SUBFRAME THAT WAS
RUSTED THRU/PERFORMED REPAIR ASPRESCRIBED BY
PZ RECALL - BUT RECALL WAS EXPIRED BY TIME
2173 MAZZELLA, DAVID LIC#: 2GN7

CP

1 45810-60G01-RX0 FRAME COMP, FRON

4 09135-12011 BOLT

2 01550-1225A BOLT

4 09117-08098 BOLT, STABILIZER

2 09135-12005 BOLT, 12X98

2 01551-1025A BOLT

2 01550-1040B BOLT, MOUNT MEMB

2 08314-4012A NUT

2 08316-1010B NUT, SUS ARM RR

2 09159-08083 NUT, STABILIZER

	136.50	136.50
250.44	250.44	250.44
5.20	5.20	20.80
2.76	2.76	5.52
2.00	2.00	8.00
4.28	4.28	8.56
2.76	2.76	5.52
3.03	3.03	6.06
2.00	2.00	4.00
2.11	2.11	4.22
2.87	2.87	5.74

SUBL TOW IN BY ACTIVE TOWING

CP

PARTS: 318.86 LABOR: 136.50 OTHER: 100.00

TOTAL LINE A: 100.00 555.36

**B PERF DG RECALL**

MISC PARTS HAVE BEEN ORDERED FOR RECALL
99 WSUZ

(N/C)

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

CUSTOMER COPY**Thank You For Your Business!**

**If you are not completely satisfied with
your service today, please
contact the Service Manager.**

LIMITED EXPRESS WARRANTY
LABOR AND PARTS ARE
WARRANTED FOR 90
DAYS OR 4,000 MILES
WHICHEVER OCCURS
FIRST. THE DEALER
HEREBY LIMITS ANY
IMPLIED WARRANTIES
OF MERCHANTABILITY
AND FITNESS TO THE
SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 136.50
PARTS AMOUNT	\$ 318.86
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 100.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 555.36
LESS DISCOUNT	\$ 0.00
SALES TAX	\$ 47.90
PLEASE PAY THIS AMOUNT	\$ 603.26

NEW YORK STATE REPAIR SHOP REGISTRATION NO.
R 7084223

CUSTOMER SIGNATURE

State of New York
Office of the Attorney General
Suffolk Regional Office
300 Motor Parkway, Suite 230
Hauppauge, New York 11788



National Highway Traffic Safety
Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

