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CL-10555603-9011

Greer, SC

USA

EXECUTIVE SECRETARIAT

2013 DEC -2 A 10:37

RECEIVED - NHTSA

DEC 03 2013

Suzuki Motor of America, Inc.
P.O. Box 1100
Brea, California 92822-1100

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

November 15, 2013

Dear Sir/Madam:

We received your recall notice for replacing the defective front passenger seat bottom cushion, connected to the front airbags miss function.

Our Suzuki Grand Vitara 2011 had this problem with the "Air Bag" light On and Off since we bought the car in 2012 but during the regular services they were not able to fix it.

Unfortunately, in February 2013, our car was involved in a front-end collision which rendered a total loss. During the accident, none of the airbags deployed, although all documents given to us show, the car was supplied with 6 airbags and was still in the Manufacturer Warranty period. This fact was brought to my attention by our Insurance Company and Tatham Body Shop, Inc. which took care of the estimation. Receiving your notice, we realize that there is a major problem with the air bags.

In this regard, on April 22, 2013 we sent the letter to Suzuki Motor of America, Inc with photos enclosed but we still haven't received any response. I am sending again the photos of our car after the accident as a proof of non-deployed air bags. We bought a vehicle that was supposed to have working airbags to protect the people in the vehicle in the case of an accident, especially a front-end collision.

We hope that we can reach an agreement on this matter.

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SMD

Considering the above, we are entitled to claim from you the cost of the airbags, which is \$9000.00 for a Suzuki Grand Vitara. I would like to settle this without having to pursue Court action.

We have another Suzuki 2011 SX4 bought as a new car in 2010, but for an unknown reason you did not include it in your recall notice.

I want to know if this problem exists with Suzuki 2012 SX4 as we have this model as well.

Find enclosed: 3 Pictures

If you have any questions, feel free to contact me on my cell phone: [REDACTED] or email:

[REDACTED]
I look forward to hearing from you.

Sincerely,
[REDACTED]





Greer, SC

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Safety Administration

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