

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

American Suzuki Motor Corporation

SEP 16 2014

2008 Suzuki SX4

[REDACTED] BS/MBA/HRM

Thank you to the response for my concerns about the issue of safety as far as the 2008 Suzuki 2008 SX4 is concerned.

The time that you have spent is much appreciated; I do feel that you gave the matter more attention than most American Car dealerships would have.

Being truthful I would not have purchased a Suzuki in the being, however when a mechanic's assistant dropped a bolt in the engine of my Honda Accord and ruined the engine I was forced to purchase a car that night for work the next day..

The salesperson brought out the Suzuki and then 3 hour later I/we purchased the car...

I regret you are not going to sale Suzuki's in America I have grown somewhat accustomed to the car...

Thank you for your efforts, the American car dealership could learn from the customer service that Suzuki has provided...

[REDACTED]  
02/14/2014

BS/MBA/HRM

Cell Phone: [REDACTED]

ET  
093014  
TW

Administrator, National Traffic Safety Administration

1200 New Jersey Ave., SE, Washington, DC

20590

Vehicle Safety Hotline (888) 327-4236

(TTY: 1-800-424-9153)

<http://www.safecar.gov>

2008 Suzuki SX4

To; Auto Lemon Law Attorneys

Romano Stancroff P.C.

10990 Wilshire Blvd. Suite 1410

Los Angles, California

90024

Gentlemen,

Here is a copy of the letter I sent to American Suzuki...

My question is, does your office think I have a case  
against American Suzuki Motor Corporation...

Let me know, Thank you in advance,

[REDACTED]

To; American Suzuki Motor Corporation

3251 E. Imperial Hwy.

Brea, Ca.

92821-6795

Tele: 714-996-7040

Fax: 714-524-8499

From;

[REDACTED]

Oklahoma City, Oklahoma

[REDACTED]

Re; 2008 Suzuki SX/4

American Suzuki Motor Corp.,

Dear American Car correspondents', I am writing this letter with concerns regarding the 2008 Suzuki which I purchased in 2013... I received a recall letter with regards to a problem which concerns the passenger airbag deploying; this is not my problem... My problem is electrical. An Oklahoma City Police officer pulled me over after leaving my job of employment at Walgreens approximately about 10:20 pm. The Police officer informed me that I did not have any taillights. After an Inspection the police officer and I discovered that the brake lights were not working as well, the only light working was the turn signal lights and the reverse (back-up) lights were the only thing working.

[Addendum Added]

The reason the police officer pulled me over was that the police officer had a concern that without tail light or brake light someone would rear end me and I may become somewhat fatally injured... The police officer did not issue me a ticket... the officer simply stated this was an acknowledgement and an informational stop that your taillight were not working... The police officer was traveling in the opposite direction when the officer noticed the safety issue...

[End of the Addendum]

Some fuses were blown and replaced, the next day a motorist stopped me and informed me that my taillights were not working, again the fuse had blown.

While leaving work the next day after 4:00 pm (CST) I smelled smoked, looked towards the hood, then looked inside the car and then finally looked in the rear view mirror where smoke was coming from the trunk of the car. I pulled into an eating establishment and shut down the

engine and inspected the trunk of the car. The smell was electrical the wiring on the driver side taillight had caught on fire and welded themselves together.

I replaced the wiring however, the burn wires went into the inside of the car by the driver seat. While taking the car to the shop for the recall noticed, according to the notice the nearest choice to me was Big Red Motors in Norman, Oklahoma.

Big Red Motors could not immediately identify the problem. The car dealership took 2 Weeks and 5 days when I asked with was the problem, I was informed that a harness in the trunk had caught on fire while also damaging two (2) other harnesses. I was quoted a price of \$1700.00 for parts and \$1,000.00 for labor. My next question was what about the recalled... which I was informed this had nothing to do with the recall... I reminded the dealership that the car caught on fire.

[Addendum]

The car being at Big Red in Norma for two (2) weeks and five (5) days required a rental car for this amount of time which exceeded fifteen- hundred (\$1,500.00) dollars for the rental car as well as Big Red Motors could not repair the car resulting in Big Red taking the car to another dealer for repairs... Big Red Motors never admitted were the 2008 Suzuki was taken however, when I would visibly drive to Norman to check on the Suzuki status the car was not a Big Red's when my father instructed me to retrieve the car from Big Red cars in Norman my father and I had to wait while Big Red Motors had to retrieve the car I suspect the car was taken to Mitsubishi Motors in Norman, Oklahoma for repairs when the Suzuki was returned the left break light was not working at all... at least when the car was taken to Big red Motors the both break lights were working... (the left tail light and brake light) on the driver side of the Suzuki was the

tail light that caught on fire while I was driving the Suzuki home which cause me to pull over since smoke was coming out of the trunk at a local eatery...

Big Red Motors would not release the Suzuki simple stated Big Red Motors required a four-hundred (\$400.00) dollar diagnostic fee...

[Addendum added 09/06/2014 11:37 Am.]

In an Internet search I found that the 2008 model was not part of an electrical recall the only mention of an electrical recall was the 2009-2011 models.

Gentleman, ladies here is my concern, the car caught on fire... Am I to understand that this repair is not going to be covered on a recall? The harness itself responsible for the fire cost \$529.00, while the other two (2) harnesses average about \$60.00 each...

My question and my concern are can or will American Suzuki repair this car after the car caught on fire...

Suzuki 2008 SX4

VIN # JS2XC412885 [REDACTED]

My concerns are that at 4:00 pm in the afternoon, even though the headlights remain on after the ignition on the car is turned on; the taillight were not on or operational at the time and the vehicle caught on fire, which is a safety hazard to me or anyone that might be a passenger in this vehicle.

My I have a response to my concern as soon as possible... Please

Thank you for time in reviewing my concerns,

My most sincere concerns,

Letter forwarded to Administrator,

1200 New Jersey Ave.,

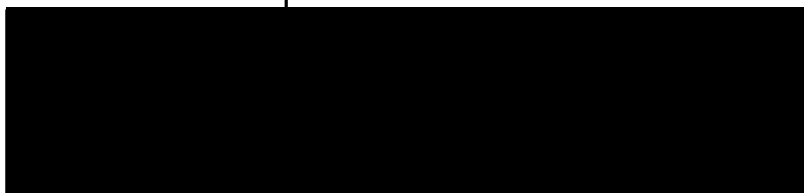
2008 SUZUKI SX4

7

Washington, DC

20590

09/08/2014



01/13/2014 10:19AM

American Suzuki Motors



2008 Suzuki SX/4



American Suzuki Motors

To; American Suzuki Motors Corporation

3251 E. Imperial Hwy.

Brea, Ca.

92821-6795

From [REDACTED]

[REDACTED]  
Oklahoma City, Oklahoma

[REDACTED]  
American Motor Suzuki Motors Corporation,

Here is a copy of the bill submitted to me by Big Red Motors in Norman, Oklahoma for an estimate of the repairs to the 2008 Suzuki vin# JS2YC412885 [REDACTED] which, I wrote you a letter last week that there was a short in the car which resulted in the wiring to the driver side taillight catching on fire.

My most sincere apologies for not sending this information with the original letter...

[REDACTED]



SUZUKI MOTOR OF AMERICA, INC.  
P.O. Box 1100  
Brea, California 92822-1100

PRSR 1ST CLASS  
U.S. POSTAGE  
**PAID**  
Whittier, CA  
Permit No. 175

**VD**

JS2YC412885

66 \*\*\*\*\*AUTO\*\*3-DIGIT 731

OKLAHOMA CITY, OK



**IMPORTANT SAFETY RECALL INFORMATION**



U.S. Department of  
Transportation

Issued in Accordance  
With Federal Law



**SAFETY RECALL NOTICE**

8478  
3473  
933

JS2YC412885



VD

Sequence # C3



Recall replacement parts are now available to correct this condition. Your authorized Suzuki Service Provider will replace the front passenger seat bottom cushion in your vehicle with one that includes an improved sensor mat. This repair will be performed at no cost to you for parts and labor. Please contact your authorized Suzuki Service Provider to schedule an appointment to have your passenger seat bottom cushion replaced. Please call as soon as you receive this important Safety Recall Notification letter and, mention Recall Identification Code "VD". In addition, to provide the fastest service your vehicles repair part is identified at the top of this correspondence, your Suzuki Service Provider may ask you for this part number.

Vehicles are eligible for repair under this Safety Recall regardless of vehicle age and mileage. It is possible a repair has been performed with the same improved repair parts as this campaign provides under the previous Extended Coverage Campaign. When contacting your Suzuki service provider, please confirm this recall has not been satisfied through the Extended Coverage Campaign before scheduling the appointment.

To locate your nearest authorized Suzuki Service Provider, please call toll free (877) 697-8985 or visit our website at <http://www.suzukiauto.com>. The online Suzuki service provider locator includes driving instructions and maps. Repair instructions have been sent to your Suzuki Service Provider. Repairs can normally be completed in less than two hours if you have made an appointment. Please be aware, if your Suzuki service provider has a large number of vehicles waiting for repairs, some additional time may be needed for required repairs.

If you no longer own this vehicle, please complete the attached Safety Recall Notice postage-paid Reply Card and return it to us.

If your Suzuki service provider does not make the correction without charge and within a reasonable period of time, we recommend that you contact the Suzuki Customer Relations Department at (800) 934-0934. If, after contacting our Customer Relations Department, you are still not satisfied that we have not done our best to remedy this situation without charge and within a reasonable time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590, or call the toll-free vehicle Safety Hotline at (888) 327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Continued next page.

To mail card, tear at  
both perforations &  
remove this piece.

Tear Here

Tear Here



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

## BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 107 BREA CA

POSTAGE WILL BE PAID BY ADDRESSEE

AUTOMOTIVE DIVISION / WARRANTY  
SUZUKI MOTOR OF AMERICA, INC.  
PO BOX 1100  
BREA, CA 92822-9988



## IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle.

Model: 2008 SX4

VIN: JS2YC412885 [REDACTED]

Service Part No.: 85107-80J00-EDV

08/13/14

Dear Suzuki Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect in the Supplemental Restraint System (SRS) which relates to motor vehicle safety exists in certain 2006~2011 Suzuki Grand Vitara and 2007~2011 Suzuki SX4 vehicles.

Affected vehicles may develop an electrical circuit disconnection within the front passenger sensing system sensor mat that is built into the front passenger seat bottom cushion. The disconnection is due to repeated flexing of the sensor mat from use of the front passenger seat. If this condition occurs, the "AIR BAG" light in the instrument cluster and, the front passenger's seat belt reminder light will come on. Also, the "PASS AIR BAG OFF" indicator light will remain off because the front passenger air bag will remain enabled. In a frontal impact of significant magnitude, the front air bag will deploy with full force - even with a child, or small adult, in the front seat. Air bag deployment with a child or small adult in the front passenger seat increases the risk of severe injury or death to that occupant. Do not install a child or infant restraint system in the front passenger seat until your vehicle is repaired - Suzuki recommends that whenever possible children should be seated in the rear seat. Likewise, do not have a small person, such as a child who has outgrown child restraints, or a very small adult, sit in the front passenger seat. Consult your Vehicle Owners Manual for seating information. Lastly, please always be sure that all occupants wear their seat belts. Your safety, and your passenger's safety, is paramount to Suzuki Motor Corporation.

*Continued next page.*

**IMPORTANT:** If you have sold or traded your Suzuki vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this campaign notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

**Tear Here**

*We're looking to the future by recycling today.*



### Change Of Ownership/Address

VD

#### NAME OR ADDRESS CORRECTION

If you own the vehicle shown in the box below, and the name and address is incorrect, please enter your correct name and address here

NAME [REDACTED]

ADDRESS [REDACTED]

CITY Oklahoma City

STATE Oklahoma ZIP [REDACTED]



VIN: JS2YC412885 [REDACTED]

OKLAHOMA CITY, OK [REDACTED]

**Tear Here**

If you do not own the vehicle shown in the box above, please fill in the following information as applicable.

- |                                                              |                                           |                                                        |
|--------------------------------------------------------------|-------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Never owned this vehicle            | <input type="checkbox"/> Vehicle stolen   | <input type="checkbox"/> Vehicle scrapped / Total loss |
| <input type="checkbox"/> Vehicle sold / transferred / traded | <input type="checkbox"/> Vehicle exported | <input type="checkbox"/> Other                         |

If you have sold or traded the vehicle and know the name of the new owner, please enter the name and address in the space above.

Sequence # C3

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If your vehicle is included in the recall and, you have paid for repairs caused by the Occupant Classification Mat failure as described in the Notification Letter, you may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers 2006-2011 Suzuki Grand Vitara vehicles produced prior to April 27, 2011, and 2007-2011 Suzuki SX4 vehicles produced prior to May 11, 2011. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of the Safety Recall are reimbursable. Additional expenses such as, but not limited to, restoring the vehicle to a repairable standard to complete the recall service repair, normal wear and tear, towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate time allowance.
- An owner will not be eligible for reimbursement if the expenses for repairs are incurred more than 10 days after the date of the last owner notification letter sent by Suzuki Motor of America, Inc. in connection with Suzuki Recall "VD".
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Repair date, repair mileage, replaced part number, and Vehicle Identification Number (VIN) are required on the repair order to be considered for reimbursement. Copies of the current vehicle registration and payment method are also required to claim reimbursement.

To obtain information or request reimbursement, contact your Suzuki service provider who completed the repair or the Suzuki Motor of America, Inc., Automotive Customer Service Department, PO Box 1100, Brea, CA 92822-1100, or call 1-800-934-0934. We will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

We sincerely regret any inconvenience that this recall may cause, but we are certain you understand our interest in maintaining your passenger's safety and your continued satisfaction with your Suzuki vehicle.

Sincerely,

SUZUKI MOTOR OF AMERICA, INC.

[REDACTED]  
Oklahoma City, Oklahoma  
[REDACTED]



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