INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

[redacted]
Panama City Beach, FL [redacted]

August 16, 2019

Suzuki of America, Inc
3251 E Imperial Highway
PO Box 1100
Brea, CA 92822

CL-1125387-7498

re: VIN JS2RE9A89B[redacted]

You people REALLLY need to get your stuff together!

I received a recall notification in the mail this afternoon regarding subj vehicle (Atch 1). The notification reads, in part, "What You Should Do … before taking your vehicle to your Suzuki Provider, contact them …"

Since Suzuki no longer maintains an automotive dealership in the local area, I contacted Suzuki American Motor, Inc to locate the nearest dealer capable of completing the recall. Naturally, I called the telephone number provided me on the actual recent recall notice received. THE TELEPHONE NUMBER PROVIDED (714-996-7040) IS INCORRECT … HUH?????? ***S-T-R-I-K-E 1!!!***

The incorrect number did, however, provided alternate contact info (714-572-1490) which I dialed. I sat on hold for nearly 15 minutes. When the call was FINALLY answered, THE PERSON WHO PICKED UP THE RECEIVER DIDN'T SAY HELLO, GOOOD0BYE, DROP DEAD, NOTHING … THEY JUST HUNG UP ON ME! … HUH??? ***S-T-R-I-K-E 2!!!***

I redialed. This time, after an additional 15 minutes on hold, a Suzuki rep answered. I asked her where I night take my car to have the recall service provided. She asked for my zip code and came back explaining there was a dealership that handled the recall in my local area. "Bay Auto (850) 785-1491". I was told to contact them … make an appointment …and all will be well. I thanked her and dialed Bay Auto. Spoke to the Suzuki svc tech (that's who I asked for when the switchboard operator answered my call). Tech's name was Ryan. He said "WE DO NOT HANDLE ANYTHING TO DO WITH SUZUKI. WE DON'T HAVE ANY EQUIPMENT WHATSOEVER TO HANDLE THAT VEHICLE."
S-T-R-I-K-E 3!!!

What kind of way is this to run a business? I have no idea what to do at this point. All I know to do is write Suzuki, explain the situation, and see what they (in their infinite wisdom) tell me what might be my next step.

Lastly, in an effort to insure I'm not just spinning my wheels, I'll be forwarding a copy of this letter (with accompanying attachment) to the NHTSA and my State Attorney General.

[redacted]

1 Atch
Important Safety Recall Applicable to Suzuki VIN JS2RE9A89B[redacted]

NHTSA Copy

EA
9.5.19
VD

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SUZUKI

SUZUKI MOTOR OF AMERICA, INC.

IMPORTANT SAFETY RECALL

This Notice Applies to Your Suzuki Vehicle Identification Number (VIN)

JS2RE9A89B6[redacted]

August 9, 2019

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, which relates to motor vehicle safety, exists in 2010 - 2013 model-year Kizashi vehicles. According to our records, you own one of the vehicles affected by this recall.

What is the problem?

In 2014, Suzuki initiated a safety and emissions recall (**Recall VG / 14V-464**) for certain 2010 - 2013 model-year Kizashi vehicles. The reason for the safety and emissions recall was that a spider could enter the evaporative emissions canister air vent line and weave a web, causing a restriction in the vent line.

The repair for the safety recall in 2014 involved the installation of a vent line, which incorporated a filter to prevent the entry of spiders.

Suzuki has determined that vehicles equipped with the canister vent hose spider filter (or the original unfiltered vent hose) and operated on non-paved roads or under dusty conditions can accumulate dust in the vent hose filter, causing a restriction. If the vent hose filter becomes restricted, it could result in excessive negative pressure in the fuel tank, causing deformation and possible cracking of the fuel tank, resulting in a fuel leak. A fuel leak in the presence of an ignition source can cause a fire.

IMPORTANT NOTICE FOR CALIFORNIA RESIDENTS
The California Air Resources Board requires that all applicable emission recall campaigns be completed prior to California registration renewal. If you do not have this recall campaign performed, you will not be able to renew your California vehicle registration. After completing the recall service, your California Suzuki dealer will give you a "Proof of Correction" certificate. If required, present this certificate to the Department of Motor Vehicles when renewing your California registration.

What is Suzuki Motor of America, Inc. (Suzuki) doing to solve the problem?

Your Suzuki Service Provider will replace the fuel tank and fuel cap, and if necessary, the canister set. Depending on whether your Kizashi is a two-wheel drive or four-wheel drive model, the repair procedure will take approximately 3 - 5 hours to complete. Parts are available now, and there will be no charge to you for any recall campaign service-related parts or labor.

What you should do:

Make sure you are prepared for the service by taking the following steps:

- Before taking your vehicle to your Suzuki Service Provider, contact them as soon as possible to set up an appointment for the service.
- We suggest that you bring this letter to your Suzuki Service Provider to help them process your vehicle for repair.

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[redacted]
Panama City, FL [redacted]

PENSACOLA
FL 325
17 AUG '19
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NHTSA HQ
1200 NEW JERSEY AVE S.E.
WEST BLDG
WASHINGTON, DC 20590

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