



National Center for Dispute Settlement

43230 Garfield • Suite 130
Clinton Township, MI 48038
(800) 936-4303
(586) 226-2470
Fax: (586) 226-2559

June 27, 2012

[REDACTED]
Oviedo, FL [REDACTED]

RE: CASE # B04-0612-004

Dear [REDACTED]

Your request for arbitration within the Suzuki Dispute Settlement Program has been received.

Your application for arbitration states that the nonconformity is an item(s)/system(s) that is no longer within the warranty period. The arbitration process has jurisdiction on service issues related to Suzuki's new vehicle limited warranties. Therefore, your claim is not eligible for the arbitration process.

Although we are unable to assist you with this matter, we appreciate the time you took to explore this situation with NCDS.

Sincerely,

NCDS

Linda Simons

Linda Simons x.124
Case Administrator

cc: Southern Region

Suzuki Customer Claim Form

FOR NCDS USE

CASE NUMBER:

B04-0612-004

CUSTOMER NAME AND ADDRESS

<input checked="" type="checkbox"/> Male	[Redacted]				
First	[Redacted]				
Street	[Redacted]				
City	Oviedo	State	FL	Zip Code	[Redacted]
Day Phone	[Redacted]	Fax	()		

VEHICLE INFORMATION

Name(s) on the vehicle title:	[Redacted]	Delivery Date:	5/28/2012				
Vehicle Identification Number (VIN):	JS2YB413595	[Redacted]	Purchased used, Orig Purch. in 3/09				
Make:	Suzuki	Model:	SX4 X-over	Year:	2009	Current Mileage:	20,576
Is this a leased vehicle:	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO					
If YES, lessor's name and address:							
Selling Dealer and Address: Integrity Auto Sales							
Servicing Dealer(s) Mastro Imports, 4113 S. Orlando Ave, Sanford, FL 32773							

NCDS
JUN 27 2012
RECEIVED

Problem	List dealer or dealers which have repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist?
Example: Check Engine Light On	Autoworld Anytown, USA	04/25/07 3,500 miles RO #586004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Airbag light ON ON	Mastro Imports Sanford, FL	6/1/12, 20,576 SMCS40270	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO

Has the Vehicle been involved in an accident? YES NO If YES, give dates of accident: _____

Specify damaged area: _____

RESOLUTION SOUGHT:

I PREFER ORAL HEARING DOCUMENT ONLY HEARING



6-18-12

DATE

RETURN ALL COPIES OF THIS FORM TO:
 National Center for Dispute Settlement
 P.O. Box 609
 Mt. Clemens, MI 48046
 (888) 571-1837



MASTRO IMPORTS

4113 S. Orlando Dr. • SANFORD, FL 32773

TEL: (321) 206-1792

SUBARU

ISUZU

SUZUKI

STATE OF FLORIDA REGISTRATION NO. - MV-67422

CELL: [REDACTED]

CUSTOMER NO 7076	ADVISOR JAY	TAG NO. 1921	INVOICE DATE 06/01/12	INVOICE NO SMCS40270
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 20,576	COLOR RED/	STOCK NO
OVIEDO, FL [REDACTED]	YEAR / MAKE / MODEL 09/SUZUKI/SX4/4DR HB AT	DELIVERY DATE	DELIVERY MILES	
[REDACTED]	VEHICLE I.D. NO. J S 2 Y B 4 1 3 5 9 5	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 05/31/12	
COMMENTS				

MO: 20571

LABOR-----
J# 1 10SMZ06 CHECK ENGINE LIGHT TECH(S):263 147.00
 CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON.
 PERFORM DIAGNOSTIC PROCEDURE AND SCAN TEST WITH TECH II
 FOUND CODE P2A0140-2 SENSOR CIRCUIT BANK 1 SENSOR 2
 REPLACED SENSOR AND CLEAR CODE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
1 18213-80J10 SENSOR,HEATED 0	297.02
TOTAL - PARTS	297.02

G.O.G. & SUPPLIES-----
 FREIGHT (PARTS) 31.00
 TOTAL - GOG 31.00

JOB# 1 TOTALS-----
 LABOR 147.00
 PARTS 297.02
 G.O.G. 31.00

JOB# 2 CHARGES-----
 JOB# 1 JOURNAL PREFIX SMCS JOB# 1 TOTAL 475.02

LABOR-----
J# 2 52SMZ12 SUP RESTRAINT SYS TECH(S):263 89.95
 CUSTOMER STATES AIRBAG INDICATOR INTERMITTENTLY ON
 AND PASSENGER SEAT BELT INDICATOR LIGHT IS ON.
 SCAN TEST AND PERFORM DIAG. CODE B1318 AND B1311.
 PERFORM OCM REPROGRAM PER BULLETIN CODE 1311 STILL ON
 NEEDS SEAT MAT. CASE # 2-297996830. REP DECLINED ASSISTANCE.

JOB# 2 TOTALS-----
 LABOR 89.95

JOB# 3 CHARGES-----
 JOB# 2 JOURNAL PREFIX SMCS JOB# 2 TOTAL 89.95

LABOR-----
J# 3 10SMZ01 DRIVEABILITY CONCERN TECH(S):263 0.00
 CUSTOMER STATES CRUISE CONTROL IS NOT WORKING
 DEFAULT FROM CHECK ENGINE LIGHT ON.

JOB# 3 TOTALS-----

JOB# 4 CHARGES-----
 JOB# 3 JOURNAL PREFIX SMCS JOB# 3 TOTAL 0.00

LABOR-----
J# 4 00SMZ LUBE OIL FILTER TECH(S):263 0.00
 CUSTOMER REQUEST TO PERFORM AN OIL CHANGE SERVICE
 -UP TO 5 QTS OF OIL. \$2.40 EACH ADDITIONAL QUART.
 --DID NOT PERFORM SERVICE OIL ALREADY CHANGED.

PAID
 BY: *debit*

All parts are new unless otherwise indicated

We guarantee our service work for 12 months or 12,000 miles, whichever comes first, excluding all used parts. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



MASTRO IMPORTS

4113 S. Orlando Dr. • SANFORD, FL 32773

TEL: (321) 206-1792

SUBARU

ISUZU

SUZUKI

STATE OF FLORIDA REGISTRATION NO. - MV-67422

CELL: [REDACTED]

CUSTOMER NO 7076	ADVISOR JAY	1921	TAG NO.	INVOICE DATE 06/01/12	INVOICE NO. SMCS40270
[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE 20,576	COLOR RED/	STOCK NO.
OVIEDO, FL	YEAR / MAKE / MODEL 09/SUZUKI/SX4/4DR HB AT			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. J S 2 Y B 4 1 3 5 9	[REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	[REDACTED]		R.O. DATE 05/31/12	
[REDACTED]	COMMENTS				

MO: 2057

JOB# 5 CHARGES-----JOB# 4 JOURNAL PREFIX SMCS JOB# 4 TOTAL 0.00

LABOR-----
 JOB# 5 26SHZ MISCELLANEOUS TECH(S):263 0.00
 CUSTOMER REQUEST TO PERFORM COMPLIMENTARY 26 POINT VEHICLE
 INSPECTION.
 INSPECTION COMPLETE

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX SMCS JOB# 5 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A SS WASTE DISPOSAL / SHOP SUPPLIES	
	TOTAL - MISC 2.00
	2.00

COMMENTS-----
 DELETED OPERATION(S)-----
 99SMT RECALL

RECOMMENDATIONS-----
 A/C CABIN FILTER \$69.95
 BALANCE AND ROTATE \$39.95
 ENGINE AIR FILTER \$33.30
 ALIGNMENT \$94.94
 SEAT BOTTOM \$1,168.92

TOTALS-----

*****	TOTAL LABOR....	236.95
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	297.02
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G....	31.00
*****	TOTAL MISC CHG.	2.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	32.16
	TOTAL INVOICE \$	599.13

All parts are new unless otherwise indicated

We guarantee our service work for 12 months or 12,000 miles, whichever comes first, excluding all used parts. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Service Bulletins - Search Results

2 Record(s) Displayed.

Report Date : **June 18, 2012 at 10:54 AM**
 Search Type : **VEHICLE**
 Year : **2009**
 Make : **SUZUKI**
 Model : **SX4**

Make : SUZUKI **Model :** SX4 **Year :** 2009
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Service Bulletin Number : TSB-TS-02-05222 **Date of Bulletin :** JUN 12, 2012
NHTSA Item Number : 10044321
Component : AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Summary :
 SUZUKI: DUE TO REPEATED FLEXING, THE FRONT PASSENGER SENSING SYSTEM CIRCUIT LOCATED WITHIN SEAT BOTTOM CUSHION ASSEMBLY, HAVE AN ELECTRIC DISCONNECTION. *PE

Make : SUZUKI **Model :** SX4 **Year :** 2009
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Service Bulletin Number : ABE-ZA-120418 **Date of Bulletin :** APR 18, 2012
NHTSA Item Number : 10044041
Component : AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Summary :
 SUZUKI: WARRANTY EXTENSION FOR 'AIR BAG' WARNING LIGHT ILLUMINATION. *JS

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
 1.888.327.4236 TTY 1.800.424.9153



Technical Bulletin

Division: Automotive
 Category: Technical

Section Title: Restraints
 TSB No. TS 01 11029

SUBJECT: COUNTER-MEASURE PROCEDURE FOR DTC B1318
MODEL(S): SX-4 (RW420)
YEAR: 2009
VIN BREAKS: ~JS2YA413396 [REDACTED] May 27, 2009
 ~JS2YA411596 [REDACTED] May 27, 2009
 ~JS2YB413496 [REDACTED] May 26, 2009
 ~JS2YB417096 [REDACTED] May 27, 2009
 ~JS2YC415896 [REDACTED] May 26, 2009
 ~JS2YC412696 [REDACTED] May 27, 2009

CONDITION: The Airbag warning light illuminates, and DTC B1318 is stored. This typically can result from a change in load on the passenger seat, such as a passenger shifting their weight on and off the seat, or an object (bag, briefcase, pet, etc.) bouncing on the seat while the vehicle is traveling.

CAUSE: Programming error in the occupant classification module (OCM).

CORRECTION: Reflash the program of the occupant classification module (OCM).

PART(S) INFORMATION:

Part Number	Description	Qty.	Notes
N/A	N/A	N/A	Do Not replace the Seat Cushion or OCM

WARRANTY INFORMATION

Labor Operation	Description	Failed Part Number	Complaint Code	Defect Code	Labor Time
QD9999	Cushion Assy, FR RH	85101-80JA0-REP	36	48	.6

Technical Service Department
 Dealership Circulation – Initial and file:

Service Manager	Parts Manager	Service Advisor	Technicians				

Suzuki bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your authorized Suzuki dealer for information on whether your vehicle may benefit from the information. Suzuki reserves the right to change technical specifications at any time without prior notice.



December 15, 2008

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

Emerson, N. [REDACTED]

RE: CASE # C04-1208-006

Dear [REDACTED]

Your request for arbitration has been received. The claim appears to meet the Suzuki Dispute Settlement Program parameters for eligibility and has been assigned the case number shown above. This process is regulated by the Federal Trade Commission (FTC) under the Magnuson-Moss Warranty Act, which provides for the expedient resolution of Customer complaints. Therefore, under federal law, the National Center for Dispute Settlement, (NCDS) is required to close your case within forty (40) days of the date of this letter.

You have the option of having an oral hearing or a "document only" process. If you choose to make an oral presentation and do not appear at the scheduled hearing, Suzuki will still be entitled to make their presentation in your absence. If you do not want to make an oral presentation, your dispute will be decided solely on the basis of the documents submitted by all parties. You do not need to be present at a "document only" decision process. If we have not already called you, you will receive a call, shortly to determine which process you have selected.

You may also be contacted by a NCDS Phone Mediator or Suzuki Personnel prior to the hearing date in an effort to help reach a voluntary agreement to resolve the dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the Settlement Agreement. The case will then be closed.

If you do not agree to any settlement offer, the dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the Arbitrator(s) within ten (10) days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, Suzuki will comply with the decision within the time stipulated. If you reject the decision, the case will be closed and you may pursue any other legal remedies available to you within your state.

If you have not done so already, please provide us with copies of all relevant service tickets, as well as a copy of your title, current registration and Bill of Sale or Lease Contract. Your participation in the Dispute Settlement Program does not relieve a vehicle owner of any obligation to a lender or leasing agent.

NCDS will be responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call NCDS, toll free at (888) 300-6237.

Sincerely,

NCDS

Allisia Powell x.118

Case Administrator

cc: Southern Region



12/15/2008

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

American Suzuki Motor Corporation
P.O. Box 1100
Brea, CA 92822

RE: CASE # C04-1208-006

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward a copy to the National Center for Dispute Settlement within ten (10) days from the date on this letter in order for it to be considered during the decision making process.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

It is essential to the decision making process that all available information concerning each case be provided to the decision maker prior to the hearing date. As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

NCDS

A handwritten signature in cursive script that reads "Allisia Powell".

Allisia Powell x.118
Case Administrator

cc: 

Suzuki Customer Claim Form

FOR NCDS USE
 CASE NUMBER:

CUSTOMER NAME AND ADDRESS

First Name [Redacted]
 Street Address [Redacted]
 City EMERSON State NJ Zip Code [Redacted]
 Day Phone [Redacted]) SAME Fax () SAME
 Email Address [Redacted] Preferred contact location PHONE

VEHICLE INFORMATION

Name(s) on the vehicle title [Redacted] Delivery Date: 5/19/08
 Vehicle Identification Number (VIN): JS 2YB413X8 [Redacted]
 Make: SUZUKI Model: SV4 AWD Year: 2008 Current Mileage: 8523
 Is this a leased vehicle: YES NO
 If YES, lessor's name and address:

Selling Dealer and Address: AUGUST STUBBIO
RALLYE AUTOPLAZA, INC. 563 ROUTE 17M, MONROE NY 10950
 Servicing Dealer(s):
RALLYE AUTOPLAZA, INC 577 R17 NYS HWY R/S ROUTE NO 7089934

VEHICLE PROBLEM(S) (Attach legible copies of repair orders or other documents to support your claim)

Problem	List dealer or dealers which have repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Example: Check Engine Light On	Autoworld Anytown, USA	04/25/07 3,500 miles RO# 586004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<u>Defective AIR BAG LIGHT DEPARTURE ISOLATION -</u>	<u>RALLYE AUTOPLAZA, INC MONROE NY</u>	<u>10/27/08 7052 RE</u>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<u>Tire TIRE LIGHT GOING OFF BUT THE SPARK PLUGS THE PROBLEM -</u>	<u>RALLYE AUTOPLAZA MONROE NY</u>	<u>JOB NOT FINISHED WAITING FOR PART</u>	<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO

Has the Vehicle been involved in an accident? YES NO
 If YES, give dates of accident: _____
 Specify damaged area: _____

RESOLUTION SOUGHT:
 I PREFER ORAL HEARING DOCUMENT ONLY HEARING

RETURN ALL COPIES OF THIS FORM TO:
 National Center for Dispute Settlement
 P.O. Box 609
 Mt. Clemens, MI 48046
 (888) 571-1837

[Redacted] Repurchase
12/12/08
 DATE



December 17, 2008

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]
Emerson, NJ

RE: CASE # C04-1208-006

Dear [REDACTED]

Please find enclosed the Manufacturer's Response Form from Suzuki, a copy of which will also be forwarded to the Arbitrator(s). This form represents Suzuki's position with regard to the above referenced case. It neither constitutes a final decision nor does it necessarily reflect specific findings of fact. Any questions or comments you may have regarding this form should be documented **IN WRITING** and mailed to NCDS, no later than seven (7) days prior to any scheduled hearing date in order to allow for response.

NCDS is responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call NCDS, toll free, at 888-300-NCDS (6237).

Sincerely,

NCDS

A handwritten signature in cursive script that reads "A. Powell".

Allisia Powell x.118
Case Administrator

Enclosure: as noted

AMERICAN SUZUKI MOTOR CORPORATION
MANUFACTURER RESPONSE FORM

Customer Name: [REDACTED]	NCDS Case #: C04-1208-006
ASMC Case #: [REDACTED]	Start Date: 12-15-08
VIN: JS2YB413X85 [REDACTED]	Year: 2008 Model: SX-4

MANUFACTURER INFORMATION:

Region: C04	Service Dealer Name: RALLYE SUZUKI	Dealer #: 431567
Can the hearing be held at the servicing dealership? <input type="checkbox"/> Yes <input type="checkbox"/> No		

MANUFACTURER'S STATEMENT:

Are the customer's concerns covered under the ASMC warranty?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If no, explain:		
Is the customer's vehicle currently repaired?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the concern still exist?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Explain: Parts are on order		
Is the use, value, or safety of this vehicle substantially impaired?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Explain:		

Please provide your position regarding the customer's claim?
Explain: Vehicle will be repaired under warranty

Region / Primary District will participate by: <input type="checkbox"/> Phone <input checked="" type="checkbox"/> In Person <input type="checkbox"/> In Writing	Regional Contact Person: Bob Speer
Manufacturer's Response Due Date:	Regional Fax #:
NCDS Fax #: (586) 790-4774	Regional Phone #: 570-709-1087

AMERICAN SUZUKI MOTOR CORPORATION
MANUFACTURER RESPONSE FORM

Customer Name: [REDACTED]	NCDS Case #: C04-1208-006
ASMC Case #: [REDACTED]	Start Date: 12-15-08
VIN: JS2YB413X85	Year: 2008 Model: SX-4

MANUFACTURER INFORMATION:

Region: C04	Service Dealer Name: RALLYE SUZUKI	Dealer #: 431567
Can the hearing be held at the servicing dealership? <input type="checkbox"/> Yes <input type="checkbox"/> No		

MANUFACTURER'S STATEMENT:

Are the customer's concerns covered under the ASMC warranty?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If no, explain:		
Is the customer's vehicle currently repaired?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the concern still exist?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Explain: Parts are on order		
Is the use, value, or safety of this vehicle substantially impaired?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Explain:		

Please provide your position regarding the customer's claim?
Explain: Vehicle will be repaired under warranty

Region / Primary District will participate by: <input type="checkbox"/> Phone <input checked="" type="checkbox"/> In Person <input type="checkbox"/> In Writing	Manufacturer's Regional Contact Person: Bob Speer
Response Due Date:	Regional Fax #:
NCDS Fax #: (586) 790-4774	Regional Phone #: 570-709-1087

AMERICAN SUZUKI MOTOR CORPORATION
MANUFACTURER RESPONSE FORM

NOTE: DO NOT FORWARD THIS PAGE TO THE CUSTOMER OR ARBITRATOR.

Customer Name:			Start Date: 12-15-08
VIN: JS2YB413X85		Year: 2008	Model: SX-4

SETTLEMENT EFFORTS:

Please list any previous settlement offers made to the customer:
none

Region / Primary District willing to mediate a settlement? Yes No
List any settlement offers you would like communicated to the customer:
none



HEARING CONFIRMATION

Customer



Emerson, NJ

Manufacturer

American Suzuki Motor Corporation
Southern Region
P.O. Box 1100
Brea, CA 92822

Arbitrator(s)

David Doynow

Case #: C04-1208-006

Vin # : JS2YB413X85

Dear Parties:

This is to confirm the following hearing arrangements:

Hearing Date: 01/19/2009
Hearing Time: 11:00 AM
Hearing Location: Rallye Suzuki
Address: 541 Route 17m
Monroe, NY 10950

Hearing Phone:

Thank you for your consideration in scheduling and keeping this appointment. Please be prepared to proceed with any of your witnesses or other evidence including bringing your vehicle to the hearing for inspection. Please contact NCDS immediately in the event that circumstances necessitate a change of hearing date or time.

A. Powell

For the Arbitrator(s)

1/7/09

Date



Revised

HEARING CONFIRMATION

Customer

[REDACTED]
Emerson, NJ [REDACTED]

Manufacturer

American Suzuki Motor Corporation
Southern Region
P.O. Box 1100
Brea, CA 92822

Arbitrator(s)

David Doynow

Case #: C04-1208-006

Vin #: JS2YB413X85 [REDACTED]

Dear Parties:

This is to confirm the following hearing arrangements:

Hearing Date: 01/22/2009
Hearing Time: 11:00 AM
Hearing Location: Rallye Suzuki
Address: 541 Route 17m
Monroe, NY 10950

Hearing Phone:

Thank you for your consideration in scheduling and keeping this appointment. Please be prepared to proceed with any of your witnesses or other evidence including bringing your vehicle to the hearing for inspection. Please contact NCDS immediately in the event that circumstances necessitate a change of hearing date or time.

A. Powell
For the Arbitrator(s)

1/20/09
Date



December 23, 2008

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

Emerson, NJ

RE: CASE # C04-1208-006

Dear

This will confirm that you have selected the Expedited Dispute Settlement (EDS) process to be administered by the National Center for Dispute Settlement (NCDS). Accordingly, we have appointed Arbitrator, David Doynow, to hear and decide your claim. Once we have obtained available dates from Arbitrator Doynow, we will call to schedule your hearing. The Arbitrator may decide to have your vehicle inspected by an Independent ASE Technical Inspector, who will contact you separately to arrange for the inspection.

While the EDS process is not a "Lemon Law" proceeding, the Arbitrator will consider the State "Lemon Law" in reviewing and deciding your claims. You should be familiar with the law and forward any additional relevant evidence, including ALL SERVICE REPAIR RECORDS, purchase or lease contracts and the like.

You may be contacted by a NCDS Phone Mediator prior to the hearing date in an attempt to help you and Suzuki reach voluntary agreements to resolve your dispute. Your cooperation in this mediation process is strictly voluntary, but it may prove to be beneficial in resolving or narrowing your dispute and will not, in any event, preclude you from exercising your rights under the arbitration process. While you conduct mediation, the arbitration process will continue in accordance with Federal Law.

NCDS will be responsible for monitoring the progress of this case and is available to answer any questions you may have about the arbitration process. You may call NCDS at 888-300-NCDS (6237).

Sincerely,

NCDS

Allisia Powell x.118
Case Administrator

cc: Southern Region
David Doynow

CASE ASSIGNMENT TRANSMITTAL TO ARBITRATOR

Arbitrator(s): David Doynow

Thank you for accepting assignment of this case. Enclosed you will find the arbitration packet which you will need in order to schedule and complete the case. The parties have been notified that you will be providing hearing dates to NCDS for scheduling the hearing. DO NOT CONTACT THE DEALER OR THE MANUFACTURER'S REPRESENTATIVE.

Because the Manufacturer's Representative may be involved with more than one Customer at any given time, we recommend that you submit several dates from which the parties may select their availability.

Case #: C04-1208-006

Customer:

Emerson, NJ

Dealer:

Rallye Suzuki
541 Route 17m
Monroe, NY 10950

Manufacturer:

American Suzuki Motor Corporation
P.O. Box 1100
Brea, CA 92822

Edwina Parlette
Shirin Nazari

(714) 996-7040 x 2441
714-996-7040 x 2071

Please provide your available dates in enough time that two (2) weeks notice can be given to all parties in scheduling the hearing. As a reminder, it is imperative that the hearing date not go beyond forty (40) days from the date that NCDS received the Request for Arbitration, shown below:

NCDS RECEIVED CUSTOMER REQUEST FOR ARBITRATION: December 15, 2008

The completed Mediation form or Decision worksheet should be returned to NCDS as soon as possible, but NO later than five (5) days following the hearing (This time period may vary as long as you stay within the forty (40) day requirement overall).

Comments: The 40th day on this case is January 24, 2009.

Case Administrator: Allisia Powell x.118

Date Forwarded to Arbitrator: December 23, 2008



National Center for Dispute Settlement

January 23, 2009

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

Emerson, NJ

American Suzuki Motor Corporation
Southern Region
P.O. Box 1100
Brea, CA 92822

RE: CASE # C04-1208-006

Dear Parties:

By direction of the Arbitrator(s), we are enclosing the Decision in the above referenced case.

Enclosed for the vehicle owner is an "Acceptance of Decision" form. The vehicle owner has thirty (30) days from the date of this letter in which NCDS must receive the "Acceptance of Decision" form. The form should be mailed to:

**National Center for Dispute Settlement
22500 Metropolitan Parkway
Suite 200
Clinton Township, MI 48035**

Thank you for your cooperation in resolving this matter through the Expedited Dispute Settlement mechanism. Should you have any questions regarding the Acceptance of Decision, please contact NCDS. Failure to return this form within thirty (30) days from the date of this letter will be considered a rejection of the Arbitrator's Decision and therefore, NCDS will close your case.

Finally, you may obtain, at a reasonable cost, copies of all the case records related to this dispute.

Sincerely,

NCDS

Allisia Powell x.118
Case Administrator

Enclosures: as noted
cc: David Doynow



National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

DATE: January 23, 2009

CUSTOMER: [REDACTED]

CASE #: C04-1208-006

I understand that I am not bound to the Decision of the Arbitrator(s) in my case unless I accept it. If I reject the decision, or am dissatisfied with Suzuki's eventual performance, I may pursue other legal remedies, including the use of small claims court. Whether or not I accept the Decision, however, the Decision is admissible in any subsequent legal proceeding concerning the dispute.

I also understand that if I accept the Decision, Suzuki will be legally bound by the Decision.

You must mark one of the boxes below, otherwise, NCDS will consider that no response has been made to the Decision and your case will be closed accordingly.

I ACCEPT THE DECISION

I DO NOT ACCEPT THE DECISION

SIGNED: _____

DATE: _____

NATIONAL CENTER FOR DISPUTE SETTLEMENT

In the matter of the
Arbitration between

[REDACTED]
("Customer(s)")

and

American Suzuki Motor
Corporation
("Suzuki")

DECISION

Case # C04-1208-006

I, David Doynow, was appointed pursuant to NCDS rules as Arbitrator to hear and determine disputes, which had arisen between the Customer(s), [REDACTED] and Suzuki regarding a 2008 SX4.

By a notice given on January 7, 2009, the parties were advised that a hearing would be conducted at Rallye Suzuki on January 22, 2009 at 11:00 AM.

Present on that date were:

[REDACTED] Customer
District Service Manager
Service Manager

The complaint(s) existing between the parties were set forth on a "Customer Claim Form" received by NCDS on December 15, 2008, and may be summarized as follows:

The Customer stated that the air bag light is defective (it is always on), and the tire light keeps coming on (the spare tire is the problem). On the Customer Claim Form, the Customer requested a repurchase of the vehicle.

SUMMARY OF PRESENTATION:

The parties presented and I reviewed and considered the following evidence: Customer Claim Form dated December 12, 2008; Manufacturer Response Form; and Repair Order numbered 163312 dated October 27, 2008.

The position of the Customer was that the airbag light goes on frequently. The Customer stated that this was reported at the time of the 7,000 mile service check. The Customer stated that she was told that change of parts would be delayed pending receipt of ordered replacements. This work is currently pending.

The Customer requested a repurchase of the vehicle.

The position of the Manufacturer Representative was that the vehicle is operating as designed. The condition as described by the Customer, could not be duplicated. However, for safety considerations, it was determined that certain replacement parts were ordered. They are awaiting installation at the Customer's convenience.

At the request of the Arbitrator, the District Manager explained the airbag system and inspection was performed. The mileage was verified at 9,571 miles.

DECISION:

After reviewing the complaint(s) and hearing the proofs and arguments of the parties and taking into consideration the applicable manufacturer's new vehicle warranty, and the applicable warranty law including the applicable State Statute commonly referred to as the "Lemon Law," and after due deliberation, I find and Award as follows:

The Customer's request for a repurchase of the vehicle is hereby DENIED.

I have reached this conclusion because the Customer did not provide compelling nor sufficient evidence in support of the claim that a manufacturer defect exists. Furthermore, I do not find that there have been an unreasonable number of repair attempts for the claimed nonconformity.

This constitutes my complete DECISION as to all the complaint(s) submitted to me for determination.

DATE

1/22/09

David Doynow





National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

March 26, 2009

Emerson, NJ [REDACTED]

RE: CASE # C04-1208-006

Dear [REDACTED]

This will acknowledge receipt of your Acceptance of the Arbitrator's Decision, even though the Arbitrator denied your claim.

By a copy of this letter, we will forward a copy of your acceptance to Suzuki. This letter confirms that you retain the right to pursue any other legal remedies, which are otherwise available to you within your state.

The National Center for Dispute Settlement (NCDS) will take no further action in this matter and considers the case closed.

Thank you for your participation in the expedited dispute settlement process.

Sincerely,

NCDS

A handwritten signature in cursive script that reads "A. Powell".

Allisia Powell x.118
Case Administrator

cc: Southern Region

RECEIVED

MAR 26 2009

N.C.D.S.



National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

DATE: January 23, 2009

CUSTOMER [REDACTED]

CASE #: C04-1208-006

I understand that I am not bound to the Decision of the Arbitrator(s) in my case unless I accept it. If I reject the decision, or am dissatisfied with Suzuki's eventual performance, I may pursue other legal remedies, including the use of small claims court. Whether or not I accept the Decision, however, the Decision is admissible in any subsequent legal proceeding concerning the dispute.

I also understand that if I accept the Decision, Suzuki will be legally bound by the Decision.

You must mark one of the boxes below, otherwise, NCDS will consider that no response has been made to the Decision and your case will be closed accordingly.

I ACCEPT THE DECISION

I DO NOT ACCEPT THE DECISION

SIGN [REDACTED]

DATE: 1/30/09



National Center for Dispute Settlement

August 21, 2007

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]
Talladeja, AL

RE: CASE # 3907009

Dear [REDACTED]

Your request for arbitration has been received. The claim appears to meet the Suzuki Dispute Settlement Program parameters for eligibility and has been assigned the case number shown above. This process is regulated by the Federal Trade Commission (FTC) under the Magnuson-Moss Warranty Act, which provides for the expedient resolution of Customer complaints. Therefore, under federal law, the National Center for Dispute Settlement, (NCDS) is required to close your case within forty (40) days of the date of this letter.

You have the option of having an oral hearing or a "document only" process. If you choose to make an oral presentation and do not appear at the scheduled hearing, Suzuki will still be entitled to make their presentation in your absence. If you do not want to make an oral presentation, your dispute will be decided solely on the basis of the documents submitted by all parties. You do not need to be present at a "document only" decision process. If we have not already called you, you will receive a call, shortly to determine which process you have selected.

You may also be contacted by a NCDS Phone Mediator prior to the hearing date in an effort to help you and Suzuki reach voluntary agreements to resolve the dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the Settlement Agreement. The case will then be closed.

If you do not agree to any settlement offer, the dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the Arbitrator(s) within ten (10) days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, Suzuki will comply with the decision within the time stipulated. If you reject the decision, the case will be closed and you may pursue any other legal remedies available to you within your state.

If you have not done so already, please provide us with copies of all relevant service tickets, as well as a copy of your title, current registration and Bill of Sale or Lease Contract. Your participation in the Dispute Settlement Program does not relieve a vehicle owner of any obligation to a lender or leasing agent.

NCDS will be responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call NCDS, toll free at (888) 300-6237.

Sincerely,

NCDS

Charlotte Evans x.124
Case Administrator

cc: American Suzuki Motor Corporation



08/21/2007

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

American Suzuki Motor Corporation
P.O. Box 1100
Brea, CA 92822

RE: CASE # 3907009

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward a copy to the National Center for Dispute Settlement within ten (10) days from the date on this letter in order for it to be considered during the decision making process.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

It is essential to the decision making process that all available information concerning each case be provided to the decision maker prior to the hearing date. As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

NCDS

A handwritten signature in black ink, appearing to read "CE", is written over the typed name.

Charlotte Evans x.124
Case Administrator

cc

Aug 20 07 06:01p

AUG 20 2007 4:42PM

CHS NCDS

5887904774

P. 1
P. 1

Suzuki Customer Claim Form

FOR NCDS USE

CASE NUMBER:

3907009

CUSTOMER NAME AND ADDRESS

Mr Ms Mx

First Name: [REDACTED]

Street Address: [REDACTED]

City: Talladega State: AL Zip Code: [REDACTED]

Day Phone: [REDACTED] Evening Phone: [REDACTED] Fax: () [REDACTED]

VEHICLE INFORMATION

Name(s) on the vehicle title: [REDACTED] Date: [REDACTED]

Vehicle Identification Number (VIN): JS2YB417575 [REDACTED]

Make: ~~Suzuki~~ Suzuki Model: SX4 Year: 2007 Current Mileage: 2,700

Is this a leased vehicle: YES NO

If YES, lessor's name and address:

Selling Dealer and Address: Anniston Suzuki

Servicing Dealer(s): Anniston Suzuki

VEHICLE PROBLEM(S) (Attach legible copies of repair orders or other documents to support your claim)

Problem	List dealer or dealers which have repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist?
Example: Check Engine Light On	Autoworld Anytown, USA	04/25/07 3,500 miles RO# 586004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Air Bag Light <i>Other</i>	Anniston Suzuki Anniston AL 35160	0-25-07 100.0 8-07	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO

Has the Vehicle been involved in an accident? YES NO

If YES, give dates of accident:

Specify damaged area:

RESOLUTION SOUGHT:

I PREFER ORAL HEARING DOCUMENT ONLY HEARING

RETURN ALL COPIES OF THIS FORM TO:
National Center for Dispute Settlement
P.O. Box 609
Mt. Clemens, MI 48046
(888) 571-1837

[REDACTED SIGNATURE]

8-20-07

SIGNATURE(S)

DATE

Note: I ASK for all Repaired orders
But Didn't get it What unknown!

[REDACTED]



National Center for Dispute Settlement

August 24, 2007

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]
Talladeja, AL [REDACTED]

RE: CASE # 3907009

Dear [REDACTED]

Please find enclosed the Manufacturer's Response Form from Suzuki, a copy of which will also be forwarded to the Arbitrator(s). This form represents Suzuki's position with regard to the above referenced case. It neither constitutes a final decision nor does it necessarily reflect specific findings of fact. Any questions or comments you may have regarding this form should be documented **IN WRITING** and mailed to NCDS, no later than seven (7) days prior to any scheduled hearing date in order to allow for response.

NCDS is responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call NCDS, toll free, at 888-300-NCDS (6237).

Sincerely,

NCDS

A handwritten signature in black ink, appearing to be 'CE' or similar initials.

Charlotte Evans x.124
Case Administrator

Enclosure: as noted

AMERICAN SUZUKI MOTOR CORPORATION
MANUFACTURER'S RESPONSE FORM

Customer Name [REDACTED]
VINJS2YB417575 [REDACTED]

Case # 3907009
Start Date 8/21/2007

Manufacturer Information

Region Southern Servicing Dealer: Suzuki of Anniston
Can the hearing be held at the servicing dealership? Yes No
R/PD willing to mediate a settlement: Yes No

Settlement Efforts

List any previous settlement offers made to the customer: None

List any settlement offers you would like communicated to the customer:

Manufacturer's Statement

Are the customer's concerns covered under Suzuki's Warranty? If no, please explain: Yes

Is the customer's vehicle currently unrepaired? Yes No

Does the concern exist? Yes No

Explain: Based on the customer explanation of the NCDS form. Unverified by ASMC, as no previous involvement. Dlr replaced the RS seat module on first visit.

Is the use, value or safety of this vehicle substantially impaired? Yes No

Explain: safety would be compromised if system is inoperative.

Is the number of repair attempts or number of days down accurate?

Yes No

Explain: NCDS form supplied is barely legible, with repair dates unclear, dlr verification of RO's faxed to region indicate 2 repair attempts, with the third, the car came in with the sensor completely unplugged under seat. Dlr indicated that customer stopped by dlr the evening of 8/22, GM of store started car with customer and RS airbag light came off and on. Tech line case 1-117989923 also describes issue.

Please provide your position in regard to the customer's claim(s):

ASMC requests complete inspection of vehicle due to safety. Request mediation hearing to be during the week of October 1, 2007

R/PD will participate
Return this form by:
NCDS
Fax: (586)790-4774

By phone

In person

In Writing

Person to contact in future:

Phone:

Fax:



AMERICAN SUZUKI MOTOR CORPORATION

August 8, 2007

[REDACTED]
[REDACTED]
Talladega, AL [REDACTED]

RE: Service Request #1-121088463

Dear Mr. [REDACTED]:

Thank you for your inquiry. Please accept our sincerest apology for the difficulties you encountered with your 2007 SX4.

Our intention and hope is that we are able to provide a satisfactory resolution to your concerns. From your recent inquiry, it appears you experienced a problem that has not been resolved to your satisfaction, either through your authorized Suzuki dealer or through our Customer Relations team.

Your satisfaction is important to us. Therefore, we are enclosing a brochure about the Suzuki Dispute Resolution Program, which is additional assistance that may be available to you through the National Center for Dispute Settlement (NCDS), an independent organization that provides dispute-resolution services to resolve your complaint.

If we can be of further assistance, please feel free to contact our Customer Relations Department between the hours of 6:30 a.m. – 5:00 p.m., P.S.T. Our toll-free telephone number is (800) 934-0934, or feel free to visit our website at www.suzuki.com.

Thank you for allowing us the opportunity to serve you.

Sincerely,

Heather Ahlstrand
Customer Relations Representative

Enclosure: Suzuki Dispute Resolution Program Brochure



AMERICAN SUZUKI MOTOR CORPORATION

August 14, 2007

[REDACTED]

[REDACTED]

Talladega, AL [REDACTED]

RE: Service Request #1-121088463

Dear Mr. [REDACTED]

Thank you for your recent inquiry to American Suzuki Motor Corporation.

Enclosed please find our check in the amount of \$100.00. This check represents our one-time-only goodwill reimbursement for your recent inconvenience.

Please accept our sincere apology for any inconvenience you may have experienced.

If we can be of further assistance, please feel free to contact our Customer Relations Department between the hours of 6:30 a.m. – 5:00 p.m., P.S.T. Our toll-free telephone number is (800) 934-0934, or feel free to visit our website at www.suzuki.com.

Thank you for allowing us the opportunity to serve you.

Sincerely,

Heather Ahlstrand
Customer Relations Representative

Enclosure: Check #00664174



AMERICAN SUZUKI MOTOR CORPORATION
 3251 E. IMPERIAL HIGHWAY, P.O. BOX 1100
 BREÁ, CA 92822-1100
 (714) 996-7040

VENDOR NO: 190193

CHECK NO: 664174

VENDOR NAME: [REDACTED]

DATE	INVOICE NO.	DESCRIPTION	PURCHASE ORDER	INVOICE AMOUNT	DEDUCTION	NET AMOUNT
8/7/2007		GOODWILL REIMB.		100.00	.00	100.00
TOTALS				100.00	.00	100.00

Stub 1 of 1

THE FACE OF THIS DOCUMENT HAS A MULTICOLORED BACKGROUND ON WHITE PAPER. THIS DOCUMENT CONTAINS A WATERMARK - HOLD TO LIGHT TO VIEW.



UBOC DISBURSEMENT SERVICES
 BOSTON, MA 02108

53-292
 113

NO. [REDACTED]

AMERICAN SUZUKI MOTOR CORPORATION
 3251 E. IMPERIAL HIGHWAY - P.O. BOX 1100
 BREÁ, CA 92822-1100 - (714) 996-7040

CHECK DATE

8/14/2007

CHECK AMOUNT

\$*****100.00

PAY ONE HUNDRED AND 00/100*****



TO THE
 ORDER OF

[REDACTED]
 TALLADEGA AL [REDACTED] 3

VOID AFTER 6 MONTHS

[REDACTED]



National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

August 28, 2007

[REDACTED]
Talladeja, AL

American Suzuki Motor Corporation
American Suzuki Motor Corporation
P.O. Box 1100
Brea, CA 92822

RE: CASE # 3907009

Dear Parties:

Enclosed is the signed Mediation Settlement Agreement in the above referenced case.

Thank you for your participation in the dispute settlement process. NCDS appreciates the opportunity to have been of service in this matter and will close the case at this time.

Sincerely,

NCDS

A handwritten signature in cursive script, appearing to read 'CE', is written over the typed name.

Charlotte Evans x.124
Case Administrator

National Center For Dispute Settlement

Settlement Agreement Form

In the matter of:



And

American Suzuki Motor Corporation
(Suzuki)

CASE#: 3907009
VIN#: JSZYB417575



The complaint(s) were set forth on a "Customer Claim Form" received by NCDS are summarized as follows:

Customer states air bag light is on in his vehicle.

The parties named above have agreed to the following settlement as the basis for a resolution of the issue(s) brought forth in this arbitration claim.

American Suzuki Motor Corporation, in the interest of Customer Satisfaction, shall repurchase the Customer's vehicle under the following terms:

Refund the amount you paid for your vehicle at the time of purchase as shown on your bill of sale/purchase contract.

Refund the sales tax you paid unless the state will refund the tax to you.

Refund the license, title, and documentation fees paid at the time of purchase.

Refund any finance charges that you have paid on the loan for this vehicle after your first documented report of the vehicle's non-conformity identified as the cause of repurchase.

Refund the nonrefundable portions of the Suzuki extended service contract if one was purchased.

Refund the cost of Suzuki accessories you paid extra to have installed on your vehicle. (you will be required to provide receipts to establish the value of the accessories)

Deduct any cash rebates you received as an incentive to purchase the vehicle.

The Customer shall be responsible for the following:

Require that you provide a copy of your original purchase contract.

Require that you provide authorization to your lien holder, when needed, to provide the Manufacturer with lien payoff information.

Require that you transfer a clear title (lien free) for your vehicle to the Manufacturer at the time you receive your refund.

Require that the vehicle is damage free at the time you receive your refund.

Require that all original equipment and any accessory for which you are receiving a refund is on the vehicle at the time you receive your refund.

Require you to sign a statement to attest to the fact that the vehicle was/was not previously damaged and repaired.

I agree with the above settlement and hereby request my case be closed by NCDS. However, I understand that I may file new claim with NCDS if the issue(s) return or American Suzuki Motor Corporation fails to comply with this agreement.

Upon receipt of this Settlement Agreement, American Suzuki Motor Corporation, shall have thirty (30) days to comply with this Settlement Agreement.

Customer


Frank Mitchell

Date:

8-28-2007

Manufacturer

Date:



National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

May 12, 2009

Marion, NC

RE: CASE # B06-0509-003

Dear

Your request for arbitration has been received. The claim appears to meet the Suzuki Dispute Settlement Program parameters for eligibility and has been assigned the case number shown above. This process is regulated by the Federal Trade Commission (FTC) under the Magnuson-Moss Warranty Act, which provides for the expedient resolution of Customer complaints. Therefore, under federal law, the National Center for Dispute Settlement, (NCDS) is required to close your case within forty (40) days of the date of this letter.

You have the option of having an oral hearing or a "document only" process. If you choose to make an oral presentation and do not appear at the scheduled hearing, Suzuki will still be entitled to make their presentation in your absence. If you do not want to make an oral presentation, your dispute will be decided solely on the basis of the documents submitted by all parties. You do not need to be present at a "document only" decision process. If we have not already called you, you will receive a call, shortly to determine which process you have selected.

You may also be contacted by a NCDS Phone Mediator or Suzuki Personnel prior to the hearing date in an effort to help reach a voluntary agreement to resolve the dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the Settlement Agreement. The case will then be closed.

If you do not agree to any settlement offer, the dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the Arbitrator(s) within ten (10) days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, Suzuki will comply with the decision within the time stipulated. If you reject the decision, the case will be closed and you may pursue any other legal remedies available to you within your state.

If you have not done so already, please provide us with copies of all relevant service tickets, as well as a copy of your title, current registration and Bill of Sale or Lease Contract. Your participation in the Dispute Settlement Program does not relieve a vehicle owner of any obligation to a lender or leasing agent.

NCDS will be responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call NCDS, toll free at (888) 300-6237.

Sincerely,

NCDS

Allisia Powell x.118
Case Administrator

cc: Central Region



05/12/2009

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

American Suzuki Motor Corporation
P.O. Box 1100
Brea, CA 92822

RE: CASE # B06-0509-003

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward a copy to the National Center for Dispute Settlement within ten (10) days from the date on this letter in order for it to be considered during the decision making process.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

It is essential to the decision making process that all available information concerning each case be provided to the decision maker prior to the hearing date. As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

NCDS

A handwritten signature in black ink, appearing to be 'AP' or similar initials.

Allisia Powell x.118
Case Administrator

cc



Page 1

Suzuki Customer Claim Form

FOR NCDS USE

CASE NUMBER:

Empty box for Case Number

CUSTOMER NAME AND ADDRESS

Mr. Mrs. Ms.

First Name: [Redacted]

Street: [Redacted]

City: Marion State: NC Zip Code: [Redacted]

Day Phone: [Redacted] Evening Phone: [Redacted]

Email Address: [Redacted] Preferred contact location: Any

VEHICLE INFORMATION

Name(s) on the vehicle title: [Redacted] Purchase Date: 4/26/08 (Purchase date)

Vehicle Identification Number (VIN): JSS24C415089

Make: Suzuki Model: SX4 Year: 2008 Current Mileage: 25,691

Is this a leased vehicle: YES NO

If YES, lessor's name and address:

Selling Dealer and Address: The Suzuki Store, 3099 N. Main St, Anderson, SC 29621

Servicing Dealer(s): Prestige Subaru Suzuki, 585 Tunnel Road, Asheville, NC 28732

VEHICLE PROBLEM(S) (Attach legible copies of repair orders or other documents to support your claim)

Problem	List dealer or dealers which have repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist?
Example: Check Engine Light On	Autoworld Anytown, USA	04/25/07 3,500 miles RO# 586004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Passenger Side Airbag will not turn on	Prestige Subaru Asheville, NC	9/11/08 12,612 RO# 113016	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Oil leak	Prestige Subaru Asheville, NC	9/29/08 13,698 RO# 113494	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Air bag lights coming on	Prestige Subaru Asheville, NC	10/7/08 14,059 RO# 113732 113732	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Rough Idling	Prestige Subaru Asheville, NC	1/21/09 20,087 RO# 116815	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Driver airbag light coming on - pass seatbelt showing not buckled when it is	Prestige Subaru Asheville, NC	1/21/09 20,087 RO# 116815	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

Has the Vehicle been involved in an accident? YES NO

If YES, give dates of accident:
Specify damaged area:

RESOLUTION SOUGHT:

I PREFER ORAL HEARING DOCUMENT ONLY HEARING

See Page 2

X

SIGNATURE(S)

DATE

RETURN ALL COPIES OF THIS FORM TO:
National Center for Dispute Settlement
P.O. Box 609
Mt. Clemens, MI 48046
(888) 571-1837

Page 2

Suzuki Customer Claim Form

FOR NCDS USE
CASE NUMBER:

Empty box for Case Number

CUSTOMER NAME AND ADDRESS

Mr. Mrs. Ms.

First Name MI Last Name

Street Address

City State Zip Code

Day Phone () Evening Phone () Fax ()

Email Address Preferred contact location

See Page 1

VEHICLE INFORMATION

Name(s) on the vehicle title: Delivery Date: / /

Vehicle Identification Number (VIN):

Make: Model: Year: Current Mileage:

Is this a leased vehicle: YES NO

If YES, lessor's name and address:

Selling Dealer and Address:

Servicing Dealer(s)

VEHICLE PROBLEM(S) (Attach legible copies of repair orders or other documents to support your claim)

Problem	List dealer or dealers which have repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist?
Example: Check Engine Light On	Autoworld Anytown, USA	04/25/07 3,500 miles RO# 586004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Floor boards getting wet (Rough Idel), Pass Airbag alled on	Prestige Subaru Asheville, NC	11/27/09 20,447 RO# 11740	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Passenger Seatbelt Driver Airbag	Prestige Subaru Asheville, NC	2/12/09 20,647 RO# 117236	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Passenger Seatbelt Driver Air bag	Prestige Subaru Asheville, NC	2/12/09 3/13/09 118436	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO

Has the Vehicle been involved in an accident? YES NO

If YES, give dates of accident:

Specify damaged area:

RESOLUTION SOUGHT:

I PREFER ORAL HEARING DOCUMENT ONLY HEARING

lemon law New Vehicle replacement

RETURN ALL COPIES OF THIS FORM TO:
National Center for Dispute Settlement
P.O. Box 609
Mt. Clemens, MI 48046
(888) 571-1837



DATE: 5/8/09

May, 08, 2009

To whom it may concern,

I am writing to give you a little background on what is going on because the service records themselves do not tell the whole story of everything I have went through in order to try to get my car fixed. I bought my 2008 Suzuki SX4 in April of 2008. I was very excited because I thought having a new car meant not having to worry about what was going to go wrong next but unfortunately I was wrong. Things went great for the first four months but in five months, September 2008, the journey began. As you can see from my records, I have been four separate times for problems with the passenger seatbelt light coming on saying that the passenger seat belt was not hooked even when it was while simultaneously triggering the driver side airbag light to come on as well. In March of this year they thought they had finally found what was causing the problem but last night the lights came on again. The problem is that every time the lights come on and I turn the ignition off it seems to reset whatever triggered the response and then the light go off and don't come back on for several days. None the less it's obvious there's a problem. Aside from the four times I have been to the shop for this same problem there has been three other problems that are all centered around the airbag system. I went back to the dealership today to try to get the problem looked at but since the light was not on they wouldn't even check it out. I do have a video that I took on my cell phone as proof and they were not interested in seeing that either.

Aside from the airbag and seatbelt sensor issues that I have encountered with this car I have also taken it to the shop two different times because the car was idleing rough. The first time they reset the computer the second time they said they could not find the problem but it mysteriously "fixed" itself. Another major problem with the car is the paint. It is chipping off and every time I wash the car more paint comes off. I have also shown this to the service manager at Prestige Subaru and Suzuki and they acknowledge that the problem is a manufacture defect and in no way is it any fault of my own. Unfortunately I continually get the run around about when a Suzuki rep will be in the area to see it and give approval for the car to be repainted.

As you can imagine, I'm sick of dealing with this car and the situation. I have lost time at work in order to go over to the dealership to have my car checked, I have spent a lot of gas money to travel forty miles one way to the nearest Suzuki shop in the area to have things looked at and most of all I am tired of paying \$414.00 per month for a car that is constantly causing me so many headaches. You will see that I have enclosed information about the North Carolina Lemon Laws along with the claim form and all my service records. I trust that you will see that I have been more than patient in this matter and more than reasonable and I think that you will see that the only solution to this problem is to give me a new car replacement. Thanks for your time and prompt attention to this matter.



North Carolina Lemon Law Information

Consumers who have defective cars in North Carolina may be able to get relief under the North Carolina Lemon Law, the federal lemon law also known as the Magnuson-Moss Warranty Act or other state related lemon laws.

The North Carolina Lemon Law known as the New Motor Vehicles Warranties Act provides specifically that a defective car may qualify under the lemon law if: 1) the car was presented for repair four or more times for the same defect and the defect continues; OR 2) the car was out of service for warranty related repairs for a total of 20 or more days during any one year period of the warranty.

Under the North Carolina lemon law if your car meets the requirements of the lemon law you may be entitled to a replacement car or a refund of the purchase price including finance charges. Our North Carolina lemon law attorney can evaluate your repair records and help to determine whether your car meets the North Carolina lemon law.

The North Carolina lemon law does not specifically apply to used cars. That is, there is not a used car North Carolina lemon law as there exists in other states. However, your car may still qualify for lemon law type relief under the federal lemon law known as the Magnuson-Moss Warranty Act. Our North Carolina lemon law attorney will be able to let you know whether you are entitled to this kind of lemon law help. Basically, as long as your car has been subject to repeated repairs and the repairs began during the manufacturer's warranty period you may be entitled to assistance.

<http://north-carolina.lemon-law.to/>

[REDACTED]
MARION NC
HOME PHONE [REDACTED]
BUS. PHONE [REDACTED] EXT.
CELL PHONE [REDACTED]
PAGER N/A CODE
E-MAIL

(OWNER) SERIAL NO. JS2YC415085 [REDACTED]
CUSTOMER 25813
DELV. DATE 31MAR08
IN SERVICE 31MAR08
WAR. EXP. DATE
LICENSE NO.
UNIT N/A [REDACTED]
SA [REDACTED]

08 SUZUKI SX4 20666

Command? (Enter, *, N, VEH, CUST, ?)?

*--- 1 of 5 - Dealer: PDS-5
RO No: 117040 Opened: 27JAN09 Closed: 30JAN09 Mileage: 20447
Line Code: A Booker: 1052 Comeback: N
Complaint: CUST STATES THE AIR BAG FOR PASS FLICKERS OFF AND ON WHEN SOME
Cause: IMPROPER ASSEMBLY

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1052	1066	WSI	QD01R0		R&R FRONT SEAT CUSHION ASSY ONE SIDE
					PTSS\$ 1295.13 LBR\$ 45.50 MSC\$ 0.00
1052		WSI	9999		SUBLET REPAIRS
					PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 30.00

Line Code: B Booker: 1052 Comeback: N
Complaint: CUST STATES AFTER THE VEH IS WARMED UP AND YOU COME TO A STOP
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1052	1066	CPSI	9996		TEST DROVE VEH ON HWY AND IN TOWN 30 MIL LES, COULD NOT DUPLICATE CONCERN
					PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: C Booker: 1052 Comeback: N
Complaint: CUST STATES THE PASS FLOOR BOARD GETS WET AND THE A/C MAKES NO
Cause: FOREIGN MATTER

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
-------	-------	-------	-------------	---------	------------------

Press S#, Return for next page, EST#, ?, or E to Exit:

CUSTOMER #: 25813

117236

Prestige

SUBARU / SUZUKI

585 TUNNEL ROAD
ASHEVILLE, NORTH CAROLINA 28805
PHONE 828/298-9800
TOLL FREE 1-888-854-4293

INVOICE

PAGE 1

MARION, NC

HOME [REDACTED] MONT:N/A

BUS:

CELL [REDACTED]

SERVICE ADVISOR: 1052 TEARESA CARTRETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	SUZUKI SX4	JS2YC41508	[REDACTED]	20666/20667	T067A	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31MAR08 DD			WAIT 02FEB09		72.00	CASH	02FEB09
R.O. OPENED	READY	OPTIONS: DLR:040459					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES THE DRIVERS SIDE AIR BAG LIGHT KEEPS COMING ON
9996 B1318, OCM COMMUNICATION DATA INVALID

1066 CPSI 0.00 0.00

B CUST STATES THE LIGHT FOR THE PASS SEATBLT COMES ON AND SAYS THE PASS
DOES NOT HAVE THERE SEATBELT ON EVEN THOUGH IT IS HOOKED

9996 B1385, PASSENGER SEATBELT BUCKLE SENSOR
CIRCUIT OPEN, CONTACTED SUZUKI TECH LINE

, CASE #2-183010563, THEY WILL CONTACT
ENGINEERING

1066 CPSI 0.00 0.00

Thank you for choosing us as your servicing dealer. We appreciate the opportunity. It is important to us that you have an EXCELLENT service experience. Please help us help you by answering any surveys you receive with a response of "EXCELLENT". If not possible, please contact us before answering the survey

PERFORM PARTS

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS DISCOUNT	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 25813

118426

Prestige

SUBARU / SUZUKI

565 TUNNEL ROAD
ASHEVILLE, NORTH CAROLINA 28805
PHONE 828/298-9600
TOLL FREE 1-888-854-4293

INVOICE

PAGE 1

MARION, NC

HOME [REDACTED] NT: N/A

BUS: [REDACTED]

SERVICE ADVISOR: 1052 TEARESA CARTRETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	SUZUKI SX4	JS2YC415089	[REDACTED]	23030/23030	T624	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31MAR08 DD			WAIT 13MAR09		72.00	CASH	27MAR09
R.Q. OPENED		READY	OPTIONS: DLR:040459				

14:03 13MAR09 14:28 27MAR09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES THE VEH SHOWS THE PASS SEATBELT IS NOT CLICKED WHEN CUST IS WEARING IT

CAUSE: OPEN THIS REPAIR IS FOR THE AIRBAG CONTROLLER AND A SEATBELT LATCH. SEE MATT BEFORE CLAIMING

SN33R0 R&R AIR BAG CONTROLLER

1066 WSI

1 84901-80821-BHE BELT ASSY,FR,R

1 38910-80J40 CONTROLLER ASSY

PC: 36-36

PART#: 84901-80821

COUNT: 1

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

(N/C)

SUBL U-SAVE AUTO RENTAL

PO#118426

WSI

(N/C)

Thank you for choosing us as your servicing dealer. We appreciate the opportunity. It is important to us that you have an EXCELLENT service experience. Please help us help you by answering any surveys you receive with a response of "EXCELLENT". If not possible, please contact us before answering the survey

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS DISCOUNT	0.00
	SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

AMERICAN SUZUKI MOTOR CORPORATION
MANUFACTURER RESPONSE FORM

Customer Name: [REDACTED]	NCDS Case #: B06-0509-003
ASMC Case #: 2-182090916	Start Date: 5-12-09
VIN: JS2YC415085 [REDACTED]	Year: 2008 Model: SX4

MANUFACTURER INFORMATION:

Region: South	Service Dealer Name: Prestige Suzuki	Dealer #: 432237
Can the hearing be held at the servicing dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

MANUFACTURER'S STATEMENT:

Are the customer's concerns covered under the ASMC warranty?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If no, explain:		
Is the customer's vehicle currently repaired?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the concern still exist?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Explain: The vehicle is operating as designed		
Is the use, value, or safety of this vehicle substantially impaired?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Explain:		

Please provide your position regarding the customer's claim?
Explain: The vehicle is operating as designed

Region / Primary District will participate by: <input type="checkbox"/> Phone <input checked="" type="checkbox"/> In Person <input type="checkbox"/> In Writing	
Manufacturer's 5-22-09 Regional Contact Person: Dennis Vickery	
Response Due Date:	Regional Fax #: 770-420-5516
NCDS Fax #: (586) 790-4774	Regional Phone #: 770-792-8688x1122

AMERICAN SUZUKI MOTOR CORPORATION
MANUFACTURER RESPONSE FORM

NOTE: DO NOT FORWARD THIS PAGE TO THE CUSTOMER OR ARBITRATOR.

Customer Name: [REDACTED]	NCDS Case #: B06-0509-003
ASMC Case #: 2-182090916	Start Date: 5-12-09
VIN: JS2YC415085 [REDACTED]	Year: 2008 Model: SX4

SETTLEMENT EFFORTS:

Please list any previous settlement offers made to the customer:
None

Region / Primary District willing to mediate a settlement? Yes No
List any settlement offers you would like communicated to the customer:

PAYABLE TO: [REDACTED]
MARION NC [REDACTED]

SUPPLIER # _____

DATE 1-27-09

DATE REQUIRED 2-03-09 (Regular)

SEPARATE CHECK REQUIRED YES

ACTION PROJECT NO

INVOICE/CHECK DESCRIPTION	CO	PD	DEPT	ACCOUNT	AMOUNT
GOODWILL REIMBURSEMENT	1	6	39	86530	\$ 50.00
Total:					\$ 50.00

REASON:
Goodwill reimbursement for fuel expense due to inconvenience of multiple trips to dealer for airbag-light concerns
SR #2-182090916
VIN JS2YC41508 [REDACTED]

MAIL <input type="radio"/> WILL CALL <input checked="" type="radio"/> WAITING <input type="radio"/>	PREPARED BY H. AHLSTRAND	DEPT. MGT. <i>[Signature]</i>	CONTROLLER	TREASURER
Deliver To: H. KABAGE				

QW review = N/A

DH



AMERICAN SUZUKI MOTOR CORPORATION

February 4, 2009

[REDACTED]
Marion, NC [REDACTED]

RE: Service Request #2-182090916

Dear Ms. [REDACTED]

Thank you for your recent inquiry to American Suzuki Motor Corporation.

Enclosed, please find our check in the amount of \$50.00. This check represents our one-time-only goodwill reimbursement for your fuel expense.

Please accept our sincere apology for any inconvenience you may have experienced.

If we can be of further assistance, please feel free to contact our Customer Relations Department between the hours of 6:30 a.m. – 5:00 p.m., P.S.T. Our toll-free telephone number is (800) 934-0934, or feel free to visit our website at www.suzuki.com.

Thank you for allowing us the opportunity to serve you.

Sincerely,

A handwritten signature in blue ink that reads 'H. Ahlstrand'.

Heather Ahlstrand
Customer Relations Representative

Enclosure: Check #00710940



AMERICAN SUZUKI MOTOR CORPORATION
 3251 E. IMPERIAL HIGHWAY, P.O. BOX 1100
 BREA, CA 92822-1100
 (714) 996-7040

VENDOR NO: 1040074

CHECK NO: 710940

VENDOR NAME: [REDACTED]

DATE	INVOICE NO.	DESCRIPTION	PURCHASE ORDER	INVOICE AMOUNT	DEDUCTION	NET AMOUNT
1/27/2009		GOODWILL REIMBURSEM		50.00	.00	50.00
TOTALS				50.00	.00	50.00

Stub 1 of 1

THE FACE OF THIS DOCUMENT HAS A MULTICOLORED BACKGROUND ON WHITE PAPER. THIS DOCUMENT CONTAINS A WATERMARK - HOLD TO LIGHT TO VIEW.



UBOC DISBURSEMENT SERVICES
 BOSTON, MA 02108

53-292
 113

NO. 00710940

AMERICAN SUZUKI MOTOR CORPORATION
 3251 E. IMPERIAL HIGHWAY - P.O. BOX 1100
 BREA, CA 92822-1100 - (714) 996-7040

CHECK DATE

2/3/2009

CHECK AMOUNT

\$*****50.00

PAY FIFTY AND 00/100*****

TO THE
 ORDER OF

MARION NC [REDACTED]

VOID AFTER 6 MONTHS

[REDACTED]

CUSTOMER #: 25813

113494

Prestige

SUBARU / SUZUKI

585 TUNNEL ROAD
 ASHEVILLE, NORTH CAROLINA 28805
 PHONE 828/298-9800
 TOLL FREE 1-888-654-4293

WARRANTY

PAGE 1

SERVICE ADVISOR: 1052 TEARSA W CARTRETT

MARION, NC

HOME: [REDACTED] INT: N/A

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	SUZUKI SX4	J92YC415085	[REDACTED]	13696/13698	T648	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR08 DD			17:30 29SEP08		72.00	CASH	29SEP08
R.O. OPENED		READY	OPTIONS: DLR:040459				

10:20 29SEP08	16:34 29SEP08						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

B** CUST STATES THE PASS SIDE AIR BAG WILL NOT TURN ON-INSTALL SOP PART

CAUSE: OPEN

QD01R0 R&R FRONT SEAT CUSHION ASSY. ONE SIDE

1071 BOLLO, JOSEPH L LIC#: 26777740

WSI 0.70

1 85101-80JS0-EDV CUSHION ASSY, FR

45.50	45.50
1541.68	1294.90 1294.90

PC: 99-36

PART#: 85101-80JS0

COUNT: 1

92493 129490 TPARTS

CLAIM TYPE: W

AUTH CODE:

525 4550 TLABOR

Thank you for choosing us as your servicing dealer. We appreciate the opportunity. It is important to us that you have an EXCELLENT service experience. Please help us help you by answering any surveys you receive with a response of "EXCELLENT". If not possible, please contact us before answering the survey

COST, SALE, & COMP TOTALS 93018 134040 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	CUSTOMER PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING BELOW: ALL WARRANTIES ON PARTS ARE THE MANUFACTURER'S. THE SELLER PRESTIGE INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND PRESTIGE INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART. THIS DISCLAIMER BY THE SELLER, PRESTIGE, INC. IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.	LABOR AMOUNT	45.50
		PARTS AMOUNT	1294.90
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	1340.40
		LESS DISCOUNT	0.00
		SALES TAX	0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

WARRANTY COPY

Prestige

SUBARU / SUZUKI

586 TUNNEL ROAD
ASHEVILLE, NORTH CAROLINA 28805
PHONE 828/298-9900
TOLL FREE 1-888-854-4293

CUSTOMER #: 25813

113782

INVOICE

PAGE 1

SERVICE ADVISOR: 1052 TEARSA W CARTRETT

MARION, NC

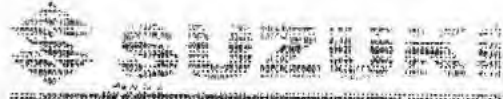
HOME

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	SUZUKI SX4	JS2YC41508		14039/14059	T763	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR08	DI		WAIT 07OCT08		72.00	CASH	14OCT08
R.O. OPENED		READY	OPTIONS: DLR:040459				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
14:58	07OCT08	11:34	14OCT08			0.00	0.00
A CUST STATES THE AIR BAG LIGHT IS ON							
9996 CHECKED ALL CONNECTIONS NO PROBLEM FOUND							
1066 CPSI							

Thank you for choosing us as your servicing dealer. We appreciate the opportunity. It is important to us that you have an EXCELLENT service experience. Please help us help you by answering any surveys you receive with a response of "EXCELLENT". If not possible, please contact us before answering the survey



GENUINE PARTS

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS DISCOUNT	0.00
	SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 25813

116815

Prestige

SUBARU / SUZUKI

585 TUNNEL ROAD

ASHEVILLE, NORTH CAROLINA 28805

PHONE 828/298-9600

TOLL FREE 1-888-854-4293

WARRANTY

PAGE 1

SERVICE ADVISOR: 1052 TEARESA CARTRETT

MARION, NC
HOME
BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	SUZUKI SX4	JS2YC415085		20084/20087	T214	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	POND.	RATE	PAYMENT	INV. DATE
31MAR08 DD			WAIT 21JAN09		72.00	CASH	22JAN09
R.O. OPENED		READY	OPTIONS: DLR:040459				
14:20 21JAN09		08:49 22JAN09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C							

C CUST STATES WHEN SHE COMES TO A STOP THE VEH IDLES SO ROUGH IT SHAKES

THE DASH

CAUSE: MODIFICATION OF ECM

FB32P0 REPROGRAM ECM

1066 WSI 0:40

FC: 02-99 PART#: COUNT:

0 0 TPARTS

17.20 17.20

CLAIM TYPE: W

AUTH CODE:

450 1720 TLABOR

Thank you for choosing us as your servicing dealer. We appreciate the opportunity. It is important to us that you have an EXCELLENT service experience. Please help us help you by answering any surveys you receive with a response of "EXCELLENT". If not possible, please contact us before answering the survey

COST, SALE, & COMP TOTALS 450 1720 0

DESCRIPTION	TOTALS
LABOR AMOUNT	17.20
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	17.20
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	17.20

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

(615) 296-~~8049~~
3913

CUSTOMER #: 25813

117040

Prestige

SUBARU / SUZUKI
585 TUNNEL ROAD
ASHEVILLE, NORTH CAROLINA 28805
PHONE 828/258-9600
TOLL FREE 1-888-854-4293

WARRANTY

PAGE 1

MARION, NC
HOME
BUS:

SERVICE ADVISOR: 1052 TEARESA CARTRETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	SUZUKI SX4	JS2YC415085		20417/20447	T292	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR08 DD			17:30 30JAN09		72.00	CASH	30JAN09
R.O. OPENED		READY	OPTIONS: DLR:040459				
15:04 27JAN09	12:50 30JAN09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES THE AIR BAG FOR PASS FLICKERS OFF AND ON WHEN SOME ONE IS IN SEAT, INSTALL SOP PART

CAUSE: IMPROPER ASSEMBLY

QD01R0 R&R FRONT SEAT CUSHION ASSY, ONE SIDE
1066 WSI 0.70

1 85101-80JS1-EDV CUSHION ASSY FR

45.50	45.50
1541.82	1295.13 1295.13

FC: 99-47

PART#: 85101-80JS1

COUNT: 1

92509 129513 TPARTS

CLAIM TYPE: W

AUTH CODE:

1190 4550 TLABOR

SUBL SUZUKI RENTAL
PO#117040

WSI

30.00 30.00

C** CUST STATES THE PASS FLOOR BOARD GETS WET AND THE A/C MAKES NOISE

CAUSE: FOREIGN MATTER

TB9999 REPLACED COWL VENT COVERS AND FILTER PER

TSB TS 02 04018

1066 WSI 1.00

1 95860-80J00 FILTER, CABIN

65.00	65.00
28.83	24.22 24.22

1 72451-80J10 COVER COWL VENT

10.19 8.57 8.57

1 72460-80J10 COVER COMP COWL

13.16 11.06 11.06

FC: 85-41

PART#: 95481-80J10

COUNT: 1

3132 4385 TPARTS

CLAIM TYPE: W

AUTH CODE:

1700 6500 TLABOR

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	LABOR AMOUNT
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS DISCOUNT	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	



Vehicle Master Inquiry

VIN JS2YC41508 [REDACTED]

Vehicle Information

VIN JS2YC41508 [REDACTED]	Color DEEP SEA BLUE METALLIC
Model No S3L84K8	Color Code ZJP
Frame No 085107517	Emissions ALL
Control No 418288122	Radio Code
Ignition Key 50693	Report Date Mar 31, 2008
Status Registered	Manufacture Date Jan 7, 2008
Selling Dealership THE SUZUKI STORE	
Branded Title	

Owner Information

Owner

Address [REDACTED] City TOCCOA

Phone [REDACTED] State GA

Zip [REDACTED]

E-Mail

Warranty Information

Sold Mileage	Sold Date	Expiration Date	Contract Number
Warranty 12	Mar 31, 2008	Mar 31, 2011	894715-0054
SEC 0			
CUC 0			

THE SUZUKI STORE

4008 CLEMSON BLVD
ANDERSON SC 29621

894715-0054

439258

Claims History

Status	Fail Part Number	Description	Complaint-Defect Code	Operation Code	Diagnostic Trouble Code	Repair Date	Mileage	Service Dealer
Paid	33910-75KG0	ECM, BLANK	78-A9	FB32P0		01/22/2009	20084	PRESTIGE SUZUKI
Rejected	99999-99R	SEE SCAT MESSAGE	78-A9			01/22/2009	20084	PRESTIGE SUZUKI
Paid	85101-80JS0-EDV	CUSHION ASSY,FR,R(GR	99-36	QD01R0		09/29/2008	13696	PRESTIGE SUZUKI
Paid	PDI	PRE-DELIVERY INSP CL	99-90	PDI01		04/01/2008	13	THE SUZUKI STORE

[REDACTED]
[REDACTED]
2008 SX4 JS2YC41508 [REDACTED]

- 03/31/2008- Customer purchased vehicle 08 SX4 #5107517
- 09/29/2008- 1st visit for air bag concern, Customer states air bag light will not turn on. Dealer replaced right front seat cushion, vehicle down 1 day, RO closed 09/29/2008.
- 10/07/2008- 2nd visit for air bag concern, Customer states air bag light is on. Dealer checked all connections, no problem found. Vehicle down 1 day, RO closed 10/14/2008.
- 01/27/2009- 3rd visit for air bag concern, Customer states air bag light flickers when someone is sitting in the seat. Dealer found R & R seat cushion assembly one side. (Part indicates right side) Vehicle down 4 days, RO closed 01/30/2009.
- 02/02/2009- 4th visit for air bag concern, Customer states drivers side air bag light keeps coming on also states light on passenger side seatbelt comes on and says passenger does not have seat belt on even though it is hooked. Dealer found B1318, OCM communication invalid code and found passenger seat belt buckle sensor circuit open. Vehicle down 1 day, RO closed 02/02/09.
- 03/13/2009- Customer states that the vehicle shows the passenger seat belt is not clicked when customer is wearing it. Dealer found this repair is for airbag controller and seat belt latch. R & R airbag controller, BHE belt assembly & controller assembly. Provided rental. Vehicle down 15 days, RO closed 03/27/2009
- 05/12/2009- National received new NCDS case
- 06/18/2009- NCDS declined replacement of vehicle.
- 06/22/2009- National advised region case will now be pending compliance, waiting on receipt of the acceptance/rejection from the customer.



December 15, 2008

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

██████████
Avondale, AZ ██████████

RE: CASE # A02-1208-003

Dear ██████████

This will confirm that you have selected the Expedited Dispute Settlement (EDS) process to be administered by the National Center for Dispute Settlement (NCDS). Accordingly, we have appointed Arbitrator, Kathleen Foster, to hear and decide your claim. Once we have obtained available dates from Arbitrator Foster, we will call to schedule your hearing. The Arbitrator may decide to have your vehicle inspected by an Independent ASE Technical Inspector, who will contact you separately to arrange for the inspection.

While the EDS process is not a "Lemon Law" proceeding, the Arbitrator will consider the State "Lemon Law" in reviewing and deciding your claims. You should be familiar with the law and forward any additional relevant evidence, including ALL SERVICE REPAIR RECORDS, purchase or lease contracts and the like.

You may be contacted by a NCDS Phone Mediator prior to the hearing date in an attempt to help you and Suzuki reach voluntary agreements to resolve your dispute. Your cooperation in this mediation process is strictly voluntary, but it may prove to be beneficial in resolving or narrowing your dispute and will not, in any event, preclude you from exercising your rights under the arbitration process. While you conduct mediation, the arbitration process will continue in accordance with Federal Law.

NCDS will be responsible for monitoring the progress of this case and is available to answer any questions you may have about the arbitration process. You may call NCDS at 888-300-NCDS (6237).

Sincerely,

NCDS

Allisia Powell x.118
Case Administrator

cc: Eastern Region
Kathleen Foster

CASE ASSIGNMENT TRANSMITTAL TO ARBITRATOR

Arbitrator(s): Kathleen Foster

Thank you for accepting assignment of this case. Enclosed you will find the arbitration packet which you will need in order to schedule and complete the case. The parties have been notified that you will be providing hearing dates to NCDS for scheduling the hearing. DO NOT CONTACT THE DEALER OR THE MANUFACTURER'S REPRESENTATIVE.

Because the Manufacturer's Representative may be involved with more than one Customer at any given time, we recommend that you submit several dates from which the parties may select their availability.

Case #: A02-1208-003

Customer: [REDACTED] (915) 204-3611
Avondale, AZ [REDACTED]

Dealer: Avondale Suzuki
1425 N. 8th Street
Avondale, AZ 85323-1511

Manufacturer: American Suzuki Motor Corporation
P.O. Box 1100
Brea, CA 92822
Edwina Parlette (714) 996-7040 x 2441
Shirin Nazari 714-996-7040 x 2071

Please provide your available dates in enough time that two (2) weeks notice can be given to all parties in scheduling the hearing. As a reminder, it is imperative that the hearing date not go beyond forty (40) days from the date that NCDS received the Request for Arbitration, shown below:

NCDS RECEIVED CUSTOMER REQUEST FOR ARBITRATION: December 5, 2008

The completed Mediation form or Decision worksheet should be returned to NCDS as soon as possible, but NO later than five (5) days following the hearing (This time period may vary as long as you stay within the forty (40) day requirement overall).

Comments: The 40th day on this case is January 14, 2009.

Case Administrator: Allisia Powell x.118

Date Forwarded to Arbitrator: December 15, 2008



12/05/2008

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

American Suzuki Motor Corporation
P.O. Box 1100
Brea, CA 92822

RE: CASE # A02-1208-003

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward a copy to the National Center for Dispute Settlement within ten (10) days from the date on this letter in order for it to be considered during the decision making process.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

It is essential to the decision making process that all available information concerning each case be provided to the decision maker prior to the hearing date. As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

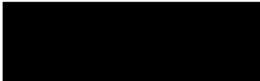
Sincerely,

NCDS

A handwritten signature in cursive script that reads "A. Powell".

Allisia Powell x.118
Case Administrator

cc:



Suzuki Customer Claim Form

FOR YOUR USE
CASE NUMBER: _____

CUSTOMER NAME AND ADDRESS

Mr. Ms. Ms.

First Name _____

Street Address _____

City Avondale

State AZ

Zip Code _____

Day Phone _____

Evening Phone () _____

Fax () _____

VEHICLE INFORMATION

Name(s) of the vehicle _____

Vehicle Identification Number (VIN): J32YCH17585

Make: ~~Suzuki~~ Suzuki

Model: ~~Suzuki~~ 514

Year: 2007

Current Mileage: 2864

Is this a leased vehicle? YES NO

If YES, lessor's name and address: _____

Selling Dealer and Address: _____

Avondale Suzuki 803 E. Van Buren Avondale, AZ 85323

Servicing Dealer(s): _____

Avondale Suzuki

VEHICLE PROBLEM(S) (Attach legible copies of repair orders or other documents to support your claim.)

Problem	Date dealer or dealers which repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist?
Example: Check Engine Light On	AUTOWORLD ANYTOWN, USA	02/25/07 6500 miles RO# 582004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Air bag warning light on	Avondale Suzuki	9/19/08 10/10/08 3375 miles 5105 miles	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Passenger side bags not working	Avondale, AZ 85323	10/13/08 10/13/08 7514 miles 7514 miles	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Power in seat	" "	11/26/08 8212 miles	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
" "	" "	10/28/07 2817 miles	<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO

Has the vehicle been involved in an accident? YES NO

If YES give dates of accident: _____

Spec. Field merged area: _____

RESOLUTION SOUGHT:

PREFER ORAL HEARING DOCUMENT ONLY HEARING

For Suzuki to _____

Buy back the vehicle and assist with purchase of other car

DATE

02 Dec, 2008

RETURN ALL COPIES OF THIS FORM TO:
National Center for Dispute Settlement
P.O. Box 609
M. Centers, MI 48046
(888) 571-1507

Avondale



KIA
 1000 W. WASHINGTON FREEWAY
 AVONDALE, AZ 85001
 WWW.KIAUSA.COM
 SERVICE CENTER



CHRYSLER JEEP
 1000 W. WASHINGTON FREEWAY
 AVONDALE, AZ 85001
 WWW.CHRYSLERUSA.COM
 SERVICE CENTER



DODGE
 1000 W. WASHINGTON FREEWAY
 AVONDALE, AZ 85001
 WWW.DODGEUSA.COM
 SERVICE CENTER



EAGLE
 1000 W. WASHINGTON FREEWAY
 AVONDALE, AZ 85001
 WWW.EAGLEUSA.COM
 SERVICE CENTER



MITSUBISHI
 1000 W. WASHINGTON FREEWAY
 AVONDALE, AZ 85001
 WWW.MITSUBISHIUSA.COM
 SERVICE CENTER



SUZUKI
 1000 W. WASHINGTON FREEWAY
 AVONDALE, AZ 85001
 WWW.SUZUKIUSA.COM
 SERVICE CENTER

CUSTOMER NO.	128970	SALES REP.	STEVE KOJER	FAIR NO.	3590 6320	DATE	10/25/08	AVONDALE	SV15802241
ADDRESS	[REDACTED]	DEFINITE		GENE NO.		MAILEAGE	6,326	COLOR	WHITE WATER
		VEHICLE NO.		STOCK NO.		DELIVERY DATE	08/05/08	DELIVERY MILES	5
	AVONDALE, AZ	VEHICLE INFO		VEHICLE NO.		SEV. INSP. DEF. NO.	04898	REG. OR. IN DATE	
		MAKE		PLANT		PLANT	10728/08	PLANT YES/NO	
		MODEL							
		DESCRIPTION							
									MO: 6326

LABOR & PARTS...
 10'S VEH. VIBES UP WHEN PULLING UP TO STOP SIGNS
 WHEN TEST DRIVING CAR FOUND EVERYTHING TO BE NORMAL
 MILES TEST DRIVE
 SCAN FOR CODES NO CODES LOOKED AT DATA LIST AND IT IS
 GOOD IN SPEZ

Thank you for this opportunity to serve you. If our service was satisfactory tell your friends if not please tel us immediately.

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 1 TOTAL PARTS	0.00	
			JOB # 1 TOTAL LABOR & PARTS	0.00	

10'S VIBES UP WHEN PULLING UP TO STOP SIGNS...
 MUST ORDERED CENTER CONSOLE
 WE PUT IN CENTER CONSOLE AS PER CUSTOMER
 CENTER CONSOLE IS IN PRE CUSTOMER

DISCLAIMER OF WARRANTIES
 Any warranties of the products sold hereon are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorized any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 2 TOTAL PARTS	0.00	
			JOB # 2 TOTAL LABOR & PARTS	100.00	

TRIP WARNING LIGHT DIAGNOSIS
 SCAN FOR CODES FOUND B1361 BCM ERROR RAN TEST FOR THIS
 WIRE AND IT PASS
 THIS IS FOR WEIGHT FOR PASSENGER SIDE AND IT WORKS

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 3 TOTAL PARTS	0.00	
			JOB # 3 TOTAL LABOR & PARTS	0.00	

10'S BASE ON CENTER OF DASH FOR NAV. SYSTEM WILL SAUT
 FOUND OUT THAT YOU HAVE TO PUSH DOWN TO OPEN AND
 YOU HAVE PUSH DOWN TO LOCK IT TO
 PUSH DOWN TO LOCK AND PUSH DOWN TO OPEN

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 4 TOTAL PARTS	0.00	
			JOB # 4 TOTAL LABOR & PARTS	0.00	

FRONT FREEBRAKE INSPECTION
 O/S FRT BRAKES MAKING NOISE
 FOUND WHEN TEST DRIVING CAR THAT ROTORS ON THE FRT ARE GLAZE
 UP FROM PADS ON FRT
 WE PUT ON FRT PADS MKCGR0.6 TRIM ROTORS MKCGR0.6
 C24 0038

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 5		
			66801-80100		
			PAL SET, DISC BR		



CIA
 0101 WILLOW FREEWAY
 AVONDALE, ARIZONA 85020
 (602) 944-1100
 SERVICE PARTS DEPARTMENT
 (602) 944-1100

USA
 0101 WILLOW FREEWAY
 AVONDALE, ARIZONA 85020
 (602) 944-1100
 SERVICE PARTS DEPARTMENT
 (602) 944-1100

FORD
 0101 WILLOW FREEWAY
 AVONDALE, ARIZONA 85020
 (602) 944-1100
 SERVICE PARTS DEPARTMENT
 (602) 944-1100

SLEEPER
 0101 WILLOW FREEWAY
 AVONDALE, ARIZONA 85020
 (602) 944-1100
 SERVICE PARTS DEPARTMENT
 (602) 944-1100

MINIBUS
 0101 WILLOW FREEWAY
 AVONDALE, ARIZONA 85020
 (602) 944-1100
 SERVICE PARTS DEPARTMENT
 (602) 944-1100

SUZUKI
 0101 WILLOW FREEWAY
 AVONDALE, ARIZONA 85020
 (602) 944-1100
 SERVICE PARTS DEPARTMENT
 (602) 944-1100

CUSTOMER NO: **128970** NAME: **STEVE KJAER** PHONE: **850 6320** DATE: **10/25/08** WARRANTY: **5MCS602241**

LABOR RATE: **6.326** LICENSE: **WHITE WATER** STOCK NO: **58087L**

YEAR/MAKE/MODEL: **08/SUZUKI/SX4 SPORT ROAD TRIP** DELIVERY DATE: **08/05/08** PER YEAR MILE: **5**

VEHICLE ID NO: **D S 2 V C 4 L 7 5 8 B** SELLER'S DEALER NO: **94886** EFFICIENT OIL SAFE

PHONE: **[REDACTED]** FAX NO: **[REDACTED]** ADDRESS: **AVONDALE, AZ** CUSTOMER NO: **10/23/08**

QUANTITY: **MO: 6326**

PARTS	QTY	PP	W/CHGR	DESCRIPTION	UNIT PRICE	TOTAL
					JOB # 6 TOTAL PARTS	0.00
					JOB # 6 TOTAL LABOR & PARTS	0.00
					JOB # 6 TOTAL PARTS	0.00
					JOB # 6 TOTAL LABOR & PARTS	0.00
SUBLET				VOID INVOICE DATE DESCRIPTION		WARRANTY
JOB # 1	60665			10/25/08 RENTAL 0136705		1.00
TOTALS					TOTAL - SUBLET	1.00

NEXT RECOMMENDED SERVICE
 10/27/2008 @ 9328 MI 283/207 \$21.56 LOF

THANK YOU FOR DOING YOUR BUSINESS WITH US AT AVONDALE SUZUKI WE ARE DEVOTED TO PROVIDING QUALITY SERVICE AT EVERYDAY LOW PRICES.

BAS	CHARGE	CHARGE
CASH	CASH	CASH
CHECK	CHECK	CHECK
CREDIT	CREDIT	CREDIT
AMEX	AMEX	AMEX
	DISCOVER	DISCOVER
	MASTERCARD	MASTERCARD

THE CUSTOMER ACKNOWLEDGES UNDERSTANDING OF THE SERVICE REPAIRS AND QUALITY INSPECTION PERFORMED ON THEIR VEHICLE.

DASHIER'S INITIALS: _____

TOTAL LABOR	170.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL SALES TAX	0.00
TOTAL DISCOUNT	0.00
TOTAL TAX	0.00
TOTAL INVOICES	170.00

CUSTOMER SIGNATURE _____ DUPLICATE INVOICE

Avondale



KIA
 1000 W. STATE STREET
 AVONDALE, AZ 85002
 (602) 944-8888
 SERVICE CENTER



Jeep
 1000 W. STATE STREET
 AVONDALE, AZ 85002
 (602) 944-8888
 SERVICE CENTER



DODGE
 1000 W. STATE STREET
 AVONDALE, AZ 85002
 (602) 944-8888
 SERVICE CENTER



SUZUKI
 1000 W. STATE STREET
 AVONDALE, AZ 85002
 (602) 944-8888
 SERVICE CENTER



MITSUBISHI
 1000 W. STATE STREET
 AVONDALE, AZ 85002
 (602) 944-8888
 SERVICE CENTER



SUZUKI
 1000 W. STATE STREET
 AVONDALE, AZ 85002
 (602) 944-8888
 SERVICE CENTER

CUSTOMER NO	128970	NAME	STEVE KIABR	VIN	8590	DATE	10/17/08	INVOICE NO	SUCS601340
ADDRESS	[REDACTED]	PHONE	[REDACTED]	REGISTRATION	5.829	PLATE	WHITE WATER	REGISTRATION	880970
CITY	AVONDALE, AZ	DEALER	AVONDALE SUZUKI	SALES TAX	0.85	SALES TAX	0.85	SALES TAX	0.85
MODEL	US/SUZUKI/SX4/SX4 SPORT ROAD TRIP	DELIVERY DATE	08/05/08	DELIVERY MILE	5	SALES TAX PER VCL	0.4886	REGISTRATION DATE	
VIN	JS2YC417585	REGISTRATION		REGISTRATION		REGISTRATION		REGISTRATION	
FILE NO		DATE	10/17/08	CUSTOMER NO					
COMMENTS									
									NO: 5829

LABOR & PARTS
 0.3 ENGINE WOULD NOT START & WHEN DRIVING VEHICLE TO DIE
 DIAGNOSIS WAS UNABLE TO DUPLICATE CUSTOMER COMPLAINT
 CHECKED FOR CODES AND BATT. LANG. CHARGING SYSTEM AND FOUND
 TO BE WORKING FINE AT THIS TIME

Thank you for this opportunity to serve you. If our service was satisfactory to you and your friends, please let us know.

JOB # 1 TOTAL LABOR & PARTS	0.00
TOTALS	
* NEAR RECOMMENDED SERVICE	
* 11/21/2009 8329 MI 230N27	58.99 LDF

THANK YOU FOR DOING YOUR BUSINESS WITH US AT AVONDALE SUZUKI. WE ARE DEVOTED TO PROVIDING QUALITY SERVICE AT EVERYDAY LOW PRICES.

CASH	CHARGE	CHARGE
CREDIT	RYAN	
DEBIT	CHECK	DISCOVER
AMEX	VISA	MASTERCARD

THE CUSTOMER KNOWS/LEAVES UNDERSTANDING OF THE SERVICE REPAIRS AND QUALITY INSPECTION PERFORMED ON THEIR VEHICLE.
 DASHIER'S INITIALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBMIT	0.00
TOTAL SALES TAX	0.00
TOTAL REG. FEE	0.00
TOTAL MISC. FEE	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

DISCLAIMER OF WARRANTIES
 Any warranties of the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

CUSTOMER SIGNATURE _____
 DUPLICATE INVOICE

Avondale



KIA
 10000 W. VALLEY BLVD
 WILLOW PARK, AZ 85127
 (602) 997-3333

Jeep
 10000 W. VALLEY BLVD
 WILLOW PARK, AZ 85127
 (602) 997-3333

DODGE
 10000 W. VALLEY BLVD
 WILLOW PARK, AZ 85127
 (602) 997-3333

SUZUKI
 10000 W. VALLEY BLVD
 WILLOW PARK, AZ 85127
 (602) 997-3333

MIITSUBISHI
 10000 W. VALLEY BLVD
 WILLOW PARK, AZ 85127
 (602) 997-3333

SUZUKI
 10000 W. VALLEY BLVD
 WILLOW PARK, AZ 85127
 (602) 997-3333

CUSTOMER NO: 128970	ADVISED BY: STEVE KEAR	TASK NO: 8590	DATE: 6/24	INVOICE DATE: 10/10/08	INVOICE NO: SM09600274
LABOR RATE: TIMESENSE		MILEAGE: 5108		COLOR: WHITE WATER	
VEHICLE MAKE/MODEL: 03/SUZUKI/SX4/SX4 SPORT ROAD TRIP			DELIVERY DATE: 08/03/08		DELIVERY MILES: 5
VIN: 512YG417585			PLATE/STATE: 94886		REGISTRATION:
YEAR: 2003			INVOICE DATE: 10/10/08		CUSTOMER NO:
COMMENTS: NO: 5108					

WARRANTY CONCERNING THE ABOVE DESCRIBED VEHICLE

ONE YEAR BAGGIE STAYS ON IN PASS SEAT
 DIAGNOSIS: DIS BAGGIE IN TRUNK TO PERMIT OPEN
 IN PASS SEAT THAT REQUIRED 7 0000 DODGE
 REMOVED AND INSTALLED A NEW SEAT CUSHION ON RT FRNT SEAT

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
DISC BAGGIE	1	030110051	CUSHION ASSY FR	0.00	3.00
JOB # 1 TOTAL PARTS					3.00
JOB # 1 TOTAL LABOR & PARTS					3.00
TOTALS					

NEXT RECOMMENDED SERVICE:
 5 11/2/2009 MILE 469707 32.95 LIF

THANK YOU FOR BRING YOUR BUSINESS WITH US AT
 AVONDALE SUZUKI WE ARE DEVOTED TO PROVIDING
 QUALITY SERVICE AT EVERYDAY LOW PRICES.

CASH	CHARGE	CHARGE#
CSD	CHECK	DISCOVER
CHECK	CHECK	MASTERCARD
ATM	USA	

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL TAX	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL INVOICES	0.00

THE CUSTOMER ACKNOWLEDGES UNDERSTANDING OF THE SERVICE
 REPAIRS AND QUALITY INSPECTION PERFORMED ON THEIR VEHICLE.

CASHIER'S INITIALS

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Avondale



KIA
125 W. PACTHERWAY
AVONDALE, AZ 85001
TEL: 623-952-1111
FAX: 623-952-1111

Jeep
CHRISTOPHER
125 W. PACTHERWAY
AVONDALE, AZ 85001
TEL: 623-952-1111
FAX: 623-952-1111

DODGE
125 W. PACTHERWAY
AVONDALE, AZ 85001
TEL: 623-952-1111
FAX: 623-952-1111

Subaru
125 W. PACTHERWAY
AVONDALE, AZ 85001
TEL: 623-952-1111
FAX: 623-952-1111

MITSUBISHI
125 W. PACTHERWAY
AVONDALE, AZ 85001
TEL: 623-952-1111
FAX: 623-952-1111

SUZUKI
125 W. PACTHERWAY
AVONDALE, AZ 85001
TEL: 623-952-1111
FAX: 623-952-1111

CUSTOMER NO: 128970	NAME: STEVE KLAER	PHONE: 8900	FAX: 8471	DATE: 09/19/08	SYG: 96692
ADDRESS: [REDACTED]		CITY: WHITE WATER		STATE: 85087L	
AVONDALE, AZ		VEHICLE MAKE/TYPE: 08 SUZUKI/SX4/SX4 SPORT ROAD TRIP		DELIVERY WEEK: 5	
[REDACTED]		VEHICLE ID: 08ZYC4L7989		SALES ORDER NO: 04886	
[REDACTED]		STENO: [REDACTED]		PRODUCTION DATE: 09/19/08	
[REDACTED]		CONVENTS: [REDACTED]		CUSTOMER NO: NO: 3375	

CONCERN: BODY CONCERN
C/S SCRATCH ON DRIVER SIDE BELOW DOOR
WE CALLED PAINTER
WE CALLED PAINTER

PARTS	QTY	FR. NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		JOB # 1 TOTAL PARTS	0.00	
			JOB # 1 TOTAL LABOR & PARTS	0.00	

CONCERN: BODY CONCERN
C/S WHEN OPENING DOOR WITH BUZZER ON THE DOOR ALARM GOES OFF
CODE ALARM
CODE ALARM

PARTS	QTY	FR. NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2		JOB # 2 TOTAL PARTS	0.00	
			JOB # 2 TOTAL LABOR & PARTS	0.00	

CONCERN: AIR BAG WARNING LIGHT DIAGNOSTIC
PURE GEORGE WE ARE ORDERING SEAT BUZZER
AGE 6487

PARTS	QTY	FR. NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	3		JOB # 3 TOTAL PARTS	0.00	
			JOB # 3 TOTAL LABOR & PARTS	0.00	

CONCERN: BODY CONCERN
C/S WHEN GETTING IN VEHICLE HEARS METAL ON METAL SOUND
WE HAVE FOUND NO NOISE AT THIS TIME WE GET IN AND
OUT OF CAR AND THERE IS NO NOISE
THERE IS NO PROBLEM AT THIS TIME

PARTS	QTY	FR. NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2		JOB # 4 TOTAL PARTS	0.00	
			JOB # 4 TOTAL LABOR & PARTS	0.00	

NO.	QTY	FR. NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
002	1	802103	REPAIR BUZZER	0.00	INTERNAL
TOTAL SUBJECT				0.00	

Thank you for this opportunity to serve you. If our service was satisfactory tell your friends & how please tell us immediately.

DISCLAIMER OF WARRANTIES
Any warranties of the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation on remedies hereunder does not apply where prohibited by law.

AVONDALE, AZ 85001



KIA
NATIONAL FREIGHTWAY
AVONDALE, PA 19002
SERVICE CENTER

CHRYSLER
NATIONAL FREIGHTWAY
AVONDALE, PA 19002
SERVICE CENTER

DODGE
NATIONAL FREIGHTWAY
AVONDALE, PA 19002
SERVICE CENTER

SUBARU
NATIONAL FREIGHTWAY
AVONDALE, PA 19002
SERVICE CENTER

ACURA
NATIONAL FREIGHTWAY
AVONDALE, PA 19002
SERVICE CENTER

SUZUKI
NATIONAL FREIGHTWAY
AVONDALE, PA 19002
SERVICE CENTER

CUSTOMER NO: 128970 NAME: GEORGE BOSOS 8816 6851 DATE: 11/26/08 VEHICLE NO: 880871

ADDRESS: [REDACTED] CITY: WHITE WATER STATE: PA ZIP: 18887

YEAR MAKE MODEL: 08/SUZUKI/SX4/SX4 SPORT ROAD TRIP DELIVERY MILES: 5

AVONDALE, PA VIN: L5ZVC417585 PRODUCT CODE: 94885

PHONE: [REDACTED] FAX: [REDACTED] DISCOVER NO: 11/26/08

COMMENTS: NO: 8417

LABOR & PARTS

LEFT 1289705
AIR BAG WARNING LIGHT DIAGNOSIS
CHECK UNDER SEAT FOR COILS AND WIRE CONNECTION AND TO WAS
GOOD NO COILS FOUND SOON FOR COILS HAD A DATA INACTIVE
COILS ALL WORKING IS GOOD AND IT WORKS FOR US WE CAN WORK
ON THIS
CHECK ALL COILS
ALL DATA FOR AIR BAG WEIGHT SENSORS OR PASSENGER
AND CHECK DATA LIST AND WE ARE FINE WORKS TO
REPAIR FOR SENSORS

Thank you for the opportunity to serve you. If our service was satisfactory, thank you. If not, please let us know immediately.

DISCLAIMER OF WARRANTIES
Any warranties of the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any disclaimer contained herein does not apply where prohibited by law.

LABOR # 1 TOTAL LABOR & PARTS 0.00
TOTAL 0.00

1 NEXT RECOMMENDED SERVICE
9 11/27/2009 7 1289707 02 25 108

THANK YOU FOR DOING YOUR BUSINESS WITH US AT AVONDALE SUZUKI. WE ARE DEVOTED TO PROVIDING QUALITY SERVICE AT EVERYDAY LOW PRICES.

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL 0.00
TOTAL HSD 0.00
TOTAL VTES DISC 0.00
TOTAL TAX 0.00
TOTAL INVOICES 0.00

CASH CHARGE CHARGE#
CASH CASH CASH
CHECK CHECK# DISCOVER
AMEX VISA MASTERCARD

THE CUSTOMER ACKNOWLEDGES UNDERSTANDING OF THE SERVICE REPAIRS AND QUALITY INSPECTION PERFORMED ON THEIR VEHICLE.
CASHIER'S INITIALS

CUSTOMER SIGNATURE

1089707080871080000



Motor Vehicle Division
 AZDOT
 45 ASLE 0307 www.azdot.gov

TITLE AND REGISTRATION APPLICATION

"Vehicle Registration"
 When validates this is your registration and must be carried in your vehicle at all times

Date Number: [Redacted] Title Number: 38-03VJ
 Unit Number: [Redacted] Arizona Brand: [Redacted]
 Vehicle Identification Number: JS2YCA1759 [Redacted] Make: SUZUKI Body Style: 4DSD Year: 2008 Arizona Brand: [Redacted]
 Previous Brand/State: [Redacted] Previous Brand/State: [Redacted] Previous Brand/State: [Redacted] Other States With Brands: [Redacted]

First Registered: SE92008 Make: [Redacted] List Price: 018789 GVW: 000000 Fuel: G Odometer Reading (Mileage): 000000
 Mileage Home W/L: [Redacted] Legal Status: [Redacted] Driver License or E/N: [Redacted]

Owner Name: [Redacted] Mailing Address: [Redacted]
 AVONDALE AZ [Redacted]
 Registration Expiration Date: 08/13/2009

Residence Address of Owner or Lessee (if different from Mailing Address):
 Name: USAA FEDERAL SAVINGS BANK Date: 08062008
 Driver License or E/N: B00160652 Legal Status: [Redacted]

Mailing Address: PO BOX 811844 SACRAMENTO CA 958660866
 Name: [Redacted] Legal Status: [Redacted]

Driver License or E/N: [Redacted] Legal Status: [Redacted]
 Mailing Address: [Redacted] Date: [Redacted]

Mobile Home Manufacturer: [Redacted] Vehicle Make Home Locator: [Redacted]
 Service Options: [Redacted] Date Vehicle Acquired: [Redacted]

I, the undersigned, hereby certify that the information contained in this application is true and correct and that I am the owner of the vehicle described herein. I understand that this is not a one-time consent that applies only to a specific division of information but is instead a general consent that applies to all requests for information from this organization for any purpose until revoked by the following provisions of the vehicle record applies to all owners.
 I certify that the information above and any documentation that I submit in support of this application is true and correct and that the vehicle is free from liens except those indicated above. I acknowledge that the odometer reading above is provided by the seller and that I am assuming the responsibility of the Motor Vehicle Division to determine the accuracy of the odometer statement. I understand that vehicles registered in this state or used to commute to or from this state are subject to greater federal priority of U.S. may be subject to impounding.
 ALIEN SALES TAX

GOVERNMENT shall have no liability as any claims and burdens thereon and authorize each other as attorney in fact to assist in the completion of this application and to execute all necessary documents including but not limited to the purchase of title, license, and registration of the vehicle.
 CHANGES WITH IGR Legal Status and Sign Here

Batch Date/Office Number: 1321 08212008 6040 08
 Cancelled Plate Number/State/Age: [Redacted]
 New Title Number: 1321008264009
 New Title Reference Number: 1734188105 517
 Prior Title Number: HCO [Redacted]
 State: [Redacted] Prior Title Reference Number: ORIGINAL

See Reverse
 TOTAL 812.35
 08/13/2009

OR Legal Status

RECEIVED
 MOTOR VEHICLE DIVISION
 08/13/08



National Center for Dispute Settlement

December 11, 2008

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]
Avondale, AZ [REDACTED]

RE: CASE # A02-1208-003

Dear [REDACTED]

Please find enclosed the Manufacturer's Response Form from Suzuki, a copy of which will also be forwarded to the Arbitrator(s). This form represents Suzuki's position with regard to the above referenced case. It neither constitutes a final decision nor does it necessarily reflect specific findings of fact. Any questions or comments you may have regarding this form should be documented **IN WRITING** and mailed to NCDS, no later than seven (7) days prior to any scheduled hearing date in order to allow for response.

NCDS is responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call NCDS, toll free, at 888-300-NCDS (6237).

Sincerely,

NCDS

A handwritten signature in cursive script that reads "A. Powell".

Allisia Powell x.118

Case Administrator

Enclosure: as noted

**AMERICAN SUZUKI MOTOR CORPORATION
MANUFACTURER RESPONSE FORM**

Customer Name: [REDACTED]	NCDS Case #: A02-1208-003
ASMC Case #: [REDACTED]	Start Date: 12-5-08
VIN: JS2YC41758 [REDACTED]	Year: 2008 Model: SX-4

MANUFACTURER INFORMATION:

Region: A02	Service Dealer Name: AVONDALE SUZUKI	Dealer #: 402230
Can the hearing be held at the servicing dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

MANUFACTURER'S STATEMENT:

Are the customer's concerns covered under the ASMC warranty?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If no, explain:	
Is the customer's vehicle currently repaired?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the concern still exist?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Explain:	
Is the use, value, or safety of this vehicle substantially impaired?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Explain: From observation it appears the customer's passenger is not able to make the necessary adjustments while in the passenger seat, to have the airbag sensor detect that someone is sitting in the passenger compartment.	

Please provide your position regarding the customer's claim?
Explain: ASMC is confident that the SRS system is working properly. However with the demonstrated passenger in the passenger seat, the seat bolsters are preventing proper weight distribution on the seat sensors. ASMC acknowledges that this is a concern to the customer and his passenger. We do not believe that the customer and demonstrated passenger would find any difference in any Suzuki product as it relates to the SRS system.

Region / Primary District will participate by: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> In Person <input type="checkbox"/> In Writing	
Manufacturer's Response Due Date: 12-15-08	Regional Contact Person: Bill Dreher
	Zar Bashikian
NCDS Fax #: (586) 790-4774	Regional Fax #: 714-854-2168
	Regional Phone #: 714-996-7040

AMERICAN SUZUKI MOTOR CORPORATION
MANUFACTURER RESPONSE FORM

Customer [REDACTED]	Start Date: 12-5-08
VIN: JS2YC41758	Year: 2008 Model: SX-4

MANUFACTURER INFORMATION:

Region: A02 Service Dealer Name: AVONDALE SUZUKI Dealer #: 402230
Can the hearing be held at the servicing dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

MANUFACTURER'S STATEMENT:

Are the customer's concerns covered under the ASMC warranty? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If no, explain:
Is the customer's vehicle currently repaired? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the concern still exist? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Explain:
Is the use, value, or safety of this vehicle substantially impaired? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Explain: From observation it appears the customer's passenger is not able to make the necessary adjustments while in the passenger seat, to have the airbag sensor detect that someone is sitting in the passenger compartment.

Please provide your position regarding the customer's claim?
Explain: ASMC is confident that the SRS system is working properly. However with the demonstrated passenger in the passenger seat, the seat bolsters are preventing proper weight distribution on the seat sensors. ASMC acknowledges that this is a concern to the customer and his passenger. We do not believe that the customer and demonstrated passenger would find any difference in any Suzuki product as it relates to the SRS system.

Region / Primary District will participate by: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> In Person <input type="checkbox"/> In Writing
Manufacturer's Response Due Date: 12-15-08 Regional Contact Person: Bill Dreher
Zar Bashikian
Regional Fax #: 714-854-2168
NCDS Fax #: (586) 790-4774 Regional Phone #: 714-996-7040

AMERICAN SUZUKI MOTOR CORPORATION
MANUFACTURER RESPONSE FORM

NOTE: DO NOT FORWARD THIS PAGE TO THE CUSTOMER OR ARBITRATOR.

Customer Name:		
VIN: JS2YC417585		Year: 2008 Model: SX-4

SETTLEMENT EFFORTS:

Please list any previous settlement offers made to the customer: NONE

Region / Primary District willing to mediate a settlement? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
List any settlement offers you would like communicated to the customer: ASMC requests that an NCDS mediator contact the customer and offer a repurchase of the vehicle. ASMC also request that the MRF be provided to the customer so that it is made clear to the customer and demonstrated passenger that we do not believe that this is a defect and believe the unit is operating as designed. However due to the weight distribution of the passenger on the seat bolsters the SRS system is not recognizing a passenger in the vehicle. However in the interest of resolving the customer's concern ASMC will repurchase the vehicle as a gesture of goodwill.



National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

December 11, 2008

[REDACTED]
Avondale, AZ [REDACTED]

RE: CASE # A02-1208-003

Dear [REDACTED]

We received your information on December 11, 2008. Please be advised we will make this a part of the file, as well as forward copies to the Manufacturer and the Arbitrator.

Sincerely,

NCDS

A handwritten signature in cursive script that reads "A. Powell".

Allisia Powell x.118
Case Administrator

cc: Eastern Region



Motor Vehicle Division
www.azdot.gov

80108
319.33

TITLE AND REGISTRATION APPLICATION

**** Vehicle Registration ****
When validated, this is your registration and must be carried in your vehicle at all times.

Plate Number [REDACTED] Tab Number [REDACTED] Unit Number [REDACTED] Arizona Brand [REDACTED]

Vehicle Identification Number JS2YC417581 [REDACTED] Make SUZI Body Style 4DSD Year 2008 Arizona Brand

Previous Brand/State [REDACTED] Previous Brand/State [REDACTED] Previous Brand/State [REDACTED] Other States With Brands [REDACTED]

First Registered SEP2008 Model [REDACTED] List Price 018189 GVW 000000 Fuel G Odometer Reading (no tenths)* 0000005 Actual B C Mobile Home-W/L

Legal-Status * [REDACTED] Driver License or EIN* [REDACTED]



Owner Names Mailing Address

Registration Expiration Date
08/15/2009

AVONDALE AZ [REDACTED]

Residence Address of Owner or Lessee (if different from Mailing Address)

Name: **USAA FEDERAL SAVINGS BANK** Date: 08052008

Driver License or EIN #: E00150962 Legal Status: [REDACTED]

Mailing Address: **PO BOX 560986 SACRAMENTO CA 958660986**

Name: [REDACTED] Date: [REDACTED]

Driver License or EIN #: [REDACTED] Legal Status: [REDACTED]

Mailing Address: [REDACTED]

Name: [REDACTED] Date: [REDACTED]

Driver License or EIN #: [REDACTED] Legal Status: [REDACTED]

Mailing Address: [REDACTED]

Mobile Home Manufacturer [REDACTED] Vehicle/Mobile Home Location [REDACTED]

Lienholder Information

Service Options * [REDACTED] Date Vehicle Acquired [REDACTED]

Vehicle is specially constructed or reconstructed.
 Vehicle will be rented without a driver (such as a rental car).

I consent to the release of personal information contained in my driver license and vehicle record. I understand that this is not a one-time consent that applies only to a specific individual or organization, but is instead a general consent that applies to all requests from any and all individuals or organization for any purpose, until revoked by me in writing. Consent for a vehicle record applies to all owners.

I certify that the information above and any documentation that I submit in support of this application, is true and correct, and that the vehicle is free from liens, except those indicated above. I acknowledge that the odometer reading above is qualified by the seller and that it is not the responsibility of the Motor Vehicle Division to determine the accuracy of the odometer statement. I understand that vehicles registered for use in, or used to commute into, Air Quality Control areas (including greater metro Phoenix or Tucson) may be subject to emission testing.

All Owners Sign Here

Fees

VLT 305.58
REG 8.25
AQF 1.50
TTL 4.00

"OR" Legal Status *

I do hereby state that we hold this property as joint tenants and furthermore empower and authorize each other as attorney in fact to assign the certificate of title by his or her signature alone and thereby transfer, sell, mortgage or otherwise encumber the vehicle, or transfer license plates and/or fees in the same manner as though all joint owners had acted and signed.

Owners With "OR" Legal Status Also Sign Here

Batch/Date/Office Number 19B1 08212008 6040 08 Cat A Canceled Plate Number/State/Agent 1 2 Plates

New Title Number [REDACTED] New Film Reference Number 123418E105 ELT Type [REDACTED]

Prior Film Reference Number [REDACTED] State [REDACTED]

ORIGINAL

TOTAL 319.33
* See Reverse
CUSTOMER

Suzuki Customer Claim Form

FOR NCDS USE

CASE NUMBER:

CUSTOMER NAME AND ADDRESS

Mr. Mrs. Ms.

First Name [REDACTED]

Street Address [REDACTED]

City Avondale

State AZ

Zip Code [REDACTED]

Day Phone [REDACTED]

Evening Phone ()

Fax ()

VEHICLE INFORMATION

Name(s) on the vehicle title [REDACTED]

Expiry Date: 08 05 08

Vehicle Identification Number (VIN): J52YC417585 [REDACTED]

Make: ~~2008~~ Suzuki

Model: ~~Suzuki~~ 5X4 Year: 2008

Current Mileage: 8864

Is this a leased vehicle: YES NO

If YES, lessor's name and address:

Selling Dealer and Address:

Avondale Suzuki 803 E. Van Buren Avondale, AZ 85323

Servicing Dealer(s)

Avondale Suzuki

VEHICLE PROBLEM(S) (Attach legible copies of repair orders or other documents to support your claim)

Problem	List dealer or dealers which have repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist?
Example: Check Engine Light On	Autoworld Anytown, USA	04/25/07 3,500 miles RO# 586004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Air bag warning light on passenger side says off when person in seat.	Avondale Suzuki Avondale, AZ 85323	9/18/08 10/10/08 3375 miles 5105 miles MO: 3375 MO: 5105	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
passenger air bag is off	"/	10/25/08 11/13/08 6326 miles 7543 miles MO: 6326 MO: 7543	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
		11/26/08 8412 miles MO: 8417	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO

Has the Vehicle been involved in an accident? YES NO

If YES, give dates of accident: _____

Specify damaged area: _____

RESOLUTION SOUGHT:

I PREFER ORAL HEARING DOCUMENT ONLY HEARING

For Suzuki to

Buy back the vehicle and assist with purchase of other car

X

02 Dec, 2008

DATE

RETURN ALL COPIES OF THIS FORM TO:
National Center for Dispute Settlement
P.O. Box 609
Mt. Clemens, MI 48046
(888) 571-1837

KIA
 10501 W. PAPAGO FREEWAY
 AVONDALE, ARIZONA 85323
 www.avondaleauto.com
 MAIN (623) 298-1200
 SERVICE FAX (623) 298-1111
 7-6 M-F 8-5 SAT.

Jeep
CHRYSLER-JEEP
 10055 W. PAPAGO FREEWAY
 AVONDALE, ARIZONA 85323
 www.avondaleauto.com
 MAIN (623) 298-1100
 SERVICE FAX (623) 298-1212
 7-6 M-F 8-5 SAT.

DODGE
 10101 W. PAPAGO FREEWAY
 AVONDALE, ARIZONA 85323
 www.avondaleauto.com
 MAIN (623) 925-0011
 SERVICE FAX (623) 925-0215
 7-6 M-F 8-5 SAT.

SUBARU
 10601 W. PAPAGO FREEWAY
 AVONDALE, ARIZONA 85323
 www.avondaleauto.com
 MAIN (623) 298-1212
 7-8 M-F 8-5 SAT.

MITSUBISHI
 10555 W. PAPAGO FREEWAY
 AVONDALE, ARIZONA 85323
 www.avondaleauto.com
 MAIN (623) 298-1234
 SERVICE FAX (623) 298-1222
 7-6 M-F 8-5 SAT.

SUZUKI
 803 E. VAN BUREN
 AVONDALE, ARIZONA 85323
 www.avondaleauto.com
 MAIN (623) 925-5300
 SERVICE FAX (623) 925-5352
 7-6 M-F 8-5 SAT.

CUSTOMER NO. 128970	ADVISOR GEORGE DOBOS	8816	TAG NO. 6851	INVOICE DATE 11/26/08	INVOICE NO. SMCS607544
	LABOR RATE	LICENSE NO.	MILEAGE 8,412	COLOR WHITE WATER	STOCK NO. S80871
	YEAR / MAKE / MODEL 08/SUZUKI/SX4/SX4 SPORT ROAD TRIP			DELIVERY DATE 08/05/08	DELIVERY MILES 5
AVONDALE, AZ	VEHICLE ID. NO. J S 2 Y C 4 1 7 5 8 5			SELLING DEALER NO. 94886	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 11/26/08	CUSTOMER NO.
	COMMENTS				MO: 8417

TECH(S): 5446 INTERNAL

J# 1 23SMZ05 AIR BAG LIGHT

AIR BAG WARNING LIGHT DIAGNOSIS
 LOOK UNDER SEAT FOR BOTTLES AND CHECK CONNECTION AND IT WAS
 GOOD NO BOTTLES FOUND SCAN FOR CODES HAD A DATA INVALID
 B1318 ALL WIRING IS GOOD AND IT WORKS FOR US WE CAN WORK
 RIGHT ALL TIMES
 RESET ALL DATA FOR AIR BAG WEIGHT SENSORS ON PASSENGER
 SIDE AND RECHECK DATA LIST AND WE ARE FINE WORKS TO
 SPEC. FOR SENSORS

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

 * NEXT RECOMMENDED SERVICE: *
 * 01/07/2009 / 11417 MI 26SMZ07 32.95 LOF *

THANK YOU FOR DOING YOUR BUSINESS WITH US AT
 AVONDALE SUZUKI WE ARE DEVOTED TO PROVIDING
 QUALITY SERVICE AT EVERYDAY LOW PRICES.

 * CASH CHARGE# CHARGE# *
 * CSC RYAN *
 * CHECK CHECK# DISCOVER *
 * AMEX VISA MASTERCARD *

 * THE CUSTOMER ACKNOWLEDGES UNDERSTANDING OF THE SERVICE *
 * REPAIRS AND QUALITY INSPECTION PERFORMED ON THEIR VEHICLE *

 * CASHIER'S INITIALS *

TOTAL LABOR 0.00
 TOTAL PARTS 0.00
 TOTAL SUBLET 0.00
 TOTAL G.O.G 0.00
 TOTAL MISC CHG 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX 0.00
TOTAL INVOICE \$ 0.00

Thank you for this opportunity to serve you. If our service was satisfactory tell your friends. If not please tell us immediately.

DISCLAIMER OF WARRANTIES
 Any warranties of the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorized any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

CUSTOMER SIGNATURE

407-27224 LADA SERVICES, INC.

AVONDALE



KIA
10501 W. PAPAGO FREEWAY
AVONDALE, ARIZONA 85323
www.avondaleauto.com
MAIN (623) 298-1230
SERVICE FAX (623) 298-1111
7-6 M-F 8-5 SAT.

Jeep
CHRYSLER-JEEP
10555 W. PAPAGO FREEWAY
AVONDALE, ARIZONA 85323
www.avondaleauto.com
MAIN (623) 298-1100
SERVICE FAX (623) 298-1212
7-6 M-F 8-5 SAT.

DODGE
10101 W. PAPAGO FREEWAY
AVONDALE, ARIZONA 85323
www.avondaleauto.com
MAIN (623) 925-0011
SERVICE FAX (623) 925-0215
7-6 M-F 8-5 SAT.

SUBARU
10801 W. PAPAGO FREEWAY
AVONDALE, ARIZONA 85323
www.avondaleauto.com
MAIN (623) 298-1212
7-6 M-F 8-5 SAT.

MITSUBISHI
10555 W. PAPAGO FREEWAY
AVONDALE, ARIZONA 85323
www.avondaleauto.com
MAIN (623) 298-1234
SERVICE FAX (623) 298-1222
7-6 M-F 8-5 SAT.

SUZUKI
833 E. VAN BUREN
AVONDALE, ARIZONA 85323
www.avondaleauto.com
MAIN (623) 925-5300
SERVICE FAX (623) 925-5352
7-6 M-F 8-5 SAT.

CUSTOMER NO. 128970	ADVISOR STEVE KJAER	TAG NO. 8590	6644	INVOICE DATE 11/13/08	INVOICE NO. SMCS605188
[REDACTED] AVONDALE, AZ [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 7,543	COLOR WHITE WATER	STOCK NO. S80871
	YEAR / MAKE / MODEL 08/SUZUKI/SX4/SX4 SPORT ROAD TRIP			DELIVERY DATE 08/05/08	DELIVERY MILES 5
	VEHICLE ID. NO. J S 2 Y C 4 1 7 5 8 5			SELLING DEALER NO. 94886	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		R.O. DATE 11/11/08
COMMENTS					MO: 7543

LABOR & PARTS

1 18SMZ DRIVEABILITY CONCERN TECH(S) 5446 WARRANTY

C/S PASS AIR BAG LITE COMES ON EVERY SO OFTEN WHEN SOME ONE IS IN THE SEAT
TESTING PASSENGER SEAT FOR THE AIR BAG LIGHT WE CALLED SUZUKI AND THEY SIAD REPLACE SEAT
REPLACE SEAT FOR THE WIEGHT SENSOR QD01R0 7 CC89 DC17
TEST DRIVE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	85101-80JS1-EDV	CUSHION ASSY FR		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

SUBLET PO# VEND INV# INV DATE DESCRIPTION WARRANTY

JOB # 1 606729 194149 11/13/08 RENTAL-194149 0.00

TOTAL - SUBLET 0.00

G.O.G. & SUPPLIES

JOB # 1 FREIGHT (PARTS) WARRANTY

TOTAL - GOG 0.00

COMMENTS

RFTM INVOLVED IN REPAIR. FTM DIRECTED TO REPLACE PASSENGER SIDE SEAT BOTTOM WITH UPDATED PART AGAIN. SOP 11/12/08. OVERNITE P/N 85101-80JS1 EDV FTM TO FILE REPORT. DPSM NOTIFIED OF CONCERN. GD

TOTALS

* NEXT RECOMMENDED SERVICE. *

* 12/16/2008 / 10543 MI 26SMZ07 32:95 LOF *

THANK YOU FOR DOING YOUR BUSINESS WITH US AT AVONDALE SUZUKI WE ARE DEVOTED TO PROVIDING QUALITY SERVICE AT EVERYDAY LOW PRICES.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

* CASH	CHARGE	CHARGE#	*
* CSC	RYAN		*
* CHECK	CHECK#	DISCOVER	*
* AMEX	VISA	MASTERCARD	*

* THE CUSTOMER ACKNOWLEDGES UNDERSTANDING OF THE SERVICE *

* REPAIRS AND QUALITY INSPECTION PERFORMED ON THEIR VEHICLE *

CASHIER'S INITIALS

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CUSTOMER SIGNATURE

407-27224 AADA SERVICES, INC.

Avondale



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CUSTOMER NO. 128970	ADVISOR STEVE KJAER	8590	TAG NO. 6320	INVOICE DATE 10/25/08	INVOICE NO. SMCS602241
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 6,326	COLOR WHITE WATER	STOCK NO. S80871
	YEAR / MAKE / MODEL 08/SUZUKI/SX4/SX4 SPORT ROAD TRIP			DELIVERY DATE 08/05/08	DELIVERY MILES 5
	VEHICLE I.D. NO. J S 2 Y C 4 1 7 5 8 5			SELLING DEALER NO. 94886	PRODUCTION DATE
	F.T.E. NO.	PO. NO.	PO. DATE 10/23/08	CUSTOMER NO.	
COMMENTS					MO: 6326

#	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1	1	18SMZ	DRIVEABILITY CONCERN C/S VEH HESITATES WHEN PULLING UP TO STOP SIGNS WHEN TEST DRIVING CAR FOUND EVERYTHING TO BE NORMAL MILES TEST DRIVE SCAN FOR CODES NO CODES LOOKED AT DATA LIST AND IT IS GOOD IN SPEC		TECH(S): 5446
			JOB # 1 TOTAL PARTS	0.00	
			JOB # 1 TOTAL LABOR & PARTS	0.00	
J# 2	2	23SMZ	BODY CONCERN CUST ORDERED CENTER CONSOLE WE PUT IN CENTER CONSOLE AS PRE CUSTOMER CENTER CONSOLE IS IN PRE CUSTOMER		TECH(S): 5446
			JOB # 2 TOTAL PARTS	0.00	
			JOB # 2 TOTAL LABOR & PARTS	170.00	
J# 3	3	23SMZ05	AIR BAG LIGHT AIR BAG WARNING LIGHT DIAGNOSIS SCAN FOR CODES FOUND B1318 OCM ERROR RAN TEST FOR THIS CODE AND IT PASS THIS IS FOR WEIGHT FOR PASSENGER SIDE AND IT WORKS		TECH(S): 5446
			JOB # 3 TOTAL PARTS	0.00	
			JOB # 3 TOTAL LABOR & PARTS	0.00	
J# 4	4	23SMZ01	BODY CONCERN C/S CASE ON CENTER OF DASH FOR NAV. SYSTEM WONT SHUT FOUND OUT THAT YOU HAVE TO PUSH DOWN TO OPEN AND YOU HAVE PUSH DOWN TO LOCK IT TO PUSH DOWN TO LOCK AND PUSH DOWN TO OPEN		TECH(S): 5446
			JOB # 4 TOTAL PARTS	0.00	
			JOB # 4 TOTAL LABOR & PARTS	0.00	
J# 5	5	05SMZ04	BRAKE INSPECTION PERFORM FREE BRAKE INSPECTION C/S FRT BRAKES MAKING NOISE FOUND WHEN TEST DRIVING CAR THAT ROTORS ON THE FRT ARE GLAZE UP FROM PADS ON FRT WE PUT ON FRT PADS MK05R0.6 TRUN ROTORS MK01R01.5 CC43 DC39		TECH(S): 5446
			JOB # 5 TOTAL PARTS	0.00	
			JOB # 5 TOTAL LABOR & PARTS	0.00	
J# 5	1	55810-80J00	PAD SET DISC BR		WARRANTY

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407-272824 LADA SERVICES, INC.

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MAIN (623) 925-5300
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CUSTOMER NO. 128970	ADVISOR STEVE KJAER	TAG NO. 8590	6320	INVOICE DATE 10/25/08	INVOICE NO. SMCS602241
[REDACTED] AVONDALE, AZ [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 6,326	COLOR WHITE WATER	STOCK NO. S80871
	YEAR / MAKE / MODEL 08/SUZUKI/SX4/SX4 SPORT ROAD TRIP			DELIVERY DATE 08/05/08	DELIVERY MILES 5
[REDACTED]	VEHICLE I.D. NO. J S 2 Y C 4 1 7 5 8 5		[REDACTED]	SELLING DEALER NO. 94886	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	[REDACTED]	DATE 10/23/08	CUSTOMER NO.
COMMENTS					MO: 6326

JOB # 5 TOTAL PARTS		0.00
JOB # 5 TOTAL LABOR & PARTS		0.00
# 6 23SMZ02	BODY CONCERN	TECH(S) 5448
C/S PHONE BUTTONS & BLUE LITE IS OFF ON THE CEILING YOU HAVE TO READ BOOK ON THIS BECAUSE YOUR PHONE AND NAV SYSTEM HAVE TO TALK TO EACH OTHER TO BE ONE SO WHEN YOUR PHONE RINGS YOU DO NOT HAVE TO PLUGE IN- YOU JUST PUSH A BUTTON ON NAV		
WARRANTY		
PARTS	QTY	FP NUMBER
DESCRIPTION		UNIT PRICE
JOB # 6 TOTAL PARTS		0.00
JOB # 6 TOTAL LABOR & PARTS		0.00
SUBLET	PO#	VEND INV#
JOB # 1	606656	10/25/08
DESCRIPTION		RENTAL D193703
TOTAL	SUBLET	0.00
WARRANTY		
TOTALS		

* NEXT RECOMMENDED SERVICE *		
* 11/27/2008 / 9326 MI 26SMZ07 32.95 LOP *		

THANK YOU FOR DOING YOUR BUSINESS WITH US AT		
AVONDALE SUZUKI WE ARE DEVOTED TO PROVIDING		
QUALITY SERVICE AT EVERYDAY LOW PRICES		
TOTAL LABOR		170.00
TOTAL PARTS		0.00
TOTAL SUBLET		0.00
TOTAL G.O.G.		0.00
TOTAL MISC CHG		0.00
TOTAL MISC DISC		0.00
TOTAL TAX		0.00
TOTAL INVOICE \$		170.00

CASH	CHARGE	CHARGE#
CSC	RYAN	
CHECK	CHECK#	DISCOVER
AMEX	VISA	MASTERCARD

* THE CUSTOMER ACKNOWLEDGES UNDERSTANDING OF THE SERVICE *		
* REPAIRS AND QUALITY INSPECTION PERFORMED ON THEIR VEHICLE *		

CASHIER'S INITIALS		

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

407-27224 AADA SERVICES, INC.

Avondale



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SERVICE FAX (623) 925-5352
7-6 M-F 8-5 SAT.

CUSTOMER NO. 128970	ADVISOR STEVE KJAER	8590	TAG NO. 6187	INVOICE DATE 10/17/08	INVOICE NO. SMCS601340
[REDACTED] AVONDALE, AZ [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,829	COLOR WHITE WATER	STOCK NO. S80871
	YEAR / MAKE / MODEL 08/SUZUKI/SX4/SX4 SPORT ROAD TRIP			DELIVERY DATE 08/05/08	DELIVERY MILES 5
	VEHICLE I.D. NO. J S 2 Y C 4 1 7 5 8 5			SELLING DEALER NO. 94886	PRODUCTION DATE
	F.T.E. NO.	P.O.		R.O. DATE 10/17/08	CUSTOMER NO.
COMMENTS					MO: 5829

109SMZ ENGINE CONCERN TECH(S) 7155 WARRANTY

C/S ENGINE WOULD NOT START, & WHEN DRIVING VEH WANTS TO DIE HARD START DIAG. AND WAS UNABLE TO DUPLICATE CUST. COMPLIANT CHECKED FOR CODES AND BATT. AND CHARGEING SYSTEM AND FOUND TO BE WORKING FINE AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 11/21/2008 / 8829 MI 26SMZ07 32.95 LOF *

THANK YOU FOR DOING YOUR BUSINESS WITH US AT AVONDALE SUZUKI WE ARE DEVOTED TO PROVIDING QUALITY SERVICE AT EVERYDAY LOW PRICES.

*****	TOTAL LABOR 0.00
*****	TOTAL PARTS 0.00
*****	TOTAL SUBLET 0.00
*****	TOTAL G.O.G. 0.00
*****	TOTAL MISC CHG. 0.00
*****	TOTAL MISC DISC 0.00
*****	TOTAL TAX 0.00
*****	TOTAL INVOICE \$ 0.00

* CASH..... CHARGE..... CHARGE#..... *	* CSC..... RYAN..... *	* * * * *
* CHECK..... CHECK#..... DISCOVER..... *	* AMEX..... VISA..... MASTERCARD..... *	* * * * *

* THE CUSTOMER ACKNOWLEDGES UNDERSTANDING OF THE SERVICE *
* REPAIRS AND QUALITY INSPECTION PERFORMED ON THEIR VEHICLE *

* CASHIER'S INITIALS *

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CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****

407-27224 AADA SERVICES, INC.

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SERVICE FAX (623) 925-5352
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CUSTOMER NO. 128970	ADVISOR STEVE KJAER	TAG NO. 8590 6134	INVOICE DATE 10/10/08	INVOICE NO. SMCS600274
AVONDALE, AZ [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,105	COLOR WHITE WATER
	YEAR / MAKE / MODEL 08/SUZUKI/SX4/SX4 SPORT ROAD TRIP			STOCK NO. S80871
	VEHICLE I.D. NO. J S 2 Y C 4 1 7 5 8 5			DELIVERY DATE 08/05/08
	F.T.E. NO.			DELIVERY MILES 5
		P.O.	SELLING DEALER NO. 94886	PRODUCTION DATE
			R.O. DATE 10/10/08	CUSTOMER NO.
COMMENTS				MO: 5105

LABOR & PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
# 1 23SMZ BODY CONCERN TECH(S): 2694 WARRANTY					
C/S AIR BAG LITE STAYS ON IN PASS SEAT DIAGNOSIS: DTC B1312 TRACE TO INTERMITTENT OPEN IN PASS SEAT MAT QD01R0 .7 CC99 DC99 REMOVED AND INSTALLED A NEW SEAT CUSHION ON RT FRT SEAT					
JOB # 1	1	85101-80JS1-EDV	CUSHION ASSY FR		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
TOTALS					
* NEXT RECOMMENDED SERVICE *					
* 11/21/2008 / 8105 MI 26SMZ07 32.95 LOF *					
THANK YOU FOR DOING YOUR BUSINESS WITH US AT AVONDALE SUZUKI WE ARE DEVOTED TO PROVIDING QUALITY SERVICE AT EVERYDAY LOW PRICES.					
			TOTAL LABOR	0.00	
			TOTAL PARTS	0.00	
			TOTAL SUBLET	0.00	
			TOTAL G.O.G.	0.00	
			TOTAL MISC CHG	0.00	
			TOTAL MISC DISC	0.00	
			TOTAL TAX	0.00	
				TOTAL INVOICE \$	0.00

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***** CUSTOMER SIGNATURE *****

***** DUPLICATE INVOICE *****

***** CASHIER'S INITIALS *****

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7-6 M-F 8-5 SAT.

CUSTOMER NO. 128970	ADVISOR STEVE KJAER	TAG NO. 8590	3471	INVOICE DATE 09/19/08	INVOICE NO. SMCS596692
AVONDALE, AZ	LABOR RATE	LICENSE NO.	MILEAGE 3,375	COLOR WHITE WATER	STOCK NO. S80871
	YEAR / MAKE / MODEL 08/SUZUKI/SX4/SX4 SPORT ROAD TRIP			DELIVERY DATE 08/05/08	DELIVERY MILES 5
	VEHICLE I.D. NO. JS2YC417585			SELLING DEALER NO. 94886	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 09/19/08	CUSTOMER NO.
COMMENTS					MO: 3375

LABOR & PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 23SMZ BODY CONCERN TECH(S): 5445 INTERNAL C/S SCRATCH ON DRIVER SIDE BELOW DOOR WE CALLED PAINTER WE CALLED PAINTER					
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 23SMZ01 BODY CONCERN TECH(S): 5445 WARRANTY C/S WHEN OPENING DOOR WITH BUTTON ON THE DOOR ALARM GOES OFF CODE ALARM CODE ALARM					
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 23SMZ05 AIR BAG LIGHT TECH(S): 5445 WARRANTY AIR BAG WARNING LIGHT DIAGNOSTS PURE GEORGE WE ARE ORDERING SEAT BUTTON SOP PART					
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4 19SMZ STEERING CONCERN TECH(S): 5446 WARRANTY C/S WHEN GETTING IN VEH HE HERES METAL ON METAL SOUND WE HAVE FOUND NO NOISE AT THIS TIME WE GET IN AND OUT OF CAR AND THERE IS NO NOISE THERE IS NO PROBLEM AT THIS TIME					
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00
SUBLET PO# VEND INV# INV. DATE DESCRIPTION INTERNAL JOB # 1 606489 502009 09/19/08 REPAIR 502009 0.00					
TOTAL - SUBLET					0.00

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407-27224 AADA SERVICES, INC.



HEARING CONFIRMATION

Customer

[REDACTED]
Avondale, AZ [REDACTED]

Manufacturer

American Suzuki Motor Corporation
Eastern Region
P.O. Box 1100
Brea, CA 92822

Arbitrator(s)

Kathleen Foster

Case #: A02-1208-003

Vin #: JS2YC417585 [REDACTED]

Dear Parties:

This is to confirm the following hearing arrangements:

Hearing Date: 01/06/2009
Hearing Time: 10:00 AM
Hearing Location: Avondale Suzuki
Address: 1425 N. 8th Street
Avondale, AZ 85323-1511
Hearing Phone: 623-298-1100

Thank you for your consideration in scheduling and keeping this appointment. Please be prepared to proceed with any of your witnesses or other evidence including bringing your vehicle to the hearing for inspection. Please contact NCDS immediately in the event that circumstances necessitate a change of hearing date or time.

A. Powell
For the Arbitrator(s)

12/18/08
Date



National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

January 6, 2009

[Redacted]
[Redacted]
[Redacted]
Avondale, AZ [Redacted]

American Suzuki Motor Corporation
Eastern Region
P.O. Box 1100
Brea, CA 92822

RE: CASE # A02-1208-003

Dear Parties:

Enclosed is the signed Mediation Settlement Agreement in the above referenced case.

Thank you for your participation in the dispute settlement process. NCDS appreciates the opportunity to have been of service in this matter and will close the case at this time.

Sincerely,

NCDS

A handwritten signature in cursive script that reads "A. Powell".

Allisia Powell x.118
Case Administrator

National Center For Dispute Settlement

Settlement Agreement Form

In the matter of:

Michael Schwartz

And

American Suzuki Motor Corporation
(Suzuki)

CASE#: A02-1208-003

VIN#: JS2YC417584

The complaint(s) were set forth on a "Customer Claim Form" received by NCDS are summarized as follows:

The Customer asserts claims of the passenger side air bag warning light remaining on when a passenger is sitting in the vehicle.

The parties named above have agreed to the following settlement as the basis for a resolution of the issue(s) brought forth in this arbitration claim.

American Suzuki Motor Corporation hereby offers to repurchase the Customer's vehicle, VIN# as stated above, pursuant to the following terms:

The Customer shall be charged a mileage offset for his reasonable use of the vehicle for the current mileage of 9,990 miles.

American Suzuki Motor Corporation will:

Refund the amount the Customer paid for the vehicle at the time of purchase as shown on the Bill of Sale or contract.

Refund the sales tax paid by the Customer, unless the state will refund the tax to the Customer.

Refund the license, title and documentation fees paid by the Customer at the time of purchase.

Refund the cost of a Suzuki service contract, if one was purchased.

Refund the cost of Suzuki accessories the Customer paid extra to have installed on the vehicle. (The Customer will be required to provide receipts to establish value of the accessories).

Deduct any cash rebates the Customer received as an incentive to purchase the vehicle.

Deduct any "over-allowance" or "negative equity" for a trade-in vehicle, if any.

Require that the Customer provide a copy of the original purchase contract.

Require that the Customer provide authorization to the lien holder, when needed, to provide the Manufacturer with lien payoff information.

Require that the Customer transfer a clear title (lien free) for the vehicle to the Manufacturer at the time the Customer receives the refund.

Require that the vehicle is damage free at the time the Customer receives the refund.

Require that all equipment and any accessory for which the Customer is receiving a refund is on the vehicle at the time the Customer receives the refund.

Require that the Customer sign a statement to attest to the fact that the vehicle was or was not previously damaged and repaired.

I agree with the above settlement and hereby request my case be closed by NCDS. However, I understand that I may file new claim with NCDS if the issue(s) return or American Suzuki Motor Corporation fails to comply with this agreement.

Upon receipt of this Settlement Agreement, American Suzuki Motor Corporation, shall have thirty (30) days to comply with this Settlement Agreement.

[Redacted Signature]

Customer

Date:

05 JAN 2009

[Handwritten Signature]

Manufacturer

Date:

1/5/09



National Center for Dispute Settlement

43230 Garfield • Suite 130
Clinton Township, MI 48038
(800) 936-4303
(586) 226-2470
Fax: (586) 226-2559

July 1, 2013

[REDACTED]
Mayville, NY [REDACTED]

RE: CASE # A02-0713-002

Dear [REDACTED]

Your request for arbitration within the Suzuki Dispute Settlement Program has been received.

Your application for arbitration states that the nonconformity is an item(s)/system(s) that is no longer within the warranty period. The arbitration process has jurisdiction on service issues related to Suzuki's new vehicle limited warranties. Therefore, your claim is not eligible for the arbitration process.

Although we are unable to assist you with this matter, we appreciate the time you took to explore this situation with NCDS.

Sincerely,

NCDS

Diane Kimbrough x.120
Case Administrator

cc: Northern Region

Suzuki Customer Claim Form

CASE NUMBER:

A02-0713-002

NCDS

CUSTOMER NAME AND ADDRESS

Mr. Mrs. Ms.

JUL 01 2013

First Name

RECEIVED

Last

Street Address

City Maxville

State NY

Zip Code

Day Phone

Evening Phone ()

SAME

Fax ()

None

VEHICLE INFORMATION

Name(s) on the vehicle title

Delivery Date:

8/1/09

Vehicle Identification Number (VIN): J53T0042794

Make: SUZUKI

Model: GVT

Year: 2009

Current Mileage: 35457

Is this a leased vehicle: YES

NO

If YES, lessor's name and address:

Selling Dealer and Address: AUTO EXPRESS SUZUKI, 10320 WATTSBURG RD, ERIE, PA 16509

Servicing Dealer(s) AUTO EXPRESS SUZUKI, 1032 WATTSBURG RD, ERIE, PA 16509

VEHICLE PROBLEM(S) (Attach legible copies of repair orders or other documents to support your claim.)

Problem	List dealer or dealers which have repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist?
Example: Check Engine Light On	Autoworld Anytown, USA	04/25/07 3,500 miles RO #588004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
RT. FRONT SEAT CUSHION	Auto Express Supply 1032 WATTS BURG RD. Paw, PA 16509	6-19-13 = 35457 NOT REPAIRED	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO

Has the Vehicle been involved in an accident? YES NO If YES, give dates of accident: _____

Specify damaged area: _____

RESOLUTION SOUGHT:

I PREFER ORAL HEARING DOCUMENT ONLY HEARING

To have the front seat cushion fixed without cost to me. As soon as possible

[Redacted Signature]

6-21-13
DATE

RETURN ALL COPIES OF THIS FORM TO:
National Center for Dispute Settlement
P.O. Box 609
Mt. Clemens, MI 48046
(888) 571-1837

JS3TD042794

B-21-13

I NEED A FRONT SEAT CUSHION
I FEEL THIS IS A FACTORY
DEFECT. I SHOULD NOT HAVE TO
PAY FOR SOMETHING THAT WAS YOUR
FAULT. THIS IS MORE THAN I CAN
AFFORD. I WOULD NOT ^{LIKE} TO LOSE ^APASSANGER
BECAUSE OF THIS DEFECT. IT CAN BE
DANGEROUS AND CAUSE OF LIFE

MAYVILLE, N.Y.

P.S. YOUR REPRESENTATIVE WAS VERY
RUDE AND HUNG UP ON ME

PLEASE REPLY

Auto Express Suzuki

10320 Wattsburg RD
10320 WATTSBURG RD
Erie, PA 16509
814-825-4747

Repair Order Invoice

R/O Number: 39618 Invoice Number: 112899
Date In: 6/19/2013 Today Date: 6/19/2013
Date Promised: 6/19/2013 Date Closed: 6/19/2013
Cashier: JOSHUA BELDEN

Repair Order For:

Description:

[REDACTED]
MAYVILLE, NY
[REDACTED]

Units For This Repair Order				Service Writer:		
Year	Make	Model	VIN/Serial No.	Plate	Key Board	Miles
2009	SUZUKI	GRAND VITARA	JS3TD042794 [REDACTED]			35457

Job: JOB#1 SCAN AIR BAG LIGHT

Job For: 2009 SUZUKI GRAND VITARA JS3TD042794 [REDACTED]

Description

NOT CURRENTLY ON

Labor

Description	Job Code	Technician	Quantity	Line Total
DIO		DANIEL C WIKE	0.3 Hours	\$26.70
Labor Subtotal				\$26.70

Recommendations

Resolution

CODES B1319
B1318 NEEDS RF SEAT CUSHION

Job Subtotal **\$26.70**

Job: JOB#2 CHECK RF SEAT BELT ASSY

Job For: 2009 SUZUKI GRAND VITARA JS3TD042794100553

Description

CUSTOMER STATES THAT THE LIGHT WOULD NOT GO OUT EVEN WITH THE SEAT BELT BUCKLED

Job Subtotal **\$0.00**

RIGHT FRONT SEAT CUSHION - B1319

Auto Express Suzuki

10320 Wattsburg RD
 10320 WATTSBURG RD
 Erie, PA 16509
 814-825-4747

Repair Order

R/O Number: 39641
 Date In: 6/20/2013
 Date Promised: 6/20/2013
 Today Date: 6/20/2013
 Date Closed:

[REDACTED]
 MAYVILLE NY [REDACTED]
 [REDACTED]

Unit Name Location

Units for this Repair Order

Service Writer:

Year	Make	Model	VIN / Serial No.	Color	Plate	Key Board	Miles
2009	SUZUKI	GRAND VITARA	JS3TD042794 [REDACTED]	RED			

Job: JOB#1 ESTIMATE TO REPLACE SEAT CUSHION

Job For: 2009 SUZUKI GRAND VITARA JS3TD04279 [REDACTED]

Description

Parts

Part Number	Quantity	Description	Each Price	Extension
85101-65JR5-JVB	1	CUSHION ASSY RF	\$957.62	\$957.62
Parts Subtotal				\$957.62

Labor

Description	Job Code	Technician	Quantity	Line Total
INSTALL RF SEAT CUSHION		DANIEL C WIKE	1 Hours	\$89.00
Labor Subtotal				\$89.00
Job Subtotal				\$1,046.62

Customer Job Totals

Parts	\$957.62
Labor	\$89.00
Total of Customer Jobs	\$1,046.62

Other Charges

ShopSupplies	\$1.78
Repair Order Subtotal	\$1,048.40

Auto Express Suzuki

10320 Wattsburg RD
10320 WATTSBURG RD
Erie, PA 16509
814-825-4747

Repair Order

R/O Number: 39641
Date In: 6/20/2013
Date Promised: 6/20/2013
Today Date: 6/20/2013
Date Closed:

Repair Order For:

Unit Name

Location

[REDACTED]
MAYVILLE, NY
[REDACTED]

Sales Tax	\$62.90
Repair Order Total	\$1,111.30
Total Amount Due	\$1,111.30

Thank You For Your Business!
NO RETURNS ON ANY SPECIAL ORDERS
NO RETURNS ON ELECTRICAL PARTS!
RE-TORQUE LUG NUTS AFTER 1ST 50 MILES.

CUSTOMER SIGNATURE AUTHORIZES REPAIRS

CUSTOMER SIGNATURE _____

MV-62STR (2/10)

NEW YORK STATE REGISTRATION DOCUMENT



[REDACTED]

2009 SUZUK NONTRANSFERABLE
SUBN RD JS3TD042794 [REDACTED]
003561 G 4 FN022984 AUG 17 2011
Wt/Seats Fuel/Cyl BLW MYV363

Expires 09/11/13

[REDACTED]

29.50

MAYVILLE

NY [REDACTED]

ANNUAL CHG
AMT PAID (INCL ADD CHG)

[REDACTED]

IF ALTERED EXCEPT FOR ADDRESS

79.00

[REDACTED]



October 3, 2007

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]
Painesville, OH [REDACTED]

RE: CASE # 1907011

Dear [REDACTED]

This will confirm that you have selected the Expedited Dispute Settlement (EDS) process to be administered by the National Center for Dispute Settlement (NCDS). Accordingly, we have appointed Arbitrator, Gordon Laflin, to hear and decide your claim. Once we have obtained available dates from Arbitrator Laflin, we will call to schedule your hearing. The Arbitrator may decide to have your vehicle inspected by an Independent ASE Technical Inspector, who will contact you separately to arrange for the inspection.

While the EDS process is not a "Lemon Law" proceeding, the Arbitrator will consider the State "Lemon Law" in reviewing and deciding your claims. You should be familiar with the law and forward any additional relevant evidence, including ALL SERVICE REPAIR RECORDS, purchase or lease contracts and the like.

You may be contacted by a NCDS Phone Mediator prior to the hearing date in an attempt to help you and Suzuki reach voluntary agreements to resolve your dispute. Your cooperation in this mediation process is strictly voluntary, but it may prove to be beneficial in resolving or narrowing your dispute and will not, in any event, preclude you from exercising your rights under the arbitration process. While you conduct mediation, the arbitration process will continue in accordance with Federal Law.

NCDS will be responsible for monitoring the progress of this case and is available to answer any questions you may have about the arbitration process. You may call NCDS at 888-300-NCDS (6237).

Sincerely,

NCDS

Charlotte Evans x.124
Case Administrator

cc: American Suzuki Motor Corporation
Gordon Laflin



October 1, 2007

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]
Painesville, OH [REDACTED]

RE: CASE # 1907011

Dear [REDACTED]

Your request for arbitration has been received. The arbitration process has jurisdiction on service issues related to the Suzuki's New Vehicle Limited Warranties, which cover repairs to any part that Suzuki supplies that is defective in materials or workmanship under normal use for a period of 36 months or 36,000 miles. Therefore, items/systems not covered under this warranty, such as RADIATOR, HUB, STEERING, AND AIR FLOW SENSOR are not eligible for the arbitration process. However, those items/systems covered under the vehicle's 5 year, 60,000 mile Powertrain Warranty, AIRBAG SENSOR, appear to meet the Suzuki Dispute Settlement Program parameters for eligibility and have been assigned the case number shown above.

You have the option of having an oral hearing or a "documents only" process. If you choose to make an oral presentation and do not appear at the scheduled hearing, Suzuki will still be entitled to make their presentation. If you do not want an oral presentation, your dispute will be decided on the basis of documents submitted by all parties. You do not need to be present at a "document only" decision process. You will receive a call from NCDS to determine which process you have selected.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

You may be contacted by NCDS prior to the hearing date in an effort to help you and Suzuki reach voluntary agreements to resolve your dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the settlement agreement. Your case will then be closed.

If you do not agree to any settlement offer, your dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the Arbitrator(s) within ten (10) days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, Suzuki will comply with the decision within the time stipulated. If you reject the decision, your case will be closed and you may pursue any other legal remedies available to you.

To help expedite the processing of your case, please provide us with copies of your title, current registration and bill of sale or lease contract. Your participation in the Dispute Settlement Program does not relieve you of any obligation you have with the lender or leasing agent.

NCDS will be responsible for monitoring the progress of this case and is available to answer any questions you may have about the arbitration process. You may call NCDS, toll free at 888-300-NCDS (6237).

Sincerely,

NCDS

Charlotte Evans x.124
Case Administrator

cc: American Suzuki Motor Corporation

Where interests converge, agreements emerge



10/01/2007

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

American Suzuki Motor Corporation
P.O. Box 1100
Brea, CA 92822

RE: CASE # 1907011

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward a copy to the National Center for Dispute Settlement within ten (10) days from the date on this letter in order for it to be considered during the decision making process.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

It is essential to the decision making process that all available information concerning each case be provided to the decision maker prior to the hearing date. As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

NCDS

A handwritten signature in cursive script, appearing to read 'CE', is written over the printed name.

Charlotte Evans x.124
Case Administrator

cc: 

Suzuki Customer Claim Form

FOR NCDS USE

CASE NUMBER:

1907061

CUSTOMER NAME AND ADDRESS

Mr. Mrs. Ms.

First Name: [Redacted] Last Name: [Redacted]

Street Address: [Redacted]

City: Painesville State: Ohio Zip Code: [Redacted]

Day Phone: [Redacted] Evening Phone: [Redacted]

VEHICLE INFORMATION

Name(s) on the vehicle title: [Redacted] Purchase Date: 3/10/06

Vehicle Identification Number (VIN): JS3TE941964 [Redacted] *per customer 10-1-07*

Make: Suzuki Model: Grand Ultra Year: 2006 Current Mileage: 41,000

Is this a leased vehicle: YES NO

If YES, lessor's name and address:

Selling Dealer and Address:
Granley Auto Mall

Servicing Dealer(s):
Granley Auto Mall

VEHICLE PROBLEM(S) (Attach legible copies of repair orders or other documents to support your claim)

Problem	List dealer or dealers which have repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist?
Example: Check Engine Light On	Autoworld Anytown, USA	04/25/07 3,500 miles RO# 586004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Air bag sensor	↓ <u>Granley</u> ↓ not repaired	not sure not sure dates	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
radiator		and miles	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
hub bearing			<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
head light			<input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO
steering wheel column map air flow sensor Int/perforation			

tire at 20,000 miles

Has the Vehicle been involved in an accident? YES NO

If YES, give dates of accident: _____

Specify damaged area: _____

RECEIVED

SEP 24 2007

N.C.D.S.

RESOLUTION SOUGHT:

I PREFER ORAL HEARING DOCUMENT ONLY HEARING

RETURN ALL COPIES OF THIS FORM TO:
National Center for Dispute Settlement
P.O. Box 609
Mt. Clemens, MI 48046
(888) 571-1837

I'm never a scared to drive for my safety
[Redacted Signature] 9-6-07

SIGNATURE(S)

DATE



National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

October 3, 2007

[REDACTED]
Painesville, OH [REDACTED]

RE: CASE # 1907011

Dear [REDACTED]

Your request for arbitration has been received. The arbitration process has jurisdiction on service issues related to the Suzuki's New Vehicle Limited Warranties, which cover repairs to any part that Suzuki supplies that is defective in materials or workmanship under normal use for a period of 36 months or 36,000 miles. Therefore, items/systems not covered under this warranty, such as Radiator, Hub, Steering Wheel, and Tires are not eligible for the arbitration process. However, those items/systems covered under the vehicle's 7 year, 100,000 mile Powertrain Warranty, Airbag Sensor, appear to meet the Suzuki Dispute Settlement Program parameters for eligibility and have been assigned the case number shown above.

You have the option of having an oral hearing or a "documents only" process. If you choose to make an oral presentation and do not appear at the scheduled hearing, Suzuki will still be entitled to make their presentation. If you do not want an oral presentation, your dispute will be decided on the basis of documents submitted by all parties. You do not need to be present at a "document only" decision process. You will receive a call from NCDS to determine which process you have selected.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

You may be contacted by NCDS prior to the hearing date in an effort to help you and Suzuki reach voluntary agreements to resolve your dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the settlement agreement. Your case will then be closed.

If you do not agree to any settlement offer, your dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the Arbitrator(s) within ten (10) days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, Suzuki will comply with the decision within the time stipulated. If you reject the decision, your case will be closed and you may pursue any other legal remedies available to you.

To help expedite the processing of your case, please provide us with copies of your title, current registration and bill of sale or lease contract. Your participation in the Dispute Settlement Program does not relieve you of any obligation you have with the lender or leasing agent.

NCDS will be responsible for monitoring the progress of this case and is available to answer any questions you may have about the arbitration process. You may call NCDS, toll free at 888-300-NCDS (6237).

Sincerely,

NCDS

Charlotte Evans x.124
Case Administrator

Where interests converge, agreements emerge



10/03/2007

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

American Suzuki Motor Corporation
P.O. Box 1100
Brea, CA 92822

RE: CASE # 1907011

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward a copy to the National Center for Dispute Settlement within ten (10) days from the date on this letter in order for it to be considered during the decision making process.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

It is essential to the decision making process that all available information concerning each case be provided to the decision maker prior to the hearing date. As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

NCDS

A handwritten signature in cursive script, appearing to read 'Charlotte Evans'.

Charlotte Evans x.124
Case Administrator

cc



Suzuki Customer Claim Form

FOR NCDS USE
CASE NUMBER:

1907011

CUSTOMER NAME AND ADDRESS

Mr. Mrs. Ms.

First Name: [REDACTED] MI Last Name: [REDACTED]

Street Address: [REDACTED]

City: Painesville State: Ohio Zip Code: [REDACTED]

Day Phone: [REDACTED] x()

VEHICLE INFORMATION

Name(s) on the vehicle title: [REDACTED] Delivery Date: 2/10/06

Vehicle Identification Number (VIN): JS3TE941964 [REDACTED] *per customer 10-1-07*

Make: Suzuki Model: Grand Ultra Year: 2006 Current Mileage: 41,000

Is this a leased vehicle: YES NO

if YES, lessor's name and address:

Selling Dealer and Address: Ganley Auto Mall

Servicing Dealer(s): Ganley Auto Mall

VEHICLE PROBLEM(S) (Attach legible copies of repair orders or other documents to support your claim)

Problem	List dealer or dealers which have repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist?
Example: Check Engine Light On	Autoworld Anytown, USA	04/25/07 3,500 miles RO# 586004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Air bag sensor	<u>Ganley</u>	not sure <u>not sure dates</u>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
radator		<u>and miles</u>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
hub bearing			<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
head light			<input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO
steering wheel column map air flow sensor Int/perforation	<u>not repaired</u>		<input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO

tire at 20,000 miles

Has the Vehicle been involved in an accident? YES NO

If YES, give dates of accident: _____

Specify damaged area: _____

RECEIVED

SEP 24 2007

N.C.D.S.

RESOLUTION SOUGHT:
I PREFER ORAL HEARING DOCUMENT ONLY HEARING

RETURN ALL COPIES OF THIS FORM TO:
National Center for Dispute Settlement
P.O. Box 609
Mt. Clemens, MI 48046
(888) 571-1837

id'm very a scared to drive w/o my safety and my children

9-6-07

DATE



National Center for Dispute Settlement

October 9, 2007

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]
Painesville, OH [REDACTED]

RE: CASE # 1907011

Dear [REDACTED]

Please find enclosed the Manufacturer's Response Form from Suzuki, a copy of which will also be forwarded to the Arbitrator(s). This form represents Suzuki's position with regard to the above referenced case. It neither constitutes a final decision nor does it necessarily reflect specific findings of fact. Any questions or comments you may have regarding this form should be documented **IN WRITING** and mailed to NCDS, no later than seven (7) days prior to any scheduled hearing date in order to allow for response.

NCDS is responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call NCDS, toll free, at 888-300-NCDS (6237).

Sincerely,

NCDS

A handwritten signature in cursive script, appearing to read 'CE' or similar initials.

Charlotte Evans x.124
Case Administrator

Enclosure: as noted

cc: [REDACTED]

10/09/2007 10:48 FAX 847 885 9087

SUZUKI AUTO SCHAUMBURG

001

AMERICAN SUZUKI MOTOR CORPORATION
MANUFACTURER'S RESPONSE FORM

Customer Name [REDACTED]
VINJS3TE941964 [REDACTED]

Case # 1907011
Start Date 4/1/2007

Manufacturer Information

Region Central Servicing Dealer: Ganley Suzuki East
Can the hearing be held at the servicing dealership? Yes
R/PD willing to mediate a settlement:

No
 Yes No

Settlement Efforts

List any previous settlement offers made to the customer: None

List any settlement offers you would like communicated to the customer: None

Manufacturer's Statement

Are the customer's concerns covered under Suzuki's Warranty? If no, please explain:
Vehicles last reported mileage was 41927 therefore the Basic Warranty has Expired but the Powertrain Warranty is still on force

Is the customer's vehicle currently unrepaired? Yes No

Does the concern exist? Yes No

Explain:

Is the use, value or safety of this vehicle substantially impaired? Yes No

Explain:

Is the number of repair attempts or number of days down accurate?

Yes No

Explain:

Please provide your position in regard to the customer's claim(s):

The vehicle is operating as designed the only assistance to be provided is within the coverage of the vehicles warranty

R/PD will participate	<input type="checkbox"/> By phone	<input checked="" type="checkbox"/> In person	<input type="checkbox"/> In Writing
Return this form by:	Person to contact in future: Kris Halbeck		
NCDS			
Fax: (566)790-4774	Phone: 847-885-9590	Fax: 847-885-9087	



HEARING CONFIRMATION

Customer

[REDACTED]
Painesville, OH [REDACTED]

Manufacturer

Eastern Region
P.O. Box 1100
Brea, CA 92822

Arbitrator(s)

Gordon Laflin

Case #: 1907011

Vin #: J53TE941964 [REDACTED]

Dear Parties:

This is to confirm the following hearing arrangements:

Hearing Date: 10/31/2007
Hearing Time: 01:00 PM
Hearing Location: Ganley Suzuki East
Address: 28840 Euclid Avenue
Wickliffe, OH 44092-2529
Hearing Phone: 440-585-1000

Thank you for your consideration in scheduling and keeping this appointment. Please be prepared to proceed with any of your witnesses or other evidence including bringing your vehicle to the hearing for inspection. Please contact NCDS immediately in the event that circumstances necessitate a change of hearing date or time.

[REDACTED]
For the Arbitrator(s)

10/12/07
Date



AMERICAN SUZUKI MOTOR CORPORATION

August 30, 2007

[REDACTED]
Painesville, OH [REDACTED]

RE: Service Request #1-124279072

Dear Mr. [REDACTED]

Thank you for your inquiry. Please accept our sincerest apology for the difficulties you encountered with your 2006 Grand Vitara.

Our intention and hope is that we are able to provide a satisfactory resolution to your concerns. From your recent inquiry, it appears you experienced a problem that has not been resolved to your satisfaction, either through your authorized Suzuki dealer or through our Customer Relations team.

Your satisfaction is important to us. Therefore, we are enclosing a brochure about the Suzuki Dispute Resolution Program, which is additional assistance that may be available to you through the National Center for Dispute Settlement (NCDS), an independent organization that provides dispute-resolution services to resolve your complaint.

If we can be of further assistance, please feel free to contact our Customer Relations Department between the hours of 6:30 a.m. – 5:00 p.m., P.S.T. Our toll-free telephone number is (800) 934-0934, or feel free to visit our website at www.suzuki.com.

Thank you for allowing us the opportunity to serve you.

Sincerely,

A handwritten signature in cursive script that reads 'Heather Ahlstrand'.

Heather Ahlstrand
Customer Relations Representative

Enclosure: Suzuki Dispute Resolution Program Brochure

AMERICAN SUZUKI MOTOR CORPORATION
MANUFACTURER'S RESPONSE FORM

Customer Name [REDACTED]
VINJS3TE941964 [REDACTED]

Case # 1907011
Start Date 4/1/2007

Manufacturer Information

Region Central Servicing Dealer: Ganley Suzuki East
Can the hearing be held at the servicing dealership? Yes No
R/PD willing to mediate a settlement: Yes No

Settlement Efforts

List any previous settlement offers made to the customer: None
List any settlement offers you would like communicated to the customer: None

Manufacturer's Statement

Are the customer's concerns covered under Suzuki's Warranty? If no, please explain:
Vehicles last reported mileage was 41927 therefore the Basic Warranty has Expired but the Powertrain Warranty is still on force

Is the customer's vehicle currently unrepaired? Yes No
Does the concern exist? Yes No
Explain:

Is the use, value or safety of this vehicle substantially impaired? Yes No
Explain:

Is the number of repair attempts or number of days down accurate?
 Yes No
Explain:

Please provide your position in regard to the customer's claim(s):
The vehicle is operating as designed the only assistance to be provided is within the coverage of the vehicles warranty

R/PD will participate	<input type="checkbox"/> By phone	<input checked="" type="checkbox"/> In person	<input type="checkbox"/> In Writing
Return this form by:		Person to contact in future: Kris Halbeck	
NCDS		Phone: 847-885-9590	Fax: 847-885-9097
Fax: (586)790-4774			

PAGE		1	
REPAIR ORDER SUMMARY			
CASE SUMMARY			
REQUIRED SIGNATURES			
D.S.P.M.			
R.S.P.M.			
R.G.M.			
<p>PREPARED BY: JIM HOOPS</p> <p>CUSTOMER NAME: [REDACTED]</p> <p>S.R. NUMBER: [REDACTED]</p> <p>YEAR: 2006</p> <p>MODEL: Grand Vitara</p> <p>VEHICLE IDENTIFICATION NUMBER: JS3TE941964</p> <p>RETAIL DELIVERY DATE: 3/9/2006</p> <p>SELLING DEALER CODE/NAME: 434434 GANLEY EAST</p>			
REPAIR ORDER INFORMATION			
OPEN DATE	DATE REPAIRS COMPLETED	DATE CUSTOMER PICK-UP	REPAIR ORDER #
3-Apr-06	3-Apr-06	3-Apr-06	97094
24-Nov-06	30-Nov-06	30-Nov-06	103815
27-Dec-06	27-Dec-06	27-Dec-06	104660
28-Dec-06	28-Dec-06	28-Dec-06	104660
29-Dec-06	8-Jan-07	8-Jan-07	104712
DATE	DATE REPAIRS COMPLETED	DAYS OUT OF SERVICE	VEHICLE MILEAGE
3-Apr-06	3-Apr-06	1	15
24-Nov-06	30-Nov-06	7	19,375
27-Dec-06	27-Dec-06	1	21,708
28-Dec-06	28-Dec-06	1	21,788
29-Dec-06	8-Jan-07	11	21,933
CUSTOMER CONCERN			
CUSTOMER STATES THE PASSENGERS SIDE REAR TAIL LAMP ASSEMBLY IS BROKEN			
CUSTOMER STATES THE STEERING COLUMN STEERING WHEEL IS LOOSE, CHECK AND ADVISE			
CUSTOMER STATES AIR BAG LIGHT IS COMING ON, THE HIGH BEAM LIGHT IN THE DASH IS COMING ON, AND THE FUEL GAUGE IS NOT REGISTERING CORRECTLY, CHECK AND ADVISE.			
CUSTOMER STATES THE AIR BAG LIGHT HAS RETURNED ON. CHECK AND ADVISE.			
REPAIR PERFORMED			
CHECK THE CUSTOMERS CONCERNS & VERIFY, FOUND THE PASSENGERS SIDE REAR TAIL LAMP ASSEMBLY IS BROKEN AT THE CORNER, SPECIAL ORDER THE TAIL LAMP ASSEMBLY			
CHECK THE CUSTOMERS CONCERN AND VERIFY, TRIED TO ALIGN THE STEERING COLUMN AND COULD GET TO GET IT ALIGNED PROPERLY, R & R THE COLLAPSIBLE STEERING COLUMN ASSEMBLY, RETESTED FOR PROPER OPERATIONS AND ALL IS GOOD AT THIS TIME.			
CHECK THE CUSTOMERS CONCERNS, PERFORMED THE TECH 2 SCAN TESTS IN ALL THE MODULES AND FOUND NO FAULT CODES. THERE ARE NO LIGHTS ON AT THIS TIME. THE HEAD LAMP LIGHT THAT IS ON IS NORMAL FOR THE DAYTIME RUNNING LAMPS. ALL MODULES ARE TESTING WITHIN SPECIFICATION			
CHECK THE CUSTOMERS CONCERNS AND VERIFY. SCANNED FOR FAULT CODES, FOUND A CODE B1112 UNKNOWN, CROSS REF CODE IN SUZUKI PIT STOP, FOUND CODE TO BE FOR OCM SEAT SENSOR MAT FAILURE, SPECIAL ORDER PASSENGERS SIDE SEAT CUSHION ASSEMBLY WITH OCM & SENSOR MAT.			
EXPLAIN DOWN TIME (5+DAY), REPEAT REPAIRS, SIEBEL REFERENCE AND/OR PARTS DETAILS			
THIS WAS NOT CHARGED TO WARRANTY, IT APPEARS TO BE LOT DAMAGE AND CHARGED INTERNAL			
I DO NOT SEE PUNCHES ON THE FAXED COPIES FOR THIS REPAIR. NOT TOTALLY SURE WHEN THE CUSTOMER TOOK POSSESSION OF THE UNIT.			

14-Mar-07	14-Mar-07	14-Mar-07	106864	1	29,717	CUSTOMER STATES THE AIR BAG LIGHT IS ON, INSTALL SPECIAL ORDER PARTS TO CORRECT THE CUSTOMERS CONCERN.	REPLACED RIGHT FRONT SEAT CUSHION ASSEMBLY, B1312 OCM SENSOR MAT FAILED
6-Apr-07	7-Apr-07	7-Apr-07	107574	2	31,663	CUSTOMER STATES THE SHIFTER DOES NOT LIGHT UP, INSTALL SPECIAL ORDERED PART, R & R BULB FOR POSITION INDICATOR	CHECK THE CUSTOMERS CONCERS AND VERIFY, FOUND THE SHIFTER INDICATOR LIGHT BULB IS BURN OUT, R & R THE BULB FOR THE SHIFTER INICATOR. RETESTED AND ALL IS GOOD AT THIS TIME.
						CUSTOMER STES STEERING WHEEL SEEMS TO BE LOOSENING UP SINCE LAST HERE	CHECK THE CUSTOMERS CONCERS AND VERIFIED, FOUND THE STEERING COLUMN IS LOOSE, R & R STEERING WHEEL TO TIGHTEN & REPOSITION STEERING COLUMN. RETESTED ALL IS GOOD AT THIS TIME.
22-Aug-07	24-Aug-07	24-Aug-07	111393	3	41,927	CUSTOMER STATES LEFT REAR WHEEL LOOSE AND WOBBLIES	REPLACED LEFT REAR HUB ASSEMBLY

46254

97094
FILE COPY
ACCOUNTING

GANLEY EAST, INC.

28840 Euclid Avenue
Wickliffe, OH 44192
Tel: 440-585-1000 Fax: 440-585-8567

PAINESVILLE OH
HOME

PAGE 1

SERVICE ADVISOR: 570 PAUL JOSEPH MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
BLACK	06	SUZUKI XL7	JS3TE941964		15/15		T595
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09MAR06 IS			18:00 03APR06			CASH	03APR06
R.O. OPENED	READY	OPTIONS: STK:9428 ENG:2.7 LITER					

12:28 03APR06	15:35 03APR06						
---------------	---------------	--	--	--	--	--	--

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A/C STATES THE PASSENGERS SIDE REAR TAIL LAMP ASSEMBLY IS BROKEN.

POO PARTS ON ORDER

122	CZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
-----	----	------	------	------	------	------	------	------	------	------	------

CHECK THE CUSTOMERS CONCERNS & VERIFIED. FOUND THE PASSENGERS SIDE REAR TAIL LAMP ASSEMBLY IS BROKEN AT THE TO CORNER. SPECIAL ORDER THE TAIL LAMP ASSEMBLY.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
5002	0	0		1034	0	*****	

WAS NOT SUBMITTED AS WARRANTY

NOT A DEFECT

COST, SALE, & COMP TOTALS

0 0 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

CUSTOMER #: 46254

97094

GANLEY EAST, INC.

28840 Euclid Avenue
Wickliffe, OH 44092

Tel: 440-886-1000 Fax: 440-886-8867

WORKORDER

PAGE 2

PAINESVILLE, OH

SERVICE ADVISOR: 570 MILLER, PAUL JOSEPH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	YAO	
BLACK	06	BUICK XL7	J83TE941864		1/	T595	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR06 IS							
09MAR06 DD			18:00	03APR06		CASH	
R.O. OPENED		READY	OPTIONS: STK:9426 ENG:2.7 LITER				

03APR2006 12:26

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A:	23		CZ	C/STATES THE PASSENGERS SIDE REAR TAIL LAMP ASSEMBLY IS BROKEN.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE # _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

NOTIFIED & GANLEY ORAL APPROVAL

TECHNICIAN COPY

46254

103815
FILE COPY
ACCOUNTING

GANLEY EAST, INC.

28840 Euclid Avenue
Wickliffe, OH 44012
Tel: 440-585-1000 Fax: 440-585-8567

[REDACTED]
PAINESVILLE, OH
HOME [REDACTED]

PAGE 1

SERVICE ADVISOR: 570 PAUL JOSEPH MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	UT	TAG
BLACK	06	SUZUKI XL7	JS3TE941964		19375/19375		T40
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09MAR06 IS			18:00 24NOV06			CASH	30NOV06
R/O OPENED	READY	OPTIONS: STK:9428 ENG:2.7 LITER					
09:04 24NOV06	14:39 30NOV06						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A/C/STATES THE STEERING COLUMN / STEERING WHEEL IS LOOSE CHECK & ADVISE.											
CAUSE: THE STEERING COLUMN ASSEMBLY WOULD NOT ALIGN PROPERLY											
18 LB01R0 1.2 R&R COLLAPSIBLE STEERING COLUMN											
				79	WZ	1.20	1.20	2700	8760	87.60	87.60
				1 48200-65102 COLUMN ASSY,							
						17287	24202	0	288.40	242.02	242.02
						2700	8760	TLABOR			

CHECK THE CUSTOMERS CONCERNS & VERIFIED TRY TO ALIGN THE STEERING COLUMN & COULD GET IT ALIGNED PROPERLY. R&R THE COLLAPSIBLE STEERING COLUMN ASSEMBLY. RECHECKED FOR PROPER OPERATIONS & ALL IS GOOD AT THIS TIME.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
5922	8760	2700		5352	24202	17287	
1162	32962	*****					

COST, SALE, & COMP TOTALS 19987 32962 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item(s).

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

If You Want It... Ganley's Got It!

46254

103815
WARRANTY COPY
WARRANTY

GANLEY EAST, INC.

28840 Euclid Ave
Wickliffe, OH 44012
Tel: 440-585-1000 Fax: 440-585-8567

PAINESVILLE, OH
HOME

PAGE 1

SERVICE ADVISOR: 570 PAUL JOSEPH MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UT	TAG
BLACK	06	SUZUKI XL7	JS3TE941964		19375/19	75	T40
DEL DATE	PROP DATE	WARR EXP	PROMISED	RENO	RATE	PAYMENT	INV DATE
09MAR06 IS			18:00 24NOV06			CASH	30NOV06
RC OPERED	READY	OPTIONS: STK:9428 ENG:2.7 LITER					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A/C/STATES THE STEERING COLUMN / STEERING WHEEL IS LOOSE. CHECK & ADVISE.							
CAUSE: THE STEERING COLUMN ASSEMBLY WOULD NOT ALIGN PROPERLY.							
18 LB01R0 1.2 R&R COLLAPSIBLE STEERING COLUMN ASSY							
		79	WZ	1.20		87.60	87.60
		1	46200-65J02	COLUMN ASSY	288.40	242.02	42.02
			17287	24202 TPARTS			
			2700	8760 TLABOR			

CHECK THE CUSTOMERS CONCERNS & VERIFIED. TRY TO ALIGN THE STEERING COLUMN & COULD GET IT ALIGNED PROPERLY. R&R THE COLLAPSIBLE STEERING COLUMN ASSEMBLY. RETESTED FOR PROPER OPERATIONS & ALL IS GOOD AT THIS TIME.

COST, SALE, & COMP TOTALS 19987 32962 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	87.60
PARTS AMOUNT	42.02
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	329.62
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	29.62

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

CUSTOMER #: 46254

WMT
79

103015

GANLEY EAST, INC.

28840 Euclid Ave
Wickliffe, OH 44092

Tel: 440-865-1000 Fax: 440-865-5597

WORKORDER

PAGE 2

PAINEVILLE, OH
HOME

SERVICE ADVISOR: 570 MILLER, PAUL JOE 3PH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN OUY	TAO
BLACK	06	SUZUKI XL7	JR3TE94196		19375	T40
DEL DATE	PROD DATE	WARR. EXP.	PROGRAMS	DATE	PAYMENT	INV. DATE

WARRANTY SALES
WARRANTY WORK

W A: 18

WS C/STATES THE STEERING COLUMN / STEERING WHEEL IS LOOSE. CHECK & ADVISE

try to align steering column. could not align properly.

Replaced column seemed to be collapsed column

LBOIRO

1.2

COMPLAINT

DEFECT
99

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories and hereby are made by the manufacturer. The undersigned authorizes and agrees that dealer makes no warranties of any kind, express or implied, and declines all warranties, including extended or merchantability or fitness for a particular purpose, with regard to the parts and accessories purchased; and that in no event shall dealer be liable for consequential damages or consequential losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE #

AUTHORIZED BY

REVISION ESTIMATE (1)	DATE	TIME	BY
REVISION ESTIMATE (2)			
REVISION ESTIMATE (3)			

ORAL APPROVAL

TECHNICIAN COPY

46254

1 0 4 6 6 0
FILE COPY
ACCOUNTING

GANLEY EAST INC.

28840 Euclid Avenue
Wickliffe, OH 44092
Tel: 440-585-1000 Fax: 410-585-8567

PAINESVILLE, OH
HOME

PAGE 1

SERVICE ADVISOR: 570 PAUL JOSEPH MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	06	SUZUKI XL7	JS3TE941964		21708/21708	T675	
DEL DATE	PROD DATE	WARR EXR	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09MAR06 IS			18:00 27DEC06			CASH	27 DEC06
NO. OPENED	READY	OPTIONS: STK:9428 ENG:2.7 LITER					

12:39 27DEC06	13:07 27DEC06
---------------	---------------

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A/C/STATS THE AIR FAN LIGHT IS COMING ON, THE HIGH BEAM LIGHT IN THE DASH IS COMING ON, AND THE FUEL GAUGE IS NOT REDESTERING CORRECTLY. CHECK & ADVISE.											
NPF COULD NOT DUPLICATE AT THIS TIME-- VEH OPERATING AT PROPER FACTORY SECS											
46126	CZ	0.00	0.00	0	0	0.00	0.00			0.00	0.00
CHECK THE CUSTOMERS CONCERNS. PERFORMED THE TECH II SCAN TEST IN ALL MODULES & FOUND NO FAULT CODES. THERE ARE NO LIGHTS ON AT THIS TIME. THE HEAD LAMP LIGHT THAT IS ON IS NORMAL FOR DAY TIME RUNNING LAMPS. ALL MODULES ARE TESTING W/IN SPECIFICATIONS.											

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
5002	0	0		1034	0		

COST, SALE, & COMP TOTALS

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

CUSTOMER #: 46254

WAIT

104660

GANLEY EAST, INC.

28840 Euclid Avenue
Wickliffe, OH 44012

Tel: 440-886-1000 Fax: 440-886-8667

WORKORDER

PAGE 2

PAINESVILLE, OH

HOME

SERVICE ADVISOR: 570 MILLER, PAUL JOSEPH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	YAG	
BLACK	06	SUZUKI XL7	J93TE941964		21708/	T675	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR06 IS			18:00 27DEC06			CASH	
M.O. OPENED		READY	OPTIONS: STK:9428 ENG:2.7 LITER				
27DEC2006 12:39							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
1	W A	OB	WZ	C/STATES THE AIR BAG LIGHT IS COMING ON, THE HIGH BEAM LIGHT IN THE DASH IS COMING ON, AND THE FUEL GAUGE IS NOT REDESTERING CORRECTLY. CHECK & ADVISE.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

PRELIMINARY ESTIMATE # _____

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from traffic due to lack of anti-lock.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

GENERAL APPROVAL

TECHNICAL COPY

46254

104680
FILE COPY
ACCOUNTING

GANLEY EAST, INC.
28840 Euclid Avenue
Wickliffe, OH 44032
Tel: 440-585-1000 Fax: 4-0-585-8567

PAINESVILLE, OH
HOME

PAGE 1

SERVICE ADVISOR: 570 PAUL JOSEPH MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MI	TAG
BLACK	06	SUZUKI XL7	JS3TE941964		21788/21	'88	T683
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR06 IS			18:00 28DEC06			CASH	28DEC06
R/O OPENED	READY	OPTIONS: STK:9428 ENG:2.7 LITER					

08:33 28DEC06	09:16 28DEC06						
---------------	---------------	--	--	--	--	--	--

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A/C/STATES THE AIR BAG LIGHT HAS RETURNED ON. CHECK & ADVISE
POO PARTS ON ORDER

46126	CZ	0.00	0.00	0	0	0.00	0	0	0.00	0.00	0.00
-------	----	------	------	---	---	------	---	---	------	------	------

CHECK THE CUSTOMERS CONCERNS & VERIFIED. SCAN FOR FAULT CODES, FOUND A
CODE B1312 (UNKNOWN) CROSS REF. CODE IN SUZUKI PIT STOP FOUND CODE
TO BE FOR OCM SEAT SENSOR MAT FAILURE. SPECIAL ORDER PASSENGERS SIDE
SEAT CUSHION ASSEMBLY W/ OCM & SENSOR MAT

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CON	ROL
5002	0	0		1034	0	*****		

219.3

COST, SALE, & COMP TOTALS 0 0 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

CUSTOMER #: 46254

104680

GANLEY EAST, INC.

28840 Euclid Ave
Wickliffe, OH 44092

Tel: 440-888-1000 Fax: 440-888-8867

WORKORDER

PAGE 2

PAINESVILLE, OH
HOME

SERVICE ADVISOR: 570 MILLER, PAUL, JOS :PH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	06	GRAND VITARA. SUZUKI XL7	JS3TE941964		21788/	T683	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR06 IS			18:00 28DEC06			CASH	
R.O. OPENED		READY	OPTIONS: STK:9428 ENG:2.7 LITER				

28DEC2006 08:33

LINE	OP	CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A	08		WZ	C/STATS THE AIR BAG LIGHT HAS RETURNED ON. CHECK & ADVISE.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIR

I hereby authorize the repair work here set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle by case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from fire due to lack of anti-rattle.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

TECHNICIAN COPY

Parts Department

2007-10-05 15:28

4405858281 >> 916148715346 P 1/1

31312 unknown code
CCM seat sensor mit
Sensoren

12-11-10 Pass
seat collision assembly
w/ cam & sensor seat

RO 104680

46254

104712
FILE COPY
ACCOUNTING

GANLEY EAST, INC.

28840 Euclid Ave 118
Wickliffe, OH 44092

Tel: 440-585-1000 Fax: 440-585-8567

PAINESVILLE, OH
HOM

PAGE 1

SERVICE ADVISOR: 48044 LARRY SIMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	INVT	TAG
BLACK	06	SUZUKI XL7	JS3TE941964		21933/21133		
DEL DATE	PROD DATE	WARR EXP	PROMISED	RO NO	RATE	PAYMENT	INV DATE
09MAR06	IS		WAIT 29DEC06			CASH	08JAN07
R.O. OPENED	REALLY	OPTIONS: STK:9428 ENG:2.7 LITER					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A: CUST STATES OVERHEATS CHK GAUGE CAUSE: RADIATOR IS LEAKING AT THE SEAM.											
07	CAOLRO		R&R	RADIATOR ASSY	1.2	HRS					
		46126	WZ	1.20	1.20	2424	8760			87.60	87.60
1	17700-66110			RADIATOR							
		ASS				31684	44358	0	527.65	443.58	43.58
1	99963-01501		513	COOLANT							
		50%				923	1292	0	12.92	12.92	12.92
						32607	45650				
						2424	8760				
SUBL AVTS LOANER #722379792, FOR 11 DAYS AT \$23.99 A DAY, FOR A TOTAL OF \$263.89											
						26389	26389			263.89	63.89
CHECK THE CUSTOMERS CONCERNS & VERIFIED. FOUND THE RADIATOR IS LEAKING. REPLACED THE RADIATOR, RETESTED & ALL IS GOOD AT THIS TIME											

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CON	ROL
5022	8760	2424		5352	45650	32607		
5050	26389	26389		1162	80799	*****		

COST, SALE, & COMP TOTALS 61420 80799 0

<p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<p>STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

If You Want It... Ganley's Got It!

46254

104712
WARRANTY COPY
WARRANTY

GANLEY EAST, INC.

28840 Euclid Avenue
Wickliffe, OH 44092
Tel: 440-585-1000 Fax: 440-585-8567

PAINESVILLE, OH
HOME

PAGE 1

SERVICE ADVISOR: 48044 LARRY SIMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	06	SUZUKI XL7	JS3TE941964		21933/21133	
DE DATE	PROD DATE	WARR EXP	PROMISED	PO	RATE	PAYMENT
09MAR06 IS			WAIT 29DEC06			CASH
R/O OPENED	READY	OPTIONS: STK:9428 ENG:2.7 LITER				

08:19 29DEC06 16:29 08JAN07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A-CUST STATES OVERHEATS CHK GAUGE							
CAUSE: RADIATOR IS LEAKING AT THE SEAM.							
07	CA01R0		R&R RADIATOR ASSY	1.2 HRS			
		46126	WZ 1.20			87.60	87.60
1	27700	66310	RADIATOR ASS		527.65	443.58	43.58
		1 99963-01501-513	COOLANT 50%		12.92	12.92	12.92
		32607	45650 PARTS				
		2424	8760 TLABOR				
SUBLET AVIS LOANER #722379792, FOR 11 DAYS AT \$23.99 A DAY, FOR A TOTAL OF \$263.89							
		WZ				263.89	63.89

CHECK THE CUSTOMERS CONCERNS & VERIFIED. FOUND THE RADIATOR IS LEAKING. REPLACED THE RADIATOR RETESTED & ALL IS GOOD AT THIS TIME.

Handwritten: 151860

COST, SALE, & COMP TOTALS 61420 80799 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	87.60
		PARTS AMOUNT	456.50
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	63.89
		MISC. CHARGES	0.00
		TOTAL CHARGES	607.99 -
		LESS INSURANCE	0.00
		SALES TAX	0.00
		SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

CUSTOMER #: 46254

Handwritten signature/initials

104712

WORKORDER

PAGE 2

GANLEY EAST, INC.

28840 Euclid Avenue
Wickliffe, OH 44182

Tel: 440-885-1000 Fax: 440-885-8667

PAINESVILLE, OH

SERVICE ADVISOR: 40044 BILLY LANEY

EDISON	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
BLACK	05	SUZUKI XL7	JG3TE24195		21000/	1912	752
DEL DATE	PROB. DATE	V ARR. EXP.	PROBIBED	PD	RATE	PAYMENT	INV. DATE
09MAR06 IS							
09MAR06 DD			** WALTER **			CASH	
R.O. OPENED	READY	OPTIONS: STK:9428 ENG:2.7 LITER					

29DEC2006 08:19

LINE OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A0 07	WZ		CUST STATES OVERHEATS CHK GAUGE

RADIATOR Assy
 CAP R & R
 R & R

leaking coolant

Handwritten circle with "Coolant" and "Radiator" written inside.

Handwritten signature/initials
 R. Ganti / AR

Handwritten circle with "R & R" written inside.

17700-66710

SNP 1228
 SZ 1228
 SZ 1229 J
 SHFD 1-2

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will a safe any vehicle or any of its systems to perform with reasonable safety, efficiency, or operation.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damage from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTICED & GAVE ORAL APPROVAL OF

TECHNICIAN

Parts Department

2007-10-05 15:37

4405858281 >> 916148715316 P 171

Disposal
 is credited
 to technician's
 the sum
 of the rate

Q

Q

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF	ON
	10	104712	4:16		

46254

106864
WARRANTY COPY
WARRANTY

GANLEY EAST, INC.

28840 Euclid Avenue
Wickliffe, OH 44032

Tel: 440-585-1000 Fax: 4-0-585-8567

PAINESVILLE, OH
HOME

PAGE 1

SERVICE ADVISOR: 570 PAUL JOSEPH MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	06	SUZUKI XL7	JS3TE941964		29717/29'17	T195
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	REMO. DATE	PAYMENT	INV. DATE
09MAR06 IS			18:00 14MAR07		CASH	14MAR07
R.O. OPENED		READY	OPTIONS: STK:9428 ENG:2.7 LITER			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B/C STATES THE AIR BAG LIGHT IS ON. INSTALL SPECIAL ORDER PARTS TO CORRECT THE CUSTOMERS CONCERNS.							
CAUSE: B1312							
08 QD01R0							
				46126 WZ 1.40		102.20	02.20
				1 85101-65J00-BFG CUSHION ASSY	1310.21	1101.46	1.01.46
				1 86755-65J00 HARNESS, SEAT	66.24	55.69	55.69
				82654 115715 TPARTS			
				2828 10220 TLABOR			

REPLACED RIGHT FRONT SEAT CUSHION ASSEMBLY. B1312, OCM SENSOR MAT FALUT

COST, SALE, & COMP TOTALS 85482 125935 0

<p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<p>STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	DESCRIPTION	TOTALS
		LABOR AMOUNT	102.20
		PARTS AMOUNT	1157.15
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	1259.35
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	1259.35

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

46254

106864
FILE COPY
ACCOUNTING

GANLEY EAST, INC.
28840 Euclid Avenue
Wickliffe, OH 44092
Tel: 440-585-1000 Fax: 40-585-8567

PAINESVILLE, OH
HOME: [REDACTED]

PAGE 1

SERVICE ADVISOR: 570 PAUL JOSEPH MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
BLACK	06	SUZUKI XL7	JS3TE941964		29717/29	717	T195
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09MAR06 IS			18:00 14MAR07			CASH	14MAR07
R.O. OPENED	READY	OPTIONS: STK:9428 ENG:2.7 LITER					
09:38 14MAR07	15:18 14MAR07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A C/STATES THE DOME LIGHT IS COMING ON AND OFF. ALL THE GEAR SHIFT LIGHTS ARE OUT.											
POO PARTS ON ORDER											
	46126	CZ		0.00	0.00	0	0			0.00	0.00

ORDERED BULB

B C/STATES THE AIR BAG LIGHT IS ON. INSTALL SPECIAL ORDER PARTS TO CORRECT THE CUSTOMERS CONCERNS											
CAUSE: B1312											
08 ODDIR0											

	46126	WZ		1.40	1.40	2828	10220			102.20	102.20
	1 85101	65J00	BFG CUSHION								
		ASSY				78676	110146	0	1310.21	1101.46	1 01.46
	1 86755	65J00	HARNASS, SEAT			3978	5569	0	66.24	55.69	55.69
						82654	115715	TPARTS			
						2828	10220	TLABOR			

REPLACED RIGHT FRONT SEAT CUSHION ASSEMBLY. B1312, OCM SENSOR MAT FAULT

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
5002	0	0		502	10220	2828	
5352	115715	82654		1034	0	*****	
1162	125935	*****					

COST, SALE, & COMP TOTALS 85482 125935 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

CUSTOMER #: 46254

106864

GANLEY EAST, INC.

28840 Euclid Ave
Wickliffe, OH 44012

WORKORDER

Tel: 440-585-1000 Fax: 440-585-8887

PAGE 2

PAINESVILLE, OH

HOME:

SERVICE ADVISOR: 570 MILLER, PAUL JOSI PH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/50Y	TAG	
BLACK	06	SUZUKI XL7	J83TE94195		29717 2/19/07	T195	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	NV. DATE
09MAR06 IS			18:00 14MAR07			CASH	
09MAR06 DD							
R.D. OPENED		READY		OPTIONS: STK:9428 ENO:2.7 LITER			
14MAR2007 09:38							

LINE OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 08		WZ	C/STATES THE DOME LIGHT IS COMING ON AND OFF ALL THE GEAR SHIFT LIGHTS ARE OUT.

Ordered Bulb

# B 08		CZ	C/STATES THE AIR BAG LIGHT IS ON. INSTALL SPECIAL ORDER PARTS TO CORRECT THE CUSTOMERS CONCERNS.
--------	--	----	--

*Ft Seat Cushion Assy
QDCBIRP 14*

BASE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser, customer, and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with maximum safety, efficiency, or economy.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein and thereto to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in care of law shall in any other cases beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I further grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from towing due to lack of sufficient.

PRELIMINARY ESTIMATE 0

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

ORAL APPROVAL

TECHNICIAN COPY

4405858281 >> 916148/12514 P 1/1

Parts Department

2007-10-05 15:27

Stone 1st" comes on with

Driving

ESC Rear Wheel

not adjusting properly

Adjust per - wheel

B1312

OCM sensor MAT fault

Replace part side FURT

set assembly if error codes

Due for 30k service

STRAIGHT TIME HRS	FLAT RATE PRICE	R.O. NO.	TIME
07	07	106517	07

STRAIGHT TIME HRS	FLAT RATE PRICE	R.O. NO.	TIME
07	07	106517	07

(C)

(C)

(C)

(C)

46254

107574
WARRANTY COPY
WARRANTY

GANLEY EAST, INC.

28840 Euclid Ave us
Wickliffe, OH 44012
Tel: 440-585-1000 Fax: 440-585-8567

PAINESVILLE, OH
HOME:

PAGE 1

SERVICE ADVISOR: 123 MICHELLE BENCIC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UT	TAG
BLACK	06	SUZUKI XL7	JS3TE941964		31663/31663	63	T580
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
09MAR06 IS			WAIT 06APR07			CASH	07/PR07
PRO OPENED	READY	OPTIONS: STK:9428 ENG:2.7 LITER					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THE SHIFTER DOES NOT LIGHT UP, INSTALL SPECIAL ORDERED PART
 CAUSE: SHIFTER INDICATOR LIGHT BULB IS BURNT OUT
 08 GH03R0 - 0.5 - R&R BULB FOR POSITION INDICATOR
 46126 WZ 0.50 36.50 36.50
 1 2B159 64J10 LAMP ASSY 15.98 13.43 13.43
 959 1343 TPARTS
 1010 3650 TLABOR

CHECK THE CUSTOMERS CONCERNS & VERIFIED. FOUND THE SHIFTER INDICATOR LIGHT BULB IS BURNT OUT. R&R THE BULB FOR THE SHIFTER INDICATOR. RETESTED & ALL IS GOOD AT THIS TIME.

B. CUSTOMER STATES STEERING WHEEL SEEMS TO BE LOOSENING UP SINCE LAST HERE

CAUSE: THE STEERING COLUMN IS LOOSE.
 19 LB9999 0.5 - REPOSITION & TIGHTEN STEERING COLUMN
 46126 WZ 0.50 36.50 36.50
 0 0 TPARTS
 1010 3650 TLABOR

CHECK THE CUSTOMERS CONCERNS & VERIFIED. FOUND THE STEERING COLUMN IS LOOSE. R&R THEERING WH EEL TO TIGHTEN & REPOSITION STEERING COLUMN. RETESTED & ALL IS GOOD AT THIS TIME.

COST, SALE, & COMP TOTALS 2979 8643 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	73.00
PARTS AMOUNT	13.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	86.43
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	86.43

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

46254

1 0 7 5 7 4
FILE COPY
ACCOUNTING

GANLEY EAST, INC.

28840 Euclid Avenue
Wickliffe, OH 44092
Tel: 440-585-1000 Fax: 440-585-8567

PAINESVILLE, OH
HOM

PAGE 1

SERVICE ADVISOR: 123 MICHELLE BENCIC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	DT	TAC
BLACK	06	SUZUKI XL7	JS3TE941964		31663/31663		T580
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	FORM	RATE	PAYMENT	INV. DATE
09MAR06 IS			WAIT 06APR07			CASH	07APR07
REG. OPENED	READY	OPTIONS: STK:9428 ENG:2.7 LITER					
07:45 06APR07	11:47 07APR07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THE SHIFTER DOES NOT LIGHT UP. INSTALL SPECIAL ORDERED PART											
CAUSE: SHIFTER INDICATOR LIGHT BULB IS BURNED OUT											
08 GH03R0 - 0.5 - R&R BULB FOR POSITION INDICATOR											
46126	WZ	0.50	0.50	1010	3650				36.50	36.50	
1	28159	64J10	LAMP ASSY	959	1343	0	15.98		13.43	13.43	
						959	1343	TPARTS			
						1010	3650	TLABOR			

CHECK THE CUSTOMERS CONCERNS & VERIFIED. FOUND THE SHIFTER INDICATOR LIGHT BULB IS BURNED OUT. R&R THE BULB FOR THE SHIFTER INDICATOR. RETESTED & ALL IS GOOD AT THIS TIME.

B CUSTOMER STATES STEERING WHEEL SEEMS TO BE LOOSENING UP SINCE LAST HERE
CAUSE: THE STEERING COLUMN IS LOOSE

19 LB9999 0.5 - REPOSITION & TIGHTEN STEERING COLUMN											
46126	WZ	0.50	0.50	1010	3650				36.50	36.50	
						0	0	TPARTS			
						1010	3650	TLABOR			

CHECK THE CUSTOMERS CONCERNS & VERIFIED. FOUND THE STEERING COLUMN IS LOOSE. R&R THEERING WH EEL TO TIGHTEN & REPOSITION STEERING COLUMN. RETESTED & ALL IS GOOD AT THIS TIME.

C CUSTOMER REQUESTS ESTIMASTE ON REPLACED HEADLAMP
08 ELECTRICAL

9999	CZ	0.00	0.00	0	0				0.00	0.00	
CUSTOMER TO INSTALL HER OWN HEAD LAMP BULB											
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL				
5022	7300	2020		5352	1343	959					
5002	0	0		1162	8643	*****					
1034	0	*****									

COST, SALE, & COMP TOTALS 2979 8643 0

<p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<p>STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

46254

1 0 7 5 7 4
WARRANTY COPY
WARRANTY

GANLEY EAST, INC.

28840 Euclid Avenue
Wickliffe, OH 44092
Tel: 440-585-1000 Fax: 440-585-8567

[REDACTED]
PAINESVILLE, OH [REDACTED]
HOME: [REDACTED]

PAGE 1

SERVICE ADVISOR: 123 MICHELLE BENEC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	I/OUT	TAG
BLACK	06	SUZUKI XL7	JS3TE941964	[REDACTED]	31663/	1663	T58
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
09MAR06 IS			WAIT 06APR07			CASH	15JUN07
R.O. OPENED		READY		OPTIONS: STK:9428 ENG:2.7 LITER			
07:45 06APR07		08:47 09APR07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE SHIFTER DOES NOT LIGHT UP, INSTALL SPECIAL ORDERED PART							
CAUSE: SHIFTER INDICATOR LIGHT BULB IS BURNT OUT.							
08 GH03R0 - 0.5 - R&R BULB FOR POSITION INDICATOR							
				46126	WZ	0.50	36.50
				1-28159-64J10	LAMP ASSY		36.50
							13.43
							15.98
							13.43

CHECK THE CUSTOMERS CONCERNS & VERIFIED. FOUND THE SHIFTER INDICATOR LIGHT BULB IS BURNT OUT. R&R THE BULB FOR THE SHIFTER INDICATOR. RETESTED & ALL IS GOOD AT THIS TIME.

B CUSTOMER STATES STEERING WHEEL SEEMS TO BE LOOSENING UP SINCE LAST HERE							
CAUSE: THE STEERING COLUMN IS LOOSE.							
19 LB9999 0.5 - REPOSITION & TIGHTEN STEERING COLUMN.							
				46126	WZ	0.50	36.50
							36.50

CHECK THE CUSTOMERS CONCERNS & VERIFIED. FOUND THE STEERING COLUMN IS LOOSE. R&R THEERING WH EEL TO TIGHTEN & REPOSITION STEERING COLUMN. RETESTED & ALL IS GOOD AT THIS TIME.

48200-65502 640420 Y

COST, SALE, & COMP TOTALS 2979 8643 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR THE YEAR ENDING THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	73.00
PARTS AMOUNT	13.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	86.43
LESS INSURANCE	
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	86.43

GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

If You Want It... Ganley's Got It

46124
Walt

CUSTOMER #: 46254

107574

GANLEY EAST, INC.

28840 Euclid Ave W

Wickliffe, OH 44092

Tel: 440-588-1000 Fax: 440-588-8887

WORKORDER

PAGE 2

FAIRBURNVILLE, OH
HOME: [REDACTED]

SERVICE ADVISOR: 123 BENCIC, MICHELLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
BLACK	06	SUZUKI XL7	J83TE941064	[REDACTED]	3160	368	IT580
DEL DATE	PRCC. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR06 IS							
09MAR06 DC			** WATTER **			CASH	
M.O. OPENED		READY	OPTIONS: STK:9426 ENG:2.7 LITER				

06APR2007 07:45

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	08		WZ	CUSTOMER STATES THE SHIFTER DOES NOT LIGHT UP, I INSTALL SPECIAL ORDERED PART

GHOZPO .5

# B	10		WZ	CUSTOMER STATES STEERING WHEEL SEEMS TO BE LOOSE (ING UP SINCE LAST HERE
-----	----	--	----	--

LB9999 .5

# C	08		CZ	CUSTOMER REQUESTS ESTIMATE ON REPLACED HEADLAMP
-----	----	--	----	---

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties included by dealer, includes, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAV: ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

TECHNICIAN COPY

Parts Department

2007-10-05 15:34

46124
Wait

CUSTOMER #: 46254

107576

GANLEY EAST, INC.

28840 Euclid Avenue
Wickliffe, OH 44012

Tel: 440-585-1000 Fax: 440-585-8867

WORKORDER

PAGE 2

PAINEVILLE, OH

HOME

SERVICE ADVISOR: 123 BENCIC, MICHELLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE INVO	OUT	TAG
BLACK	06	SUZUKI XL7	J837B941964		31160	5600	1580
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR06 IE			** WAITER **			CASH	
09MAR06 DD							
M.O. OPENED		READY	OPTIONS: STK:9428 ENG:2.7 LITER				

06APR2007 07:45

LINE	OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	08		WZ	CUSTOMER STATES THE SHIFTER DOES NOT LIGHT UP, I INSTALL SPECIAL ORDERED PART

GH0320 .5

# B	19		WZ	CUSTOMER STATES STEERING WHEEL SEEMS TO BE LOOSENING UP SINCE LAST HERE
-----	----	--	----	---

LB9999 .5

# C	08		CZ	CUSTOMER REQUESTS ESTIMASTE ON REPLACED HEADLAMP
-----	----	--	----	--

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damage from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE #

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

TECHNICIAN COPY

Parts Department

2007-10-05 15:32

4405858281 >> 91614871534

Bulb MIS 2695

46.95

46R Shifter Ball
& Replace Light Bulbs
& Harness

46R Steering wheel
& covers re
Tiebar & restoration
Steering column

2695

0.5

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	DATE	TIME	OFF	ON
	03	107574	4/11/16			

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	DATE	TIME	OFF	ON
	05	107574	4/11/16			

(C)

(C)

(C)

(C)

46254

111393
ACCOUNTING COPY
ACCOUNTING

GANLEY EAST, INC.

28840 Euclid Avenue
Wickliffe, OH 44092

Tel: 440-585-1000 Fax: 440-585-8567

DUPLICATE 1
PAGE 1

PAINESVILLE, OH
HOME

SERVICE ADVISOR: 50239 ROBERT FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	06	SUZUKI XL7	JS3TE941964		41927/41927	T625	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR06 IS			18:00 22AUG07			CASH	24AUG07
R.O. OPENED	READY	OPTIONS: STK:9428 ENG:2.7 LITER					
13:41 22AUG07	16:29 24AUG07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A. CUSTOMER STATES LEFT REAR WHEEL LOOSE & WOBBLER											
CAUSE: LOOSE											
MISC REPLACE LEFT REAR HUB ASSEMBLY OP#HL07R0 1.8											
	122	WZ		1.80	1.80	3780	13140			131.40	131.40
	1	43401-65J02	HUB								
		ASSY, WHE				12392	17349	0	206.32	173.49	173.49
	FC:	PART#:	COUNT:			12392	17349	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										

SUBL AVIS RENTAL INVOICE # 214896334 PO#73327	WZ	5626	5626	56.26	56.26
---	----	------	------	-------	-------

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
5022	13140	3780		5352	17349	12392	
5050	5626	5626		1162	36115	*****	

COST, SALE, & COMP TOTALS 21798 36115 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorized any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

46254

111393
CUSTOMER COPY
INVOICE



Dodge, Chrysler, Oldsmobile, SUBARU

Ganley East, Inc.
28840 Euclid Avenue
Wickliffe, OH 44092

Tel: 440-585-1000 Fax: 440-585-8567

PAGE 1

PAINESVILLE, OH
HOME:

SERVICE ADVISOR: 50239 ROBERT FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	06	SUZUKI XL7	JS3TE941964		41927/41927	T625
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
09MAR06 IS			18:00 22AUG07			CASH
R.O. OPENED	READY	OPTIONS: STK:9428 ENG:2.7 LITER				
13:41 22AUG07	16:30 24AUG07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A. CUSTOMER STATES LEFT REAR WHEEL LOOSE & WOBBLER							
CAUSE: LOOSE							
MISC REPLACE LEFT REAR HUB ASSEMBLY OP#HL07R0 1.8							
				122 WZ			(N/C)
				1 43401-65J02 HUB ASSY,WHE			(N/C)
FC: PART#: COUNT:							
CLAIM TYPE:							
AUTH CODE:							

SUBL AVIS RENTAL INVOICE # 214896334 PO#73327

WZ

(N/C)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) [REDACTED] LAKE OH [REDACTED]	Creditor - Seller Name and Address GANLEY EAST INC 28840 EUCLID AVE WICKLIFFE, OH 44092
---	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Mileage	Primary Use For Which Purchased
NEW	2006	SUZUK GRAND VITARA	JS3TE941964 [REDACTED]	<input type="checkbox"/> estimate <input checked="" type="checkbox"/> actual 10	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
16.50 %	\$ 13228.86	\$ 22330.50	\$ 35559.36	\$ 1750.00 is \$ 37309.36

Number of Payments	Amount of Payments	When Payments Are Due
72	493.88	Monthly beginning 23 APR 2006

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 20 or 5 % of the part of the payment that is late, whichever is greater.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

1 Cash Price (including \$ <u>850.00</u> sales tax)	\$ 23350.00 (1)
2 Total Downpayment = Trade-in <u>99 DODGE CARAVAN</u> (Year) (Make) (Model)	
Gross Trade-in Allowance	\$ 9000.00
Less Pay Off Made By Seller	\$ 9000.00
Equals Net Trade In	\$ N/A
+ Cash	\$ 500.00
+ Other <u>REBATE</u>	\$ 1250.00
(if total downpayment is negative, enter "0" and see G below)	\$ 1750.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 21600.00 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.	
Life	\$ N/A
Disability	\$ N/A
B Other Insurance Paid to the Insurance Company	\$ N/A
C Official Fees Paid to Government Agencies	\$ N/A
D Taxes Not Included in Cash Price	\$ N/A
E Government License and/or Registration Fees	
<u>Temp Tag Fee</u>	\$ 10.50
F Government Certificate of Title Fees	\$ 20.00

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Premium:
Credit Life \$ N/A
Credit Disability \$ N/A

Insurance Company Name _____
Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance

N/A
Type of Insurance Term
Premium \$ N/A 600.
Insurance Company Name EASY CARE GAP
Home Office Address _____

I want the insurance checked above.

[REDACTED] 8-9-06
Date

Co-Buyer Signature _____ Date _____

2 ment =

99 DODGE CARAVAN
(Year) (Make) (Model)

Gross Trade-In Allowance \$ 9000.00
 Less Pay Off Made By Seller \$ 9000.00
 Equals Net Trade In \$ N/A
 + Cash \$ 500.00
 + Other REBATE \$ 1250.00

(If total downpayment is negative, enter "0" and see G below) \$ 1750.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2) \$ 21600.00 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf
(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.
 Life \$ N/A
 Disability \$ N/A

B Other Insurance Paid to the Insurance Company \$ N/A
 C Official Fees Paid to Government Agencies \$ N/A
 D Taxes Not Included in Cash Price \$ N/A
 E Government License and/or Registration Fees
Temp Tag Fee \$ 10.50
 F Government Certificate of Title Fees \$ 20.00

G Other Charges (Seller must identify who is paid and describe purpose)

to N/A for Prior Credit or Lease Balance \$ N/A
 to for \$ N/A
 to GANLEY EAST DOC FEE \$ 100.00
 to Gap Insurance GAP \$ 600.00
 to for \$ N/A
 to for \$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 730.50 (4)

5 Amount Financed (3 + 4) \$ 22330.50 (5)

Other Insurance

Type of Insurance Term

Premium \$ N/A 600.

Insurance Company Name
EASY CARE GAP

Home Office Address

I want the insurance checked above.

Bu [Redacted] -CG

Co-Buyer Signature Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

Returned Check Charge: You agree to pay a charge not to exceed \$20 if any check you give us is unpaid for any reason.

OPTION: You pay no finance charge if the amount financed, item 5, is paid in full on or before N/A, Year , SELLERS INITIALS

NO COOLING OFF PERIOD
 State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the [Redacted] relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs [Redacted] Co-Buyer Signs
 If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
 See back for other important agreements.

NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs [Redacted] Date 03/09/06 Buyer Signs Date
 Co-Buyers and Other Owners: A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here Address
 Seller signs GANLEY EAST INC Date 03/09/06 Title

Seller assigns its interest in this contract to CITIFINANCIAL AUTO (Assignee) under the terms of Seller's agreement(s) with Assignee.
 Assigned without or with limited recourse Assigned with recourse
 Seller By Title Title

9428



AMERICAN SUZUKI MOTOR CORPORATION
 3251 E. IMPERIAL HWY P.O. BOX 1100
 BREA, CA 92822-1100 (714) 996-7040

PAGE	1
DATE	12/15/05
DEALER NO.	434434
INVOICE #	41750921-01
ORDER #	D6C5A0007

VEHICLE INVOICE

FINANCED BY:

SOLD TO:

GANLEY EAST INC
 COMERICA BK DLR OF MC3519
 411 W LAFAYETTE BLVD
 DETROIT MI 48226

GANLEY EAST INC
 GANLEY SUZUKI EAST
 28840 EUCLID AVE
 WICKLIFFE, OH
 44092-2529

WHSE TACOMA	SHIP VIA 4G-100-JOLI-E&L	TERMS A0 ACH Billing	SALES PROM TZ
MODEL YEAR 2006	VIN JS3TE941964	ENGINE NO 172441	CASE NO B47674
			IGNITION NO 50768

VEHICLE DESCRIPTION	RETAIL AMOUNT	INVOICE AMOUNT
GRAND VITARA 2WD AT 2.7L BLACK ONYK LNNBES6 M7G33 ZJ3	\$19,999.00	\$19,198.94
*DESTINATION CHARGE	\$595.00	\$595.00
*AMOUNT DUE	\$20,594.00	\$19,793.94
*TOTAL AMOUNT	\$20,594.00	\$19,793.94

SHIP-TO:
 GANLEY EAST INC
 GANLEY SUZUKI EAST
 28840 EUCLID AVE
 WICKLIFFE, OH 44092-2529
 440/585-1000

ENTERED
 DEC 30 2005

HB# 000059997
 FL# 000019999
 CAHB# 000039998

DEALER COPY

16239

MOTOR VEHICLE PURCHASE CONTRACT

What brought you in?
 90/Paper Radio Repair
 TV Web Retail

DEMO



GANLEY EAST, INC.

28840 Euclid Avenue
WICKLIFFE, OHIO 44092
Phone (440) 585-1000
Fax (440) 585-8567
E-mail: ganleyeast@aol.com

Birthdate: N/A
SS No.: N/A

NEW 46254
CUSTOMER NO.

DATE OF ORDER: 03/19/06

USED N/A
MILEAGE

SALESPERSON: YUSCHIK, MIKE

RENTAL

RESIDENCE PHONE

CITY/STATE/ZIP CODE
PAINESVILLE OH

BUSINESS PHONE

CELL PHONE / EMAIL
LAKE

YEAR MAKE MODEL COLOR
9428 SUZUKI GRAND VITARA HT BLACK

STOCK NUMBER VEHICLE IDENTIFICATION NUMBER
9428 JS3TE94196

ODOMETER MILEAGE 10
 ODOMETER MILEAGE IS ACCURATE ODOMETER MILEAGE IS NOT ACCURATE

BASE PRICE OF VEHICLE (includes all dealer discounts) 22500.00

ARBITRATION - ANY DISPUTE BETWEEN YOU AND DEALER (SELLER) WILL BE RESOLVED BY BINDING ARBITRATION. YOU GIVE UP YOUR RIGHT TO GO TO COURT TO ASSERT YOUR RIGHTS IN THIS SALES TRANSACTION AND ANY FUTURE SERVICE TRANSACTIONS WITH DEALER. (EXCEPT FOR ANY CLAIM IN SMALL CLAIMS COURT). YOUR RIGHTS WILL BE DETERMINED BY A NEUTRAL ARBITRATOR, NOT A JUDGE OR JURY. YOU ARE ENTITLED TO A FAIR HEARING, BUT ARBITRATION PROCEDURES ARE SIMPLER AND MORE LIMITED THAN RULES APPLICABLE IN COURT. ARBITRATOR DECISIONS ARE AS ENFORCEABLE AS ANY COURT ORDER AND ARE SUBJECT TO A VERY LIMITED REVIEW BY A COURT. SEE BACK OF THIS CONTRACT FOR ADDITIONAL ARBITRATION TERMS.

SIGNATURE
I, THE UNDERSIGNED, HEREBY REPRESENT TO THE DEALER THAT I MADE MY OWN ARRANGEMENTS FOR FINANCING MY PURCHASE OF THE ABOVE MOTOR VEHICLE. I HEREBY CERTIFY THAT THE ABOVE NAMED DEALER DID NOT REFER, RECOMMEND OR ASSIST ME IN OBTAINING EITHER CASH OR FINANCING FOR THE PURCHASE OF THE ABOVE MOTOR VEHICLE. ALL ARRANGEMENTS TO OBTAIN FINANCING, IF ANY, WERE MADE EXCLUSIVELY BY THE UNDERSIGNED.

SIGNATURE
DEPOSIT RECEIPT - PURCHASER HEREBY PROVIDES TO THE DEALER THE SUM OF \$ 3000.00 AS A NON-REFUNDABLE DEPOSIT FOR THE VEHICLE DESCRIBED ABOVE. IF THIS RECEIPT IS FOR A DEPOSIT, DEALER WILL REFRAIN FROM SELLING THE DESCRIBED VEHICLE FOR 2 DAYS FROM THE DATE OF DEPOSIT.

SIGNATURE
NEGATIVE EQUITY - I AM AWARE THE BALANCE OWED ON MY TRADE-IN VEHICLE EXCEEDS THE TRADE-IN ALLOWANCE FROM DEALER AND, AS A RESULT, I HAVE REQUESTED THAT \$ N/A OF NEGATIVE EQUITY FROM MY TRADE-IN BE INCLUDED IN THE CASH PRICE OF THE VEHICLE.

SIGNATURE
IF THE PURCHASE OF THE MOTOR VEHICLE DESCRIBED HEREON IS TO BE FINANCED, ALL DISCLOSURES REQUIRED BY REVISED REGULATION Z TRUTH-IN-LENDING SIMPLIFICATION ACT WILL BE MADE BY THE LENDING INSTITUTION (CREDITOR) TO THE PURCHASER PRIOR TO THE TIME PURCHASER IS TO BE CONTRACTUALLY OBLIGATED ON THE CREDIT TRANSACTION.

THIS CONTRACT MUST BE ACCEPTED BY AN AUTHORIZED AGENT OF DEALER (SELLER) BEFORE IT CAN BE BINDING UPON DEALER. THIS CONTRACT IS ALSO CONDITIONAL UPON THE APPROVAL OF ANY CREDIT APPLIED FOR BY PURCHASER TO FINANCE THE PURCHASE OF THE DESCRIBED VEHICLE.

THE PURCHASER HEREBY REPRESENTS THAT THE PURCHASER IS EIGHTEEN (18) YEARS OF AGE OR OLDER, HAS RECEIVED A COPY OF THIS CONTRACT AND HAS READ AND UNDERSTANDS THE TERMS AND CONDITIONS ON THE FRONT AND BACK OF THIS CONTRACT. THE PURCHASER HEREBY AGREES THAT THIS CONTRACT REPRESENTS THE ENTIRE AGREEMENT BETWEEN THE SELLER AND PURCHASER AND WILL NOT BE CHANGED BY ANY ORAL AGREEMENTS UNLESS THOSE AGREEMENTS ARE REDUCED TO WRITING AND ACCEPTED BY BOTH SELLER AND PURCHASER. THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

AS MORE FULLY DESCRIBED ON THE BACK OF THIS CONTRACT, IF THE VEHICLE DESCRIBED IN THIS DOCUMENT IS A USED VEHICLE AND IS NOT SUBJECT TO A MANUFACTURER'S WARRANTY, THE VEHICLE IS BEING SOLD "AS IS." PURCHASER ACCEPTS THAT THERE IS NO WARRANTY, EXPRESS OR IMPLIED, BEING MADE BY DEALER, UNLESS SET FORTH IN A SEPARATE WARRANTY OR SERVICE CONTRACT.

SIGNATURE
POWER OF ATTORNEY - THE PURCHASER HEREBY APPOINTS ANY OFFICER OR AUTHORIZED AGENT OF DEALER AS ATTORNEY-IN-FACT TO EXECUTE ON BEHALF OF PURCHASER ALL DOCUMENTS WHICH MAY BE REQUIRED TO COMPLETE THE PURCHASE AND TRANSFER OF OWNERSHIP OF THE VEHICLE DESCRIBED IN THIS CONTRACT.

SIGNATURE
THIS MOTOR VEHICLE PURCHASE CONTRACT IS EXECUTED ON THIS 19 DAY OF MAR 2006

Table with columns for price and trade-in allowance. Includes rows for TOTAL PRICE (22500.00), TRADE-IN ALLOWANCE (9000.00), and a summary of payments.

Table with columns for tax, fees, and trade-in details. Includes rows for TAX BALANCE AFTER TRADE (13600.00), CASH PRICE (22500.00), and trade-in description (1999 DODGE CARAVAN).

16239

MOTOR VEHICLE PURCHASE CONTRACT

What brought you in?



GANLEY EAST, INC.

28840 Euclid Avenue
WICKLIFFE, OHIO 44092
Phone (440) 585-1000
Fax (440) 585-8567
E-mail: ganleyeast@aol.com

PG/Paper Radio Repet
 TV Web Refers

DEMO

NEW

46254

CUSTOMER NO.

USED

N/A

MILEAGE

RENTAL

Birthdate: N/A

SS No.: N/A

DATE OF ORDER: 03/19/06

YUSCHIK, MIKE
SALESPERSON

RESIDENCE PHONE

BUSINESS PHONE

CELL / MOBILE / L/MAIL
LAKE

03/09/2006
6,2500
PCT. %

STREET ADDRESS
FAINESVILLE OH

CITY / STATE / ZIP CODE
06 SUZUKI

GRAND VITARA

HT

YEAR MAKE

9428

JS3TE941964

BODY TYPE

TRIM

BLACK

STOCK NUMBER

VEHICLE IDENTIFICATION NUMBER

COLOR

ODOMETER MILEAGE 10

BASE PRICE OF VEHICLE (includes all dealer discounts) 22500.00

ODOMETER MILEAGE IS ACCURATE ODOMETER MILEAGE IS NOT ACCURATE

ARBITRATION - ANY DISPUTE BETWEEN YOU AND DEALER (SELLER) WILL BE RESOLVED BY BINDING ARBITRATION. YOU GIVE UP YOUR RIGHT TO GO TO COURT TO ASSERT YOUR RIGHTS IN THIS SALE'S TRANSACTION AND ANY FUTURE SERVICE TRANSACTIONS WITH DEALER. (EXCEPT FOR ANY CLAIM IN SMALL CLAIMS COURT). YOUR RIGHTS WILL BE DETERMINED BY A NEUTRAL ARBITRATOR, NOT A JUDGE OR JURY. YOU ARE ENTITLED TO A FAIR HEARING, BUT ARBITRATION PROCEDURES ARE SIMPLER AND MORE LIMITED THAN RULES APPLICABLE IN COURT. ARBITRATOR DECISIONS ARE AS ENFORCEABLE AS ANY COURT ORDER AND ARE SUBJECT TO A VERY LIMITED REVIEW BY A COURT. SEE BACK OF THIS CONTRACT FOR ADDITIONAL ARBITRATION TERMS.

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SIGNATURE X

DEPOSIT RECEIPT - PURCHASER HEREBY PROVIDES TO THE DEALER THE SUM OF \$ 500.00 AS A NON-REFUNDABLE DEPOSIT FOR THE VEHICLE DESCRIBED ABOVE. IF THIS RECEIPT IS FOR A DEPOSIT, DEALER WILL REFRAIN FROM SELLING THE DESCRIBED VEHICLE FOR 2 DAYS FROM THE DATE OF DEPOSIT.

SIGNATURE

NEGATIVE EQUITY - I AM AWARE THE BALANCE OWED ON MY TRADE-IN VEHICLE EXCEEDS THE TRADE-IN ALLOWANCE FROM DEALER AND, AS A RESULT, I HAVE REQUESTED THAT \$ N/A OF NEGATIVE EQUITY FROM MY TRADE-IN BE INCLUDED IN THE CASH PRICE OF THE VEHICLE.

SIGNATURE X

IF THE PURCHASE OF THE MOTOR VEHICLE DESCRIBED HEREON IS TO BE FINANCED, ALL DISCLOSURES REQUIRED BY REVISED REGULATION Z TRUTH-IN-LENDING SIMPLIFICATION ACT, WILL BE MADE BY THE LENDING INSTITUTION (CREDITOR) TO THE PURCHASER PRIOR TO THE TIME PURCHASER IS TO BE CONTRACTUALLY OBLIGATED ON THE CREDIT TRANSACTION.

THIS CONTRACT MUST BE ACCEPTED BY AN AUTHORIZED AGENT OF DEALER (SELLER) BEFORE IT CAN BE BINDING UPON DEALER. THIS CONTRACT IS ALSO CONDITIONAL UPON THE APPROVAL OF ANY CREDIT APPLIED FOR BY PURCHASER TO FINANCE THE PURCHASE OF THE DESCRIBED VEHICLE.

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SIGNATURE

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SIGNATURE X

THIS MOTOR VEHICLE PURCHASE CONTRACT IS EXECUTED ON THIS 09 DAY OF MAR 20 2006

BASE PRICE OF VEHICLE (includes all dealer discounts)	22500.00
TOTAL PRICE	22500.00
TRADE-IN ALLOWANCE	9000.00
TOTAL PRICE	22500.00
TAX	6,2500
TOTAL PRICE	28750.00
DOCUMENTARY SERVICE FEES	100.00
LICENSE	30.50
1. TOTAL CASH PRICE DELIVERED	23480.50
2. CASH DOWN	500.00
DEPOSIT ON ORDER	500.00
CASH ON DELIVERY	N/A
PAYMENT	1250.00
REBATE	1250.00
3. TRADE IN	9000.00
LESS Balance Owing To	9000.00
4. TOTAL DOWN PAYMENT (2+3)	1750.00
5. UNPAID BALANCE OF CASH PRICE OF CAR (1-4)	21730.50

TAX BALANCE AFTER TRADE (\$ 13600.00)	CASH PRICE TAX 6,2500	22500.00			
DOCUMENTARY SERVICE FEES					
LICENSE	TRANSFER	TITLE	30 DAY TAGS		
1. TOTAL CASH PRICE DELIVERED				23480.50	
2. CASH DOWN	DEPOSIT ON ORDER			500.00	
PAYMENT	CASH ON DELIVERY			N/A	
REBATE				1250.00	
3. TRADE IN				9000.00	
LESS Balance Owing To				9000.00	
4. TOTAL DOWN PAYMENT (2+3)				1750.00	
5. UNPAID BALANCE OF CASH PRICE OF CAR (1-4)				21730.50	
DESCRIPTION OF TRADE-IN					
YEAR	1998	MAKE	DODGE	MODEL	CARAVAN
TYPE	N/A	SERIAL NO.	N/A		
MILEAGE ON TRADE IN		ACCURATE		TRADE IS A SALVAGE VEHICLE	
N/A		NOT ACCURATE			
EXTENDED SERVICE COMPANY					
CODE		EXTENDED SERVICE CONTRACT			N/A

PURCHASER

SALESPERSON

YUSCHIK, MIKE

OFFICE COPY

ACCEPTED BY AUTHORIZED AGENT

1/1

7125271910

05858281

ACCOUNTING

15-45

2007-10-05 15-45

Jim Hoopes

From: Shirin Nazari
Sent: Monday, October 01, 2007 4:29 PM
To: Kristian Haibeck; Jim Hoopes
Cc: Fred Dresser; Edwina Parlette
Subject: THIRD PARTY NOTICE (NCDS) SR#1-124279072- [REDACTED]

Additional information which you may find helpful:

NCDS 40th day clock ends on November 10, 2007

Manufacturer's response is due on or before October 11, 2007

Customer requests and oral hearing

Please note that NCDS has accepted to arbitrate only on the airbag light concern as it is the only concern that falls under the 60k warranty period. Please also note that you may consider all other complaints/repairs in your decision-making process as you see fit.

The National Compliance Department has received a(n) **NCDS NEW CASE** on behalf of the consumer. The letter was forwarded from the office of NCDS. The date of the letter is **OCTOBER 01, 2007** and we received it on **OCTOBER 01, 2007** by **EMAIL**.

They request that ASMC contact **NCDS ON THE MANUFACTURER'S RESPONSE FORM (THIS FORM MAY BE FOUND IN THE "J" DRIVE UNDER COMPLIANCE)** within **TEN (10)** days of the receipt of this letter with our position and proposed action, if any.

NATIONAL OFFICE – REQUESTED ACTION TO BE TAKEN: The case, in its entirety, should be reviewed by the RSPA, DSPM and RSPM to come to a consensus, in a timely manner, the appropriate action to be taken. For specific time frames please consult with your RSPM. Your proposed action must be communicated directly to **NCDS AND THE CONSUMER IF APPROPRIATE** by ASMC regional personnel and noted in Siebel.

CUSTOMER/CLIENT/VEHICLE INFORMATION

Customer Name: [REDACTED]

Telephone Number(s): [REDACTED]

Fax:

Cell:

Year: **2006** Make: **GRAND VITARA** V.I.N. **JS3TE941964** [REDACTED]

Description of Concern(s): **AIRBAG SENSOR, RADIATOR, HUB, HEAD LIGHT, STEERING WHEEL COLUMN, MAP AIRFLOW SENSOR**

Selling Dealer: **GANLEY SUZUKI EAST** Seller Dealer Code: **434434**

Servicing Dealer: **GANLEY SUZUKI EAST** Servicing Dealer Code: **434334**

Siebel Information: **SR# 1-124279072 ORIGINALLY OPENED BY CR. CUSTOMER THREATENED LEGAL ACTION FOR HE ABOVE ISSUES AND CR REFERRED THEM TO NCDS.**

We will scan the communication to regional personnel; including RSPM, RSPA and the administrative service support staff, if applicable. A hard copy of the letter will be mailed to the DSPM in the weekly outgoing mail. Should you have any questions regarding this information, please contact your RSPM or in the alternative contact Edwina Parlette at extension 2441. Thank you.

Confidentiality Notice:

This message may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient (or authorized to act on behalf of the intended recipient) of this message, you may not disclose, forward, distribute, copy or use this message or its contents. If you have received this communication in error, please notify us immediately by return e-mail and delete the original message from your e-mail system. Thank you.

VCR5 Claim History Inquiry
 Submit Exit Clear
 Help Print *Error: 00 Submitted - Successful

Entry Type: VIN [] Vin: JS3TE941964 []

Vin: JS3TE941964 [] Model No: LNN8ES6 Frame No: 964102146 Control No: 418060884
 Status: REGISTERED Ign Key: 50768 Warr Start: 03/09/06 B/Warr Expire: 03/09/09
 Owner: [] PAINESVILLE, OH []

S	PC	St	Dlr#	Claim#	Recall Operation	Cr Memo	Cr Date	Labor	Parts
OR	Failed-Part				Description	CC-DC	Rep-Dte Mil/Hr	Other	Total
1	73 P	434434	943471		PDI01		3739111 01/31/06	73.00	0.00
					PRE-DELIVERY IN	99-90	01/02/06 10	0.00	73.00
2	71 P	434434	038151		LB01R0		4288681 01/31/07	73.00	242.01
					COLUMN ASSY,STE	99-47	11/30/06 19375	0.00	315.01 ✓
3	71 R	434434	047121				4288681 01/31/07	0.00	0.00
					SEE SCAT MESSAG	09-A9	01/08/07 21933	0.00	0.00
4	71 P	434434	047121A		CA01R0		4288681 01/31/07	87.60	456.49
					RADIATOR ASSY	09-A9	01/08/07 21933	263.89	807.98 ✓
5	71 R	434434	068641				4362153 03/31/07	0.00	0.00
					EXCESSIVE PARTS	36-36	03/14/07 29717	0.00	0.00
6	71 P	434434	068641A		QD01R0		4412311 04/30/07	51.10	1101.46
					CUSHION ASSY,FR	36-36	03/14/07 29717	0.00	1152.56 ✓
7	71 R	434434	075741				4522155 06/30/07	0.00	0.00
					SEE SCAT MESSAG	36-36	04/09/07 31663	0.00	0.00
8	71 R	434434	075741A				4522155 06/30/07	0.00	0.00
					SEE SCAT MESSAG	36-36	04/09/07 31663	0.00	0.00
9	71 R	434434	075741B				4522155 06/30/07	0.00	0.00
					AMOUNT DISCREPA	36-36	04/09/07 31663	0.00	0.00
10	71 D	434434	075741C				4522155 06/30/07	0.00	0.00
					CLAIM PAST DEAD	36-36	04/09/07 31663	0.00	0.00
11	71 P	434434	075741D		GH03R0		4572157 07/31/07	36.50	13.84
					LAMP ASSY	36-36	04/09/07 31663	0.00	50.34 ✓
12	71 P	434434	075742		LB9999		4522155 06/30/07	36.50	0.00
					COLUMN ASSY,STE	77-12	04/09/07 31663	0.00	36.50 ✓
13	71 R	434434	113931				4625539 08/31/07	0.00	0.00
					AMOUNT DISCREPA	51-49	08/24/07 41927	0.00	0.00
14	71 P	434434	113931A		HLO7R0		4625539 08/31/07	87.60	173.51
					HUB ASSY,WHEEL	51-49	08/24/07 41927	56.26	317.37



October 1, 2007

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0876

Fax: (586) 790-4774

[REDACTED]
Painesville, OH

RE: CASE # 1907011

Dear [REDACTED]

Your request for arbitration has been received. The arbitration process has jurisdiction on service issues related to the Suzuki's New Vehicle Limited Warranties, which cover repairs to any part that Suzuki supplies that is defective in materials or workmanship under normal use for a period of 36 months or 36,000 miles. Therefore, items/systems not covered under this warranty, such as RADIATOR, HUB, STEERING, AND AIR FLOW SENSOR are not eligible for the arbitration process. However, those items/systems covered under the vehicle's 5 year, 60,000 mile Powertrain Warranty, AIRBAG SENSOR, appear to meet the Suzuki Dispute Settlement Program parameters for eligibility and have been assigned the case number shown above.

You have the option of having an oral hearing or a "documents only" process. If you choose to make an oral presentation and do not appear at the scheduled hearing, Suzuki will still be entitled to make their presentation. If you do not want an oral presentation, your dispute will be decided on the basis of documents submitted by all parties. You do not need to be present at a "document only" decision process. You will receive a call from NCDS to determine which process you have selected.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

You may be contacted by NCDS prior to the hearing date in an effort to help you and Suzuki reach voluntary agreements to resolve your dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the settlement agreement. Your case will then be closed.


If you do not agree to any settlement offer, your dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the Arbitrator(s) within ten (10) days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, Suzuki will comply with the decision within the time stipulated. If you reject the decision, your case will be closed and you may pursue any other legal remedies available to you.

To help expedite the processing of your case, please provide us with copies of your title, current registration and bill of sale or lease contract. Your participation in the Dispute Settlement Program does not relieve you of any obligation you have with the lender or leasing agent.

NCDS will be responsible for monitoring the progress of this case and is available to answer any questions you may have about the arbitration process. You may call NCDS, toll free at 888-300-NCDS (6237).

Sincerely,

NCDS


Charlotte Evans x.124
Case Administrator

cc: American Suzuki Motor Corporation

Where interests converge, agreements emerge



10/01/2007

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

American Suzuki Motor Corporation
P.O. Box 1100
Brea, CA 92822

RE: CASE # 1907011

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward a copy to the National Center for Dispute Settlement within ten (10) days from the date on this letter in order for it to be considered during the decision making process.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

It is essential to the decision making process that all available information concerning each case be provided to the decision maker prior to the hearing date. As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

NCDS

Charlotte Evans x.124
Case Administrator

cc:

Suzuki Customer Claim Form

FOR NCDS USE
CASE NUMBER:

1907061

CUSTOMER NAME AND ADDRESS

Mr. Mrs. Ms. [Redacted]

First Name [Redacted] Last Name [Redacted]

Street Address [Redacted]

City Painesville State Ohio Zip Code [Redacted]

Day Phone [Redacted]

VEHICLE INFORMATION

Name(s) on the vehicle title [Redacted] Delivery Date: 3/10/06

Vehicle Identification Number (VIN): JS3TE941964 [Redacted] *per customer 10-1-07*

Make: Suzuki Model: Grand Ultra Year: 2006 Current Mileage: 41,000

Is this a leased vehicle: YES NO

If YES, lessor's name and address:

Selling Dealer and Address:
Granley Auto Mall

Servicing Dealer(s):
Granley Auto Mall

VEHICLE PROBLEM(S) (Attach legible copies of repair orders or other documents to support your claim)

Problem	List dealer or dealers which have repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist?
Example: Check Engine Light On	Autoworld Anytown, USA	04/25/07 3,500 miles RO# 586004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Air bag sensor	<u>Granley</u>	not repaired <u>not sure date</u>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Radiator		<u>and miles</u>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
hub bearing			<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
head light			<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
steering wheel column			<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
map air flow sensor			<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Int/performance	<u>not repaired</u>		

tire at 20,000 miles

Has the Vehicle been involved in an accident? YES NO

If YES, give dates of accident: _____

Specify damaged area: _____

RECEIVED

SEP 24 2007

N.C.D.S.

RESOLUTION SOUGHT:

I PREFER ORAL HEARING DOCUMENT ONLY HEARING

RETURN ALL COPIES OF THIS FORM TO:
National Center for Dispute Settlement
P.O. Box 609
Mt. Clemens, MI 48046
(888) 571-1837

I'm very pleased to drive for my safety

9-6-07
DATE

Kristian Haibeck

From: Shirin Nazari
Sent: Monday, October 01, 2007 3:29 PM
To: Kristian Haibeck; Jim Hoopes
Cc: Fred Dresser; Edwina Parlette
Subject: THIRD PARTY NOTICE (NCDS)-SR#1-124279072-[REDACTED]
Attachments: Goldstone-NC.pdf; Claim History - Michael Goldstone.pdf

Additional Information which you may find helpful:

NCDS 40th day clock ends on November 10,2007

Manufacturer's response is due on or before October 11, 2007

Customer requests and oral hearing

Please note that NCDS has accepted to arbitrate only on the airbag light concern as it is the only concern that falls under the 60k warranty period. Please also note that you may consider all other complaints/repairs in your decision-making process as you see fit.

The National Compliance Department has received a(n) **NCDS NEW CASE** on behalf of the consumer. The letter was forwarded from the office of **NCDS** . The date of the letter is **OCTOBER 01, 2007** and we received it on **OCTOBER 01, 2007** by **EMAIL**.

They request that ASMC contact **NCDS ON THE MANUFACTURER'S RESPONSE FORM (THIS FORM MAY BE FOUND IN THE "J" DRIVE UNDER COMPLIANCE)** within **TEN (10)** days of the receipt of this letter with our position and proposed action, if any.

NATIONAL OFFICE – REQUESTED ACTION TO BE TAKEN: The case, in its entirety, should be reviewed by the RSPA, DSPM and RSPM to come to a consensus, in a timely manner, the appropriate action to be taken. For specific time frames please consult with your RSPM. Your proposed action must be communicated directly to **NCDS AND THE CONSUMER IF APPROPRIATE** by ASMC regional personnel and noted in Siebel.

CUSTOMER/CLIENT/VEHICLE INFORMATION

Customer Name: [REDACTED]

Telephone Number(s) [REDACTED]

Fax:

Cell:

Year: **2006** Make: **GRAND VITARA** V.I.N. **JS3TE94196**-[REDACTED]

Description of Concern(s): **AIRBAG SENSOR, RADIATOR, HUB, HEAD LIGHT, STEERING WHEEL COLUMN, MAP AIRFLOW SENSOR**

Selling Dealer: **GANLEY SUZUKI EAST** Seller Dealer Code: **434434**

Servicing Dealer: **GANLEY SUZUKI EAST** Servicing Dealer Code: **434334**

Siebel Information: **SR# 1-124279072** **ORIGINALLY OPENED BY CR. CUSTOMER THREATENED LEGAL ACTION FOR HE ABOVE ISSUES AND CR REFERRED THEM TO NCDS.**

We will scan the communication to regional personnel; including RSPM, RSPA and the administrative service support staff, if applicable. A hard copy of the letter will be mailed to the DSPM in the weekly outgoing mail. Should you have any questions regarding this information, please contact your RSPM or in the alternative contact Edwina Parlette at extension 2441. Thank you.

10/1/2007

Confidentiality Notice:

This message may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient (or authorized to act on behalf of the intended recipient) of this message, you may not disclose, forward, distribute, copy or use this message or its contents. If you have received this communication in error, please notify us immediately by return e-mail and delete the original message from your e-mail system. Thank you.



October 1, 2007

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]
Painesville, OH [REDACTED]

RE: CASE # 1907011

Dear [REDACTED]

Your request for arbitration has been received. The arbitration process has jurisdiction on service issues related to the Suzuki's New Vehicle Limited Warranties, which cover repairs to any part that Suzuki supplies that is defective in materials or workmanship under normal use for a period of 36 months or 36,000 miles. Therefore, items/systems not covered under this warranty, such as RADIATOR, HUB, STEERING, AND AIR FLOW SENSOR are not eligible for the arbitration process. However, those items/systems covered under the vehicle's 5 year, 60,000 mile Powertrain Warranty, AIRBAG SENSOR, appear to meet the Suzuki Dispute Settlement Program parameters for eligibility and have been assigned the case number shown above.

You have the option of having an oral hearing or a "documents only" process. If you choose to make an oral presentation and do not appear at the scheduled hearing, Suzuki will still be entitled to make their presentation. If you do not want an oral presentation, your dispute will be decided on the basis of documents submitted by all parties. You do not need to be present at a "document only" decision process. You will receive a call from NCDS to determine which process you have selected.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

You may be contacted by NCDS prior to the hearing date in an effort to help you and Suzuki reach voluntary agreements to resolve your dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the settlement agreement. Your case will then be closed.

If you do not agree to any settlement offer, your dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the Arbitrator(s) within ten (10) days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, Suzuki will comply with the decision within the time stipulated. If you reject the decision, your case will be closed and you may pursue any other legal remedies available to you.

To help expedite the processing of your case, please provide us with copies of your title, current registration and bill of sale or lease contract. Your participation in the Dispute Settlement Program does not relieve you of any obligation you have with the lender or leasing agent.

NCDS will be responsible for monitoring the progress of this case and is available to answer any questions you may have about the arbitration process. You may call NCDS, toll free at 888-300-NCDS (6237).

Sincerely,

NCDS

Charlotte Evans x.124
Case Administrator

cc: American Suzuki Motor Corporation

Where interests converge, agreements emerge



10/01/2007

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

American Suzuki Motor Corporation
P.O. Box 1100
Brea, CA 92822

RE: CASE # 1907011

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward a copy to the National Center for Dispute Settlement within ten (10) days from the date on this letter in order for it to be considered during the decision making process.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

It is essential to the decision making process that all available information concerning each case be provided to the decision maker prior to the hearing date. As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

NCDS

A handwritten signature in cursive script, appearing to read 'CE', is written over the typed name.

Charlotte Evans x.124
Case Administrator

c [REDACTED]

Suzuki Customer Claim Form

FOR NCDS USE
CASE NUMBER:

1907061

CUSTOMER NAME AND ADDRESS

Mr. Mrs. Ms.

First Name: [Redacted] Last Name: [Redacted]

Street Address: [Redacted]

City: Painesville State: Ohio Zip Code: [Redacted]

Day Phone: [Redacted] ()

VEHICLE INFORMATION

Name(s) on the vehicle: [Redacted] Delivery Date: 3/10/06

Vehicle Identification Number (VIN): JS3TE941964 per customer 10-1-07

Make: Suzuki Model: Grand Ultra Year: 2006 Current Mileage: 41,000

Is this a leased vehicle: YES NO

If YES, lessor's name and address:

Selling Dealer and Address:
Granley Auto Mall

Servicing Dealer(s):
Granley Auto Mall

VEHICLE PROBLEM(S) (Attach legible copies of repair orders or other documents to support your claim)

Problem	List dealer or dealers which have repaired or attempted to repair (list city and state)	List the date, mileage, and repair order number for each repair	Does the problem currently exist?
Example: Check Engine Light On	Autoworld Anytown, USA	04/25/07 3,500 miles RO# 586004	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Air bag sensor	Granley ↓ not repaired	10/25/07 not sure date	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
radator		and miles	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
hub bearing			<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
head light			<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
steering wheel column map air flow sensor Int/perforation			

tire at 20,000 miles

Has the Vehicle been involved in an accident? YES NO

If YES, give dates of accident: _____

Specify damaged area: _____

RECEIVED

SEP 24 2007

N.C.D.S.

RESOLUTION SOUGHT:
I PREFER ORAL HEARING DOCUMENT ONLY HEARING

I'm very concerned to drive for my safety and my children

9-6-07

DATE

RETURN ALL COPIES OF THIS FORM TO:
National Center for Dispute Settlement
P.O. Box 609
Mt. Clemens, MI 48046
(888) 571-1837

VCR5 Claim History Inquiry
 Submit Exit Clear
 Help Print *Error: 00 Submitted - Successful

Entry Type: Vin:

Vin: JS3TE941964 Model No: LNN8ES6 Frame No: 964102146 Control No: 418060884
 Status: REGISTERED Ign Key: 50768 Warr Start: 03/09/06 B/Warr Expire: 03/09/09
 Owner: PAINESVILLE, OH

S	PC	St	Dlr#	Claim#	Recall Operation	Cr Memo	Cr Date	Labor	Parts
OR	Failed-Part				Description	CC-DC	Rep-Dte Mil/Hr	Other	Total
1	73 P	434434	943471		PDI01		3739111 01/31/06	73.00	0.00
					PRE-DELIVERY IN	99-90	01/02/06 10	0.00	73.00
2	71 P	434434	038151		LB01R0		4288681 01/31/07	73.00	242.01
		48200-65J02			COLUMN ASSY, STE	99-47	11/30/06 19375	0.00	315.01
3	71 R	434434	047121		SEE SCAT MESSAG	09-A9	01/08/07 21933	0.00	0.00
		99999-99R			CA01R0		4288681 01/31/07	87.60	456.49
4	71 P	434434	047121A		RADIATOR ASSY	09-A9	01/08/07 21933	263.89	807.98
		17700-66J10			EXCESSIVE PARTS	36-36	03/14/07 29717	0.00	0.00
5	71 R	434434	068641		QD01R0		4412311 04/30/07	51.10	1101.46
		99999-36R			CUSHION ASSY, FR	36-36	03/14/07 29717	0.00	1152.56
6	71 P	434434	068641A		SEE SCAT MESSAG	36-36	04/09/07 31663	0.00	0.00
		85101-65JQ0-BFG			SEE SCAT MESSAG	36-36	04/09/07 31663	0.00	0.00
7	71 R	434434	075741		AMOUNT DISCREPA	36-36	04/09/07 31663	0.00	0.00
		99999-99R			CLAIM PAST DEAD	36-36	04/09/07 31663	0.00	0.00
8	71 R	434434	075741A		GH03R0		4572157 07/31/07	36.50	13.84
		99999-99R			LAMP ASSY	36-36	04/09/07 31663	0.00	50.34
9	71 R	434434	075741B		LB9999		4522155 06/30/07	36.50	0.00
		99999-39R			COLUMN ASSY, STE	77-12	04/09/07 31663	0.00	36.50
10	71 D	434434	075741C		AMOUNT DISCREPA	51-49	08/24/07 41927	0.00	0.00
		99999-87D			HL07R0		4625539 08/31/07	87.60	173.51
11	71 P	434434	075741D		HUB ASSY, WHEEL	51-49	08/24/07 41927	56.26	317.37
		28159-64J10							
12	71 P	434434	075742						
		48200-65J02							
13	71 R	434434	113931						
		99999-39R							
14	71 P	434434	113931A						
		43401-65J02							



National Center for Dispute Settlement

November 1, 2007

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]
Painesville, OH

American Suzuki Motor Corporation
Eastern Region
P.O. Box 1100
Brea, CA 92822

RE: CASE # 1907011

Dear Parties:

By direction of the Arbitrator(s), we are enclosing the Decision in the above referenced case.

Enclosed for the vehicle owner is an "Acceptance of Decision" form. The vehicle owner has thirty (30) days from the date of this letter in which NCDS must receive the "Acceptance of Decision" form. The form should be mailed to:

**National Center for Dispute Settlement
22500 Metropolitan Parkway
Suite 200
Clinton Township, MI 48035**

Thank you for your cooperation in resolving this matter through the Expedited Dispute Settlement mechanism. Should you have any questions regarding the Acceptance of Decision, please contact NCDS. Failure to return this form within thirty (30) days from the date of this letter will be considered a rejection of the Arbitrator's Decision and therefore, NCDS will close your case.

Finally, you may obtain, at a reasonable cost, copies of all the case records related to this dispute.

Sincerely,

NCDS

A handwritten signature in black ink, appearing to read 'CE' or similar initials.

Charlotte Evans x.124
Case Administrator

Enclosures: as noted
cc: Gordon Laflin



National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

DATE: November 1, 2007

CUSTOMER: XXXXXXXXXX

CASE #: 1907011

I understand that I am not bound to the Decision of the Arbitrator(s) in my case unless I accept it. If I reject the decision, or am dissatisfied with Suzuki's eventual performance, I may pursue other legal remedies, including the use of small claims court. Whether or not I accept the Decision, however, the Decision is admissible in any subsequent legal proceeding concerning the dispute.

I also understand that if I accept the Decision, Suzuki will be legally bound by the Decision.

You must mark one of the boxes below, otherwise, NCDS will consider that no response has been made to the Decision and your case will be closed accordingly.

I ACCEPT THE DECISION

I DO NOT ACCEPT THE DECISION

SIGNED: _____

DATE: _____

NATIONAL CENTER FOR DISPUTE SETTLEMENT

In the matter of the
Arbitration between




and

American Suzuki Motor
Corporation
("Suzuki")

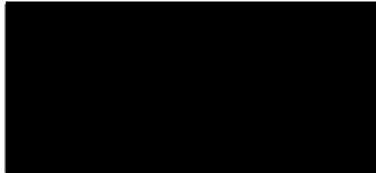
DECISION

Case # 1907011

I, Gordon Laflin, was appointed pursuant to NCDS rules as Arbitrator to hear and determine disputes, which had arisen between the Customer(s),  and Suzuki regarding a 2006 Grand Vitara.

By a notice given on October 12, 2007, the parties were advised that a hearing would be conducted at Ganley Suzuki East on October 31, 2007 at 01:00 PM.

Present on that date were:



Customer
Customer's Wife
Suzuki Representative

The complaint(s) existing between the parties were set forth on a "Customer Claim Form" received by NCDS on October 1, 2007, and may be summarized as follows:

The Customer states a problem with the air bag sensor, the radiator, the hub bearing, a headlight, and the steering column.

SUMMARY OF PRESENTATION:

The parties presented and I reviewed and considered the following evidence: The Customer Claim Form dated September 24, 2007, and the oral presentations at the hearing.

The position of the Customer was that the vehicle should not exhibit the problems that it has developed in a short period of time.

The Customer is requesting a replacement vehicle.

The position of the Manufacturer was that the concerns expressed by the Customer had occurred after the New Vehicle Manufacturer's 36 month or 36,000 mile (which ever occurs first) warranty had expired and was therefore not eligible for any consideration. The Air Bag light concern may be eligible for consideration due to the fact the vehicle had an occupant sensor replaced under the New Vehicle Warranty, but as the vehicle was not present at the hearing for any possible inspection by the Dealer Service Department, the problem could not be investigated or substantiated and the Manufacturer had no further obligations established under the New Car Warranty and no further action or consideration is required.

DECISION:

After reviewing the complaint(s) and hearing the proofs and arguments of the parties and taking into consideration the applicable manufacturer's new vehicle warranty, and the applicable warranty law including the applicable State Statute commonly referred to as the "Lemon Law," and after due deliberation, I find and Award as follows:

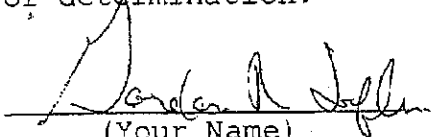
The Customer's request that the vehicle be replaced is hereby DENIED.

I have reached this conclusion because the problems presented in this case do not involve a nonconformity, which would substantially impair the use, safety or value of the vehicle and that the condition does not fall within the Manufacturer's conditions set forth in the New Vehicle Warranty.

This constitutes my complete DECISION as to all the complaint(s) submitted to me for determination.

October 31, 2007

Date



(Your Name)