



SUZUKI MOTOR OF AMERICA, INC.

OFFICE OF DEFECTS &
INVESTIGATIONS

2013 AUG 28 A 7:00

August 27, 2013

Mr. D. Scott Yon, Chief
Vehicle Integrity Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC. 20590

NVS-212mjl
PE13-021

Dear Mr. Yon:

On August 20, 2013, Suzuki Motor of America Inc. submitted a partial response to the National Highway Traffic Safety Administration's (NHTSA's) information request relating to a Preliminary Evaluation (PE 13-021) to investigate reported problems with the occupant classification system in model year (MY) 2006-2011 Suzuki Grand Vitara and MY 2007-2011 Suzuki SX4 vehicles. Suzuki's August 20, 2013 submission provided Suzuki's response to NHTSA Requests 1, 5, 6, and 11. This letter and associated documents respond to Requests 2, 3, and 4. The primary sources of the information provided in this submission are distributor electronic database and field report records as of July 15, 2013.

As noted in Suzuki's August 20, 2013 response:

- NHTSA's Office of Defects investigation has agreed to narrow the PE13-021 information request to allow Suzuki to provide field data only for vehicles produced for sale in the continental United States and Puerto Rico, and
- Suzuki is producing personal information such as names, addresses, telephone numbers, and complete Vehicle Identification Numbers (VINs) with the understanding that NHTSA will protect this information from public disclosure in accordance with the provisions in 5 U.S.C. 552(b)(6).

Your requests and our corresponding replies for Requests 2 through 4 are provided below.

2. *State the number of each of the following, received by Suzuki, or of which Suzuki is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:*

- a. *Consumer complaints, including those from fleet operators;*
- b. *Field reports, including dealer field reports;*
- c. *Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;*
- d. *Property damage claims;*
- e. *Third-party arbitration proceedings where Suzuki is or was a party to the arbitration; and*
- f. *Lawsuits, both pending and closed, in which Suzuki is or was a defendant or codefendant.*

For subparts "a" through "f", state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report, and a consumer complaint).

In addition, for items "c" through "f", provide a summary description of the alleged problem and causal and contributing factors and Suzuki's assessment of the problem, with a summary of the significant underlying facts and evidence including any and all photographic evidence. For items "e" and "f", identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Suzuki has identified the following number of reports in each of the listed categories.

a. Consumer complaints	-	1,111
b. Field Reports	-	1,146
c. Reports involving a crash, injury, or fatality	-	0
d. Property damage claims	-	0
e. Third-party arbitration proceedings	-	7
f. Lawsuits	-	0

Enclosed is a CD-ROM that contains the requested summary information for the third-party arbitration proceedings. The requested information is provided in a Microsoft Excel file entitled "REQUEST NUMBER TWO SUMMARY INFORMATION".

3. *Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:*
 - a. *Suzuki's file number or other identifier used;*
 - b. *The category of item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);*
 - c. *Vehicle owner or fleet name (and fleet contact person), address, and telephone number;*
 - d. *Vehicle's VIN;*
 - e. *Vehicle's make, model, and model year;*
 - f. *Vehicle's mileage at time of incident;*
 - g. *Incident date;*
 - h. *Report or claim date;*
 - i. *Which warning light(s) illuminated;*
 - j. *Whether a crash is alleged;*
 - k. *Whether property damage is alleged;*
 - l. *Number of alleged injuries, if any; and*
 - m. *Number of alleged fatalities, if any.*

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA". See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

The enclosed CD-ROM contains a Microsoft Excel file entitled "REQUEST NUMBER TWO DATA" which provides the requested information. Suzuki does not systematically collect information about which warning light(s) illuminated and is unable to reliably determine this information using text searches of comments, so the information requested in item (i) is not included.

4. *Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e. consumer complaints, field reports, etc.) and describe the method Suzuki used for organizing the documents.*

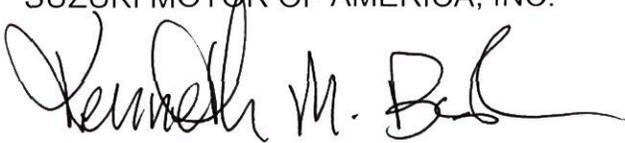
All of the consumer complaints and many of the field reports identified within the scope of Request No. 2 exist only as electronic database records which cannot be easily provided as electronic or hard copy "reports". As a result, Suzuki is responding to this request by including in the Microsoft Excel file entitled "REQUEST NUMBER TWO DATA", the summary information requested in Request No. 2 as well as supplemental information that exists in the database records.

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The enclosed CD-ROM contains (1) a file folder entitled “ARBITRATIONS” which contains copies of the documents related to the third-party arbitration proceedings that were identified, and (2) a file folder entitled “FIELD REPORTS”, which contains copies of the non-dealer field reports that were identified.

Sincerely,

SUZUKI MOTOR OF AMERICA, INC.

A handwritten signature in black ink, appearing to read "Kenneth M. Bush". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Kenneth M. Bush
Department Manager, Government Relations