



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

# DOT Auto Safety Hotline

## Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received

Repository ☐

2004 MAR 11 AM 10:04  
29-JAN-2004

Reference No.  
16056115

### OWNER INFORMATION (Type or Print)

Name

Address

City

NEW BRAintree

State

MA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

### VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side  
JS37D82V6Y4115481

Make  
SUZUKI

Model  
GRAND VITARA

Model Year  
2000

Date Purchased

Dealer's Name and Telephone Number

Engine:  
No. Cylinders

Fuel Type:  
Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type  
AUTOMATIC

☒ Antilock Brakes  
☒ Cruise Control

Powertrain  
ALL WHEEL DRIVE

Vehicle Component Code  
D70000 FUEL SYSTEM, GASOLINE

Multiple Failure: 2

### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
28-JAN-2004

Failure Mileage  
19000

Failure Speed

### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DD7MA19ABC036)

☐ Original Equipment  
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

### APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure,  
i.e., parts repaired or replaced (and if old part is available).

WHILE TRAVELING AT ANY SPEED AND WITHOUT PRIOR WARNING A FUEL SMELL WAS COMING THROUGH THE VENTS. THIS HAPPENED ONLY IN COLD WEATHER. DEALER INSPECTED THE VEHICLE SEVERAL TIMES, AND COULD NOT DUPLICATE OR CORRECT THE PROBLEM WHILE IT WAS ON WARRANTY. AS SOON THE WARRANTY EXPIRED DEALER REPLACED, AT OWNER EXPENSE OF \$600.00, THE THROTTLE CABLE AND THE GAS FILTER. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

The problems first started in 2000 right after I started leasing the vehicle. I took the vehicle back to Bob Mitchell when the gas pedal started sticking. Bob took it for a ride and couldn't find anything wrong.

On Oct 24, 2001 I took the vehicle back to North End for a recall on the fuel system.

Jan 31<sup>st</sup> 2003 the vehicle had to be towed to Bakers because of the smell of gas inside the truck and the gas pedal sticking. Each time the gas pedal was sticking no one had any answers. It only happened when it was cold outside.

Then on Jan 27<sup>th</sup> 2004 the truck has to be towed again smelling like gas, gas pedal sticking and it won't stay running or go over 10 MPH.

I am told the throttle cable is the problem. They replaced the cable but the truck will not stay running. Next they replace the gas filter. I asked about the smell of gas and I was told everything was fixed. It cost me \$651.35 plus

the tow of \$125.00

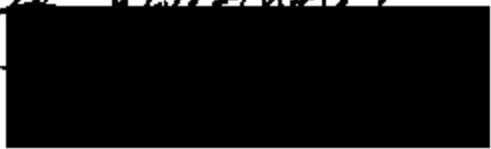
I picked the truck up on the 28th drove it back to work and I could still smell gas. I thought it was because of everything they did. I drove it home and the gas smell got stronger. I called Bakers and Russ told me to bring it back in the morning. Russ said they would give me a rental free of charge.

I stopped for gas on the 29th to bring the truck back to Bakers and the gas attendant didn't even want to put gas in the vehicle because of the smell. Now I am really worried about driving the truck. After getting the rental and Russ smelling the vehicle I returned to work and went on line to check out the recall with the fuel system. The NHTSA listed the recall campaign # 01V146000 and the parts listed had not been replaced from 2001. When Russ called me and said they found the problem and it was going to cost me more money. I asked him about the recall and why wasn't the redesigned intake manifold vacuum union install and to

(3)

check fuel loss at the fuel pipe / fuel hose connection done. He got very upset with me and asked me what I was talking about. I told him to go on line and he would find this information in the campaign recall # 01V14600. He told me there was no such recall. When he called me back he told me Baker would eat the cost of everything they replaced on the 29th.

I am really concerned with the throttle cable being replaced and was it necessary. Right in the recall for the accelerator it says speed control cables # 83V512000 from NHTSA. If it was the throttle cable why wasn't it replaced two times before when it was still under warranty?





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## Sitemap

## Contact

1-888-DASH-2-DOT  
(1-888-327-4236)

## Search Results

Report January 29, 2004 at 01:44

Date : PM

[New Search](#)

TYPE : VEHICLE

YEAR : 2000

MAKE : SUZUKI

MODEL : GRAND VITARA

[Print Version](#)

Results : 1 | All records displayed

Make : SUZUKI

Model : GRAND  
VITARA

Year : 2000

NHTSA CAMPAIGN ID Number : 01V146000

Recall Date :  
APR 20, 2001

Component: FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM

Potential Number Of Units Affected : 59686

## Summary:

VEHICLE DESCRIPTION: SPORT UTILITY VEHICLES. UNDER TEMPERATURES BELOW -25 DEGREES, MOISTURE CAN FREEZE IN THE FUEL PRESSURE REGULATOR. FUEL SYSTEM PRESSURE COULD INCREASE AT THE TIME OF ENGINE START UP, CAUSING FUEL LOSS AT THE FUEL PIPE/FUEL HOSE CONNECTION.

## Consequence:

FUEL LOSS IN THE PRESENCE OF AN IGNITION SOURCE COULD RESULT IN A FIRE.

## Remedy:

DEALERS WILL INSTALL A REDESIGNED INTAKE MANIFOLD VACUUM UNION AND A NEW FUEL PRESSURE REGULATOR. OWNER NOTIFICATION BEGAN JUNE 4, 2001. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT SUZUKI AT 1-800-934-0934.

## Notes:

ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

[Document Search](#)
☐ Check to Request Research. Submit below.

Request Research



## Office of Defects Investigation

### Recalls - Search Results

Recall Date : December 3, 2003

TYPE : VEHICLE

BUILD DATES : July 1, 1998 - June 30, 2003

MAKE : SUZUKI

MODEL : GRAND VITARA

Make : SUZUKI

Model : GRAND VITARA

Year : 2000

NHTSA CAMPAIGN ID Number : 03V512000

Recall Date : DEC 03, 2003

Component: VEHICLE SPEED CONTROL:CABLES

Potential Number Of Units Affected : 196876

**Summary:**

ON CERTAIN SPORT UTILITY VEHICLES, THE ACCELERATOR CABLE CASING CAP THAT IS ATTACHED TO THE VEHICLE FIREWALL CAN CRACK DUE TO EXTENDED EXPOSURE TO FORCES FROM THE ACCELERATOR CABLE AND INSUFFICIENT LONG-TERM DURABILITY OF THE PLASTIC CASING CAP. IF THE CASING CAP BECOMES CRACKED, MOVEMENT OF THE INNER ACCELERATOR CABLE THROUGH THE CAP CAN CAUSE THE INNER ACCELERATOR CABLE TO BECOME FRAYED.

**Consequence:**

IF THE INNER ACCELERATOR CABLE BECOMES FRAYED, IT CAN STICK DURING VEHICLE OPERATION. IN THE CASE WHERE AN ACCELERATOR CABLE STICKS, THE DRIVER COULD HAVE DIFFICULTY CONTROLLING VEHICLE SPEED, WHICH COULD RESULT IN A CRASH.

**Remedy:**

DEALERS WILL REPLACE THE ACCELERATOR CABLE, WHICH INCLUDES THE PLASTIC CASING CAP. OWNER NOTIFICATION IS EXPECTED TO BEGIN ON OR ABOUT JANUARY 5, 2004. OWNERS SHOULD CONTACT SUZUKI AT 1-800-934-0934.

**Notes:**

SUZUKI RECALL NO. EM. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**