



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 252

Date Received 2004 AUG 12 PM 3:36	Repository <input type="checkbox"/>
Reference No. 10075676	

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]		
Address	[REDACTED]		
City	POMONA	State	CA
Zip Code	[REDACTED]		

Daytime Telephone Number	E-mail Address
[REDACTED]	
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 8/1/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KLSV352L44B [REDACTED]	Make SUZUKI	Model VERONA	Model Year 2004
Date Purchased 2-8-2004	Dealer's Name and Telephone Number Empire Suzuki 909-621-1993	Engine: No. Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City MONTCLAIR	State CA	Zip Code 91763
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 060000 ENGINE AND ENGINE COOLING
Multiple Failure: 2			

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

Incident Date(s) 03-JUN-2004	Failure Mileage 5	Failure Speed 20
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**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: DOTM19A BC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 odd part is available).

WHILE DRIVING, THE CHECK ENGINE LIGHT APPEARED ON THE DASHBOARD AND REMAINED ON. THEN VEHICLE WOULD STALLED. THE DRIVER TRIED TO RESTART WAS ABLE TO START AND DROVE IT HOME. THE NEXT DAY DRIVER DROVE THE VEHICLE TO THE DEALER. THE MECHANIC INFORMED THE DRIVER THAT THE COMPUTER SYSTEM NEEDED REPLACEMENT. THE DRIVER INFORMED THE MECHANIC THIS PROBLEM HAS OCCURRED MORE THAN ONCE AND THE PROBLEM STILL HAS NOT BEEN RESOLVE. PLEASE FILL IN ADDITIONAL INFORMATION.  
\*NM

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 response 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 response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es) and Injury(ies)

on 6-11-04 I took car into dealer for repair to change all recalls on car that have not yet been done... on 6/14/04 I picked up car & soon to be running fine. There were 2 recalls on the car 1 for computer glitch & 1 for seat belts... I started in voice showing work done by dealer... On 6-15-04 Drove car to work and while coming home it shut out no power at all began left car on ENKAM Hill & 10 fully at 5:20 PM. Phoned dealer they want car back for additional repair

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
400 Seventh St., S.W.  
Washington, D.C. 20590  
Office Business Permit for Private Mail 9820



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE OWNER'S QUESTIONNAIRE**



**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DASH2DOT**

and dial toll free at

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1-888-327-4236

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(DASH) & DOT



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