



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100184

Date Received: 2004 JUN 12 PM 5:02
Repository:
Reference No.: 10081538

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: POMPANO BEACH State: FL Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT contact your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 7/25/04 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KL5JD52Z04 [Redacted]
Make: SUZUKI Model: FORENZA Model Year: 2004
Date Purchased: 4-22-04 Dealer's Name and Telephone Number: King
Original Owner: Dealer's City: Deerfield Bch State: FL Zip Code: [Redacted]
Engine: No. Cylinders: 4 Fuel Type: Gas
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: [Redacted]
 Cruise Control Vehicle Component Code: 2
116000 ELECTRICAL SYSTEM: IGNITION
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 04 JUN 2004
Failure Mileage: 2400
Failure Speed: 30-40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC038): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] The Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)
Crash: Yes No
Fire: Yes No
Number of Persons Injured: 0
Number of Deaths: 0
Reported to Police: N

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 DRIVING AT 30 MPH VEHICLE STALLED ON THE ROAD. VEHICLE HAD BEEN TO THE DEALER THREE TIMES FOR THIS PROBLEM. ONCE THE DEALER REPLACED A FUSE, BUT THAT DIDN'T FIX THE PROBLEM. *AK
Vehicle became completely inoperable while driving, unable to restart. stuck on road in traffic 3 times - had to be towed.
1st attempt to repair - replaced fuse only - no test drive
2nd attempt - unable to reproduce problem - removed transaxial harness - not test drive
3rd attempt - unable to reproduce/repair failure - 13 days in service - rerouted wires - test drove car 40 miles.

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.



AMERICAN SUZUKI MOTOR CORPORATION

July 15, 2004

Pompano Beach, FL

RE: Final Repair
VIN: KL5JD52Z04K

Dear Mr. [REDACTED]

Please consider this Suzuki Motors America response to the notice received from you as required by your State. After reviewing the concerns with your vehicle bearing a VIN of KL5JD52Z04K462039, an appointment has been scheduled for inspection of your vehicle. Please deliver your vehicle to:

King Suzuki Deerfield Beach FL

Appointment Time: 9:30 A.M
Appointment Date: August 3, 2004

TUES

Upon inspection, Suzuki will repair any warrantable defects. Any repairs outside of the warranty will be relegated to you (the customer) to resolve.

Upon your arrival at the dealership, you must see the Service Manager, for a test drive to duplicate or demonstrate all concerns before any repairs are to be completed. To ensure that your concerns are addressed completely we request that you identify all current concerns with the Service Manager. Additionally, we request that a test drive be taken after repairs at the time of pick-up to ensure that all of the warrantable concerns have been address and repaired.

If after completion of the scheduled repairs you feel that you need additional assistance, you may contact this office by mail or fax with a list of any unresolved concerns and a request for our review. We request that you submit your preferred resolution along with a copy of all sales, service and maintenance records for our review and determination.

We regret that you have experienced this problem with your Suzuki and we appreciate your patience.

Sincerely,

Perry Morris
American Suzuki Motor Corporation

cc: Service Manager
District Service and Parts Manager, American Suzuki Motor Corporation

10:00pm 7-16
Steve
Chris
King
Heidi
called
4m 7-19
7-19
1:20p

DAY 9 of notification
ATTN

RECEIVED
BY Fed X
mm 7-19-04

per Perry - if NOT ABLE TO reproduce problem; therefore fix, car will be deemed operable

will C/B to see if I can drop car off earlier e plus loaner - unable to take time off work
per Perry C/B 7-19-04 Drop off 2 7:30A will have loaner car

per Perry - said Brian Garper stated he did NOT tell service tech to take my car home overnight TO notify me 1st - which they did NOT

3075 Chastain Meadows Pkwy, Marietta, GA 30066 Ph 770-792-8688 Fax 770-420-5516

Steve BIANCHI, Steve Goldberg & Bernie all said BRIAN said this

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) Fuse keeps blowing while I am driving. Shuts down car completely - inoperable. 3 times towed to Dealer due to problem. Dealer & Suzuki rep unable to reproduce or fix problem on 3rd attempt.

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make SUZUKI Year 2004
VIN K1L5J1D520141R Date of Delivery 04-22-04

Name and City/State of selling dealer or leasing company (if applicable) King Suzuki Deerfield Bch, Florida

Name and City/State of authorized service agent(s) attempting previous repairs King Suzuki Deerfield Beach, Florida

Consumer Name [Redacted] Cell phone [Redacted]

Address Pompano Bch, FL Work phone [Redacted] Signature [Redacted]

Date Mailed 07-01-04

Write—manufacturer's copy, send by registered return receipt requested; or express mail. Yellow—consumer's copy, keep for your records. (1108)
Pink—Attorney General's copy, send by regular mail.

**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).**