



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

FOR AGENCY USE ONLY 241

Date Received

30-JUL-2004

Repository

Reference No.  
10083805

OWNER INFORMATION (Type or Print)

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City PHOENIXVILLE State PA 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 7/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
KL5VJ52L8  
Make SUZUKI Model VERONA Model Year 2004  
Date Purchased 15-JUN-04 Dealer's Name and Telephone Number Desimone Suzuki/Isuzu  
Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City Philadelphia State PA Zip Code 19135  
Transmission Type  Antilock Brakes Powertrain FRONT WHEEL DRIVE  
 Cruise Control Vehicle Component Code 060000 ENGINE AND ENGINE COOLING  
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 21-JUL-2004 Failure Mileage 2380 Failure Speed Unknown  
Happened again 7/26 twi times, and again 7/28/04.

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: DOTM19ABC036)  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  Yes  No Fire  Yes  No  
Number of Persons Injured \_\_\_\_\_ Number of Deaths \_\_\_\_\_ 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).

CONSUMER COMPLAINED ABOUT AN ONGOING STALLING PROBLEM WHENEVER THE VEHICLE CAME TO A STOP. CONSUMER WAS ABLE TO RESTART VEHICLE. IT WAS TAKEN TO THE DEALER, AND THEY WERE UNABLE TO DUPLICATE THE PROBLEM. \*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 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.

Copy of letter faxed to Repair  
Dealership

July 29, 2004

To: D'Ambrosio Dodge / Suzuki

Attn: Dave in the Service Department

Dave:

Hello. My name is [redacted] I had my car towed in for Service Yesterday because it was "stalling out" when coming to a stop. I had indicated that this had happened 3 times with in a Weeks time frame. The 1<sup>st</sup> incident was on Wednesday July 21, 2004. This was at 6:30pm. The next incident did not occur until Monday July 26, 2004. This was at approximately 5:45pm pulling up to a Stop Sign. Then it happened again at 9:15pm pulling out of an exit. I called the Dealership where I purchased the Vehicle on Tuesday afternoon and they instructed me to contact Roadside Assistance and have them tow the car to the closest Dealership which is where you come in.

Yesterday you had taken it out for a drive approx 6 miles, and then again and it did not stall. I was advised that you hooked it up to the computer and there were no errors. You had advised me that if it happened again to bring it in. This time it happened when I was at work at 11:00 am this morning. I was pulling up to our cafeteria and it stalled out. It then took me 2 tries to re-start. I have tried calling into Service 3 times, and have been on hold for 2-3 minutes. I am calling from my workplace, and I cannot stay on the phone.

I need to have this serviced again, and I need to know about obtaining a loaner vehicle, as this is my only means of transportation. Also I need copies of any and all work orders that were and will be done. And copies of all reports that show if there are or are not errors found. I have called the NHTSA to report this problem, and they advised me to obtain all copies. If you could please contact me regarding this, I can be reached at ...

If you reach my voicemail, please leave me a message stating when I can drop the car off for service, and about the loaner vehicle.

Hopefully it will do it for you this time.. as it is very frustrating to me, that it does not happen all the time, but yet it has happened 4 times. For a new car, this is not a good thing. :) Thank you for your assistance.