

U.S. Department
of TransportationNational 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

Date Received

10/5245
2004 DEC 21 AM 10:40Od_or
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Reference No.

OWNER INFORMATION (Type or Print)

Name

Street

City

State

Apt. No.

Zip Code

Daytime 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 12/10/04

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of
17 Digit) windshield on driver's side)

K L S V J 5 2 4 6 4 B

Make

Suzuki

Model

Verona S

Year

04

Purchased Date

April 04

Dealer's Name

Johnny's Suzuki

Dealer's City

Moncks Corner SC

State

SC

Zip Code

29461

Engine Size
(Cubic Inches)

L6

☐ Turbo
☐ Diesel☐ 3-Valve
☐ Fuel Injection

No. Cylinders

6

Manufacture Date
(on driver's door or pillar)

Transmission Type

☐ Manual
☒ Automatic

Restraint System

☒ Driver's Side Air Bag ☐ Motorbelt
☐ Passenger's Side Air Bag ☐ 2-Point Belt
☐ 3-Point Belt

Cruise Control

☒ Yes
☐ No

Drivetrain

☐ Front
☐ Rear
☐ 4-Wheel

Vehicle Type

☒ Car ☐ Sport Utility
☐ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☐ Other

Body Style

☐ 2-Door ☒ 4-Door
☐ Stationwagon
☐ Pick Up Truck
☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

engine control module,
control head, cable

Location

☐ Left ☐ Right
☒ Front ☐ Rear

Failed Part(s)

☒ Original
☐ Replacement

Handicap Adaptive Equip

☐ Yes
☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

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

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☒ Yes ☐ No

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

Since purchasing my brand new Suzuki, I have experienced stalling, shaking, and the vehicle completely shutting off on me in traffic. This was a direct cause of the Engine Control Module. There was a recall and it was replaced. Thereafter, I found that I did not have working heat in my vehicle. It took almost a month to replace because a part was on back order. I do not feel I should pay for a New vehicle when there is problem after problem. These are safety issues that should be recognized.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.