



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 100145

Date Received

13-JAN-2005

Repository

Reference No.  
10107359

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City JOHNSTOWN State OH 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 KLSJD5Z244K		Make SUZUKI	Model FORENZA	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 030000 SERVICE BRAKES, HYDRANLIC	
		Multiple Failure: 1		

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

Incident Date(s) 04-JAN-2005	Failure Mileage 15400	Failure Speed	
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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: DOTM13ABC036)	<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 old part is available).

WHILE DRIVING AT ANY SPEED A GRINDING NOISE FROM THE BRAKES IS PRODUCED. THE DEALER STATES THERE IS A DEFECT IN THE EMERGENCY BRAKE SYSTEM. PLEASE PROVIDE ADDITIONAL INFORMATION. \*NM

*Please see attached.*

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 - Public Law 93-502 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.

January 11, 2005

American Suzuki Motor Corporation  
Automotive Customer Relations  
3251 East Imperial Highway  
Brea, CA 92821-6785

RE: VIN-KL6JD52Z44K  
2004 Suzuki Forenza

Dear Sir/Madam:

On April 24, 2004, I purchased a 2004 Suzuki Forenza from Dennis Suzuki, 2900 Morse Road, Columbus, OH 43229.

Since September 3, 2004, I have returned the car to the Dennis Suzuki Service Center seven times for a recurring rubbing noise from the rear wheels. The Service Department has informed me that the problem is in the emergency/parking brake system. They have replaced an axle bearing and various parts on the rear wheels, machined the emergency brake drum and, most recently, the disc brake rotors and still the problem has persisted. Currently, the rubbing noise is barely there but we are left with a low-level noise that I can only describe as a "moan" that did not exist before.

I originally purchased the car for its economy and reliability and except for this chronic problem, have been very satisfied with the Forenza. However, Dennis' and Suzuki's inability to solve this problem has shaken my confidence in this car. Any problem pertaining to the brake system causes me grave concern with regard to safety. Further, I am also very concerned about the future cost of service for this recurring problem once the warranty has expired. It has been explained to me that four other Forenzas have been successfully serviced for a similar problem with one visit to the Service Department. My Forenza is the only one that has had the recurring problem.

Therefore, under Ohio's Lemon Law, I am requesting that Suzuki replace my Forenza or refund in full, the purchase price and all associated costs incurred by me in purchasing this vehicle.

Sincerely,

Johnstown, OH

January 12, 2005

Mr. David Strawser  
Ohio Attorney General Jim Petro's Office  
Consumer Protection Section  
30 E. Broad St., 14<sup>th</sup> Floor  
Columbus, OH 43215-3400

RE:  
2004 Suzuki Forenza  
VIN: KLSJD52Z44K

Dear

As per our telephone conversation, I attempted to file an online complaint form (first enclosure) with your office and received a complaint referred response (second enclosure). The online form would not accept American Suzuki Motor Corporation as the supplier so I filled in Dennis Autopoint.

I have, therefore, downloaded the complaint form and completed it and enclosed what I hope is all required documentation. Please let me know if anything is missing or if I have failed to correctly complete the forms.

Once again, I'd like to thank you for all the time you spent in explaining the complaint process to me. Your patience and clear explanations were much appreciated.

Sincerely,

Johnstown, OH

[Home](#)
[Complaint](#)
[Inquiry](#)
[Literature](#)
[Introduction](#)
[Form](#)
[Category](#)
[Consumer](#)
[Supplier](#)
[Complete](#)
[Status](#)

Please review your complaint for accuracy and completeness. If changes are needed, use your browser's back button.

**IMPORTANT!** You must scroll to the bottom of this form and click **Certify** or the complaint will not be accepted.

**Consumer:**  
email: [holley56@earthlink.net](mailto:holley56@earthlink.net)

**Supplier:**  
Dennis Autopoint  
2900 Morse Rd  
Columbus, OH 43231-0000  
(614) 471-2900

Johnstown, OH

#### **Cars, Trucks, Motorcycles, and Motorized Vehicles/New**

**Solicited via:** Store Visit

**Purchase Information:**  
**Product or Service:** Automobile  
**Purchase Date:** 4/24/2004  
**Total Price:** \$13392.13  
**Disputed Amount:** \$13392.13  
**Amount Paid so Far:** \$2600.56

**Vehicle Info:**  
**VIN:** KLSJD62Z44K  
**2004 Suzuki Forenza**  
**Mileage @ Purchase:** 35  
**Mileage Today:** 15400

**Description:**  
Since 09-03-04 the vehicle has been returned to the Dennis Autopoint Service Center seven times for a rubbing sound in the rear wheels. It has been explained by the Service Representatives that the problem is in the parking/emergency brake system. They have replaced various parts including an axle bearing and machined the emergency brake drum and disc brake rotors. They have further stated, when questioned, that four other Forenzas have been brought in with the same or similar problem and they have been able to repair with one visit. Our Forenza is the only one with a recurring/persistent problem.

**Satisfactory Solution:**  
We would hope to have the car replaced or all costs incurred by me in purchasing the car refunded.

The information I have entered and the statements I have made are accurate and truthful to the best of my knowledge.

**Signed: (Enter Name)**

\_\_\_\_\_



**Need Help? Call 1-800-282-0818**

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How did this transaction occur?

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> E-mail           | <input type="checkbox"/> Internet banner/web site | <input type="checkbox"/> Telephone call |
| <input type="checkbox"/> Fax              | <input type="checkbox"/> Magazine/newspaper       | <input type="checkbox"/> Television     |
| <input type="checkbox"/> Home visit       | <input type="checkbox"/> Mail                     | <input type="checkbox"/> Other          |
| <input type="checkbox"/> Informercial     | <input type="checkbox"/> Radio                    |   |
| <input type="checkbox"/> Internet auction | <input checked="" type="checkbox"/> Store visit   |   |

Year 2004 Make/Model SUZUKI Foreza Purchased/leased:  New  Used  
(Circle one)

Date of Purchase/lease 4-24-04 Mileage at Purchase/lease 35

Current Mileage 15,400 Purchase/lease amount \$ 13,392.13

Vehicle Identification # (Not your license plate #) KL5J052Z44K967812

Briefly describe your complaint: (Use additional paper if necessary - Please do not write on back of forms.) Since 9-3-04 the vehicle has been returned to the Dennis Autopoint Svc Ctr seven times for a rubbing sound in the rear wheels. It has been explained by the Service Reps that the problem is the emergency/parking brake system. They have replaced various parts including an axle bearing and machined the emergency brake drum & disc brake rotors. They have further stated, when questioned, that four other Forezas have been brought in with the same or similar problem, they have been able to repair with one visit. Our Foreza is the only one with a recurring/persistent problem.

Have you contacted any other agencies?  Yes  No American Suzuki Motor Corp.  
If yes, please list: National Highway Traffic Safety Administration

Have you retained an attorney? Yes  No  Have you filed a lawsuit? Yes  No

**IMPORTANT!** Return this form and legible copies (do not send originals) of all documents relevant to your complaint i.e. advertisements, contracts, warranties, receipts, cancelled checks, bank account or credit card statements, etc.

What would you consider a reasonable resolution to your complaint?

Replacement of the car or all costs incurred by me in purchasing the car refunded.

The information given above is true to the best of my knowledge and belief. I understand a copy of this form and all documents relating to my complaint will be forwarded to the company about which I have filed this complaint.

Signature \_\_\_\_\_ Date \_\_\_\_\_



PLACE  
STAMP  
HERE

**ATTORNEY GENERAL JIM PETRO**

FOR MORE INFORMATION:

**CONSUMER PROTECTION  
SECTION**

**30 E. BROAD ST., 14TH FL.  
COLUMBUS, OHIO 43215-3400**

**THE TOLL-FREE  
CONSUMER PROTECTION LINE:  
(800) 282-0515 (OHIO ONLY)**

**FOR TTY USERS, PLEASE CALL  
995-7147 (COLUMBUS) OR  
(888) 567-6881**

[www.ag.state.oh.us](http://www.ag.state.oh.us)

**The Attorney General does not  
serve as a private attorney but  
represents the public in enforcing  
laws designed to protect  
consumers from misleading or  
unlawful business practices.**



**JIM PETRO  
ATTORNEY GENERAL  
STATE OF OHIO**

Tape Only -- Do Not Staple



**JIM PETRO  
ATTORNEY GENERAL  
STATE OF OHIO  
6100**

**Consumer Protection Section  
30 E. Broad St., 14th Fl.  
Columbus, OH 43215-3400**

**Ohio Attorney General Jim Petro's Office  
Consumer Protection Section  
30 E. Broad St., 14th Fl.  
Columbus, OH 43215-3400**

CONSUMER PROTECTION SECTION



**CONSUMER  
COMPLAINT  
FORM**

**JIM PETRO  
ATTORNEY GENERAL  
STATE OF OHIO**



STATE OF OHIO  
**OFFICE OF THE ATTORNEY GENERAL**  
**JIM PETRO, ATTORNEY GENERAL**

Consumer Protection Section  
30 E. Broad St.  
16th Fl., Dept 056  
Columbus, OH 43215-3980  
Telephone: (600) 282-4815  
(614) 466-4886  
Facsimile: (614) 728-7385  
www.ag.state.oh.us

January 20, 2005

Johnstown, OH

Re: Suzuki Motor Corp  
Complaint #: 272543

Dear

This is to acknowledge receipt of your letter regarding the above-named manufacturer.

In a preliminary review of your complaint, it appears your vehicle may qualify as a "lemon" under the Ohio Lemon Law. This law requires a manufacturer to buy back or replace a vehicle that is identified as a lemon. If you are seeking either of these remedies available under the Lemon Law, you will need to contact a private attorney. The Attorney General does not have enforcement power under the Lemon Law and cannot force the manufacturer to repurchase or replace your vehicle; only a court can do that.

But, in an effort to assist you in resolving your problems, a copy of your complaint will be forwarded to the manufacturer asking for a written response concerning your vehicle. Past experience has shown response time on the part of a manufacturer may, on occasion, take at least 90 days. Be assured the written responses will be sent to you as I receive them.

If your case is resolved or will be pursued through arbitration or the court system, please let me know so I may keep my records up to date.

Sincerely,

JIM PETRO  
Attorney General



David L. Strawser  
Lemon Law Administrator  
Consumer Protection Section  
(614) 995-1578  
DStrawser@ag.state.oh.us  
(614) 728-7583 (Fax)  
(800) 282-0515 Toll Free (Ohio Only)

**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).**