



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 100248

Date Received: 2/21/2005
Repository: []
Reference No.: 10109596

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SISTERS State: OR 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? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 2/21/2005

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KLSVM52 [REDACTED]
Make: SUZUKI Model: VERONA Model year: 2004
Date Purchased: Nov. 2003 Dealer's Name and Telephone Number: Vince Williams SUZUKI
Original Owner: Dealer's City: Warren, OR State: OR Zip Code: 97146
Engine: No. Cylinders: 6 Fuel Type: Gas
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: FRONT WHEEL DRIVE
 Cruise Control Vehicle Component Code: 038000 SERVICE BRAKES, HYDRAULIC; ANTILOCK
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-NOV-2004
Failure Mileage: [REDACTED]
Failure Speed: [REDACTED]

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: DOTMALSABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire 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).

THE TRACTION CONTROL DISABLED DURING INCLEMENT WEATHER. THIS CAUSED THE ANTI-LOCK BRAKES NOT TO OPERATE. OWNER PULLED OVER TO ENGAGE THE TRACTION CONTROL. MANUFACTURER WAS CONTACTED BY OWNER. *AK

See Attachment

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.

February 21, 2005

National Highway Traffic Safety Administration

ATTACHMENT:

When taking off from a stop, some of the time, the traction control will become disabled, also disabling the ABS Brake System. The traction control will not reset itself until you physically pull over, turn off the ignition, and restart it. I feel this is a very dangerous situation when you have pulled out into traffic and have no place to pull over and reset the traction control. I have driven as long as 40 minutes without it resetting itself.

Myself and the dealer where I have my service done (Jim Smolich Suzuki in Bend, OR) have contacted the manufacturer and they say this is the way it is suppose to be. It states in the Owners Manual, page 3-27 under Traction Control, system warning lights may come on for the following reasons:

"If the traction control system warning light comes on and stays on for an extended period of time when the system is turned on, your vehicle needs service." The technical department of American Suzuki said that there is nothing wrong, this is the way it is suppose to be.

I feel this is a very dangerous situation in heavy traffic when you cannot pull off the road to do this. This has happened to us approximately ten to twelve times in the last 2 ½ months.