

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
		<p>Date Received 2005 JUL -8 AM 3:44 09-JUN-2005</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10124837</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			
DECATUR	GA				
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p> <p>In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>					
<p>Signature of Owner _____ Date _____</p>					
<p><b>VEHICLE INFORMATION</b></p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
KL5VMS2L54E		SUZUKI	VERONA	2004	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
12-JUN-04	SOUTH TOWN 404-282-2488		No: Cylinders	Gas	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	STONE MOUNTAIN	GA	30083		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code		
AUTOMATIC	<input checked="" type="checkbox"/> Cruise Control	UNKNOWN	061000 ENGINE AND ENGINE COOLING:ENGINE		
			Multiple Failure: 3		
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
Incident Date(s)	Failure Mileage	Failure Speed			
10-JUL-2004					
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM18ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
Tire Component Code			Tire Failure Type		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			N	
<p>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).</p>					
<p>DT: CONSUMER HAD TO PUT A NEW ENGINE IN THE CAR. THE CHECK ENGINE LIGHT CAME ON BEFORE THEY REPLACED THE ENGINE. THE ENGINE LIGHT CAME ON 4 TIMES ON AFTER THEY REPLACED THE ENGINE. ALSO, THEY REPLACED SOME OF THE SENSORS. THE CAR WAS JERKING AND CUTTING OFF EVERY NOW AND THEN. I NOTICED THE CAR WAS DRIVING DIFFERENT. THE IGNITION HAS A BUZZING NOTICE IN IT. THEY WERE SUPPOSED TO FIX THE TACHOMETER. THE AIR CONDITIONER DOESN'T WORK. *AK</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Involes. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b></p>					
<p>The Privacy Act of 1974-Public Law 93-570 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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.</p>					

**2004 Verona Suzuki**  
**May 26, 2005**

**Problems with car:**

- 1. Check engine light came on July 19th 2004**
- 2. Replace new engine on August 4th 2004**
- 3. check engine light came on on October 6th 2004, March 19th 2005, April 14th 2005, and May 14th 2005**
- 4. rough idle and hesitation**
- 5. looks like smoke coming out of the exhaust sometimes**
- 6. sound as it wants to cut off like a jerking motion or stop**
- 7. buzzing sound reported December 2nd 2004/ still buzzing, I was told it was normal. It was not making that noise when I first bought the car.**
- 8. While sitting in traffic or at the traffic light, the tachometer moves up and down and the motor sounds as it is racing.**
- 9. reported the drivers window sometimes it just keep going all the way down when I just want it half way.**

FUNCTION..... 7M  
VEHID..... 748188970

VEHID 48108970 SERIAL NO. KL5VM52L548  
CUSTOMER 83888  
DECATUR GA DELV. DATE 12JUN04  
HOME PHONE IN SERVICE 12JUN04  
BUS. PHONE WAR.EXP.DATE  
04 SUZUKI VERONA 16774 LICENSE NO.  
SLSMN 5871  
Command? (Enter, \*, N, VEH, CUST, ?) ....?

RO NO: 161806 OPENED: 14APR06 CLOSED: 16APR06 MILEAGE: 13189  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
5090 158 WS F081C0 TEMPERATURE CONTROL ACTUATOR CIRCUIT MALF  
UNCTION  
5090 158 WS F082C0 AIR FLOW CONTROL MALFUNCTION  
5090 158 WS F08990 LEARN & REPROGRAM

Press return to continue, S to list the story for this RO, or E to exit: ?

RO NO: 161677 OPENED: 22MAR05 CLOSED: 22MAR05 MILEAGE: 11689  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
541 5091 WS 8M18R0 STOP LAMP SWITCH ASSY

Press return to continue, S to list the story for this RO, or E to exit: ?

RO NO: 161616 OPENED: 19MAR05 CLOSED: 19MAR05 MILEAGE: 11534  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
5095 158 WS F830C0 OAIG TIME  
5095 158 CP88 B1 3.7/11.2/18.7/26.5/39.7/41.2/48.7/56.2/6  
3.7/71.2/78.7/86.2K MILE SERVICE: OIL &  
FILTER CHANGE, TOP OFF ALL FLUIDS, CHECK  
TIRE PRESSURES.  
5095 158 CP88 RO ROTATE TIRES

Press return to continue, S to list the story for this RO, or E to exit: ?

RO NO: 160817 OPENED: 02DEC04 CLOSED: 06DEC04 MILEAGE: 6477  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
5098 158 ILOF 1F 1ST FREE LOF  
5090 158 CPH NC NO CHARGE  
5090 158 CPH NC COULD NOT DUPLICATE PROBLEM  
COMMENTS: NO PROBLEM FOUND NORMAL BUZZ FROM RELAY

Press return to continue, S to list the story for this RO, or E to exit: ?

RO NO: 167484 OPENED: 09AUG04 CLOSED: 25AUG04 MILEAGE: 22610  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
541 158 WS AA01R1 REPLACE ENGINE ASSEMBLYCOMPLETE, DOHC  
541 158 WS DF04R0 REPLACE FUEL PUMP  
541 888 CPH NND SEE LINE A.  
541 WS 01 LOF

Press return to continue, S to list the story for this RO, or E to exit: ?

RO NO: 167083 OPENED: 19JUL04 CLOSED: 20AUG04 MILEAGE: 2208  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
5090 158 WS 8M18R0 STOP LAMP SWITCH ASSY  
5090 158 WS FP20C0 NO2S CIRCUIT SLOW RESPONSE (BANK 1 SENSO  
R 1)  
5090 158 WS FP32C0 MISFIRE DETECTED  
5090 158 WS EB21R0 SPARK PLUG (ALL)  
5090 158 WS FP9990 ACTUAL TIME AS APPROVED BY DPM

Gene  
Russell

5099 999 NS RENTAL  
5099 WEX 45000RZ  
5099 WEX 45000RZ

AUTHORIZED VEHICLE RENTAL THROUGH ENTERP  
RISE RAC.  
NO DESCRIPTION  
NO DESCRIPTION

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CUSTOMER NO.  
1961

PRE - I N V O I C E		*****	
ADVISOR		HAT NO.	
DAN CONKLIN	1502		0
LABOR RATE	LICENSE NO	MIL.IN	COL
		16337	/
YEAR/MAKE/MODEL			D
04/SUZUKI/VERONA/4 DOOR SEDAN			
VEHICLE ID. NO.			SE
K L 5 V M 5 2 L 5 4 B			
F.T.E. NO.		P.O. NO.	R
			0
COMMENTS			

DECATUR, GA  
HOME PHONE                      BUS. PHONE

PRESS RETURN TO CONTINUE

LABOR & PARTS-----

J# 1 20SMZ03

COOLING SYS CONCERN HOURS: 1.00 TECH(S):1526  
CUSTOMER STATES AIR CONDITIONING DOES NOT BLOW COOL  
LOW FREON  
CHARGED FREON AND CHECKED FOR LEAKS. TEST DROVE VEHICLE WITH  
CUSTOMER. SYSTEM OK.

JOB # 1 TOTAL LABOR &

J# 2 10SMZ

DRIVEABILITY HOURS: 0.50 TECH(S):1526  
CUSTOMER STATES INTERMITTENT JERKING OF VEHICLE.  
NOT LETTING VEHICLE IDLE BEFORE DRIVING.  
CHECKED FOR DTC'S, TEST DROVE VEHICLE. NO DTC'S FOUND AND  
VEHICLE DRIVES NORMALLY.  
INFORMED CUSTOMER ON HOW TO FIRST START UP VEHICLE AND LET  
IDLE BEFORE ENGAGING TRANSMISSION. ALLOW 3-5 MINUTES ON IDLE

JOB # 2 TOTAL LABOR &

COMMENTS-----

AIR CONDITIONING

PRESS RETURN TO CONTINUE

R/O TAX  
R/O TOT

CLAIM TOTALS	0.00	0.00	0.00	0.00	0.00	0.00
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P R E - I N V O I C E

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PRESS RETURN TO CONTINUE

**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).**