



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 1C0148

Date Received

Repository

19-OCT-2005 11:09

Reference No.
10140216

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WAUKESHA State WI 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?
In the absence of an authorized address to the vehicle manufacturer. YES NO
Signature of Owner [REDACTED] Date 11/23/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KL5VM52L44B [REDACTED] Make SUZUKI Model VERONA Model Year 2004
Date Purchased 10-AUG-04 Dealer's Name and Telephone Number WILD NISSAN SUZUKI 262-542-5500 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City WAUKESHA State WI Zip Code 53186
Transmission Type Antilock Brakes Powertrain FRONT WHEEL DRIVE Vehicle Component Code 063100 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION
AUTOMATIC Cruise Control Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-OCT-2004 Failure Mileage 1311 Failure Speed

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).

DT: THE CONTACT STATED THE ENGINE SERVICE LIGHT KEPT COMING ON THE 2004 SUZUKI VERONA. OIL WAS GETTING IN THE GAS LINE. VEHICLE HAS BEEN TO THE DEALERSHIP OVER THE PAST YEAR REPEATEDLY FOR THE ENGINE SERVICE LIGHT PROBLEM. THE TRANSMISSION WAS NOT AUTOMATICALLY SHIFTING. THE CONTACT SAID THAT IT SEEMED TO BE CONNECTED TO THE ENGINE LIGHT. AS OF YESTERDAY, THE SPEEDOMETER WAS NOT WORKING. THE MANUFACTURER HAS BEEN CALLED, AND THEY SAID THAT THEY WOULD NOTIFY THE DEALER AND TRY TO FIGURE OUT WHAT WAS WRONG WITH THE VEHICLE. THE DEALERSHIP DID NOT CALL THE CONTACT. THE DEALER SAID THAT THERE WAS NOTHING WRONG WITH THE CAR. THE O2 SENSOR HAS BEEN REPLACED ONCE, AND WAS CURRENTLY WAITING ON ANOTHER O2 SENSOR TO BE INSTALLED. THE ONLY PROBLEM WAS THAT THE PART HAS NOT BEEN MANUFACTURED.*AK

Recall notice 9-23-04 adjusted computer - never fixed. Engine light accelerates Hesitates
copies, History Details enclosed found 64 other complaints on the nhtsa website.
Please up Date extremely Dangerous

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 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.

12/7/05

[REDACTED]
Waukesha, Wi. [REDACTED]

Email: [REDACTED]

Vin # KL5VM52L44B [REDACTED]

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigations, NVS-216
400 7TH St. SW.
Washington, DC. 20590

Dear Personal,

Enclosed is: Car history of repair & service, notes, letters, complaints form your web-site on this car. We have mailed the information certified mail to Suzuki.

You will see in our history of repair that we have called Suzuki at least twice. An arbitrator was to contact us and never did.

We have enclosed a letter to Suzuki wanting a refund. The lemon law form.

Please review all the information we have enclosed. We feel this will give you details on the problems this car has. We have enclosed other complaints taken off your web-site.

Others have had similar experiences.

We hope this information will be used to take this first version of the Verona off the market. The car was recalled over a year ago and the repair didn't correct the problem.

We have been lucky others have been in accidents.

Please email us at: [REDACTED]. We would like to know when a car is considered unsafe & the NHTSA take action? How do we get a car taken off the market because of unsafe issues?

Do you help with arbitration? Where do we file a lemon law?

Also please up date our information on your web site.

Thank you,

Happy Holidays !!!

[REDACTED]

Car information: history and repair [REDACTED]; [REDACTED] Waukesha, Wi [REDACTED]
Suzuki Verona 2004 2.5L Ex Vin # KL5VM52L44E [REDACTED]

Purchased 8/10/04 Mileage: 64miles Address on contracts: Wilde Nissan Suzuki;
1451 E. Moreland Blvd.; Waukesha, Wi 53186. (New building for Nissan)

The Suzuki lot is across the street.

Recall 11.03/03 Never informed of any recalled at purchase. (10/15/04 saw on repair invoice)

Recall notice Letter from Suzuki enclosed states car stall at any time. Post card from Wilde.

Recall Id # 1C3EJ56H5TN134284 called Suzuki questioned ID #. Told # used for recall not Vin #

Appointment Sept. 22, 2004: 600 ? Not exact mileage No invoice.

Suzuki dealer across the street from 1451. Moreland Blvd. told to go there for service by person on phone. Arrived: Scott and a repairperson came over asked me what they could do. I told them I had an appointment for a recall. They didn't know about it. Looked at card and my car. Scott left to make a call. Came back said we had to go across the street to call manufacturer and find out if my car was one that needed the recall depending on dates manufactured.

Came back told me they do not have the part and they would have to order it.

They would call me.

Called Scott Oct 4, 2004 (See if part is in. I was called after that made an appointment)

Oct 8 2004: 1,311 mileage; Arrived 2pm appointment at Suzuki deal (next to pick N save parking lot east side of street). No one in the afternoon to service. Had to go across street to Nissan. I believe I talked to Scott? He stated only one person can repair this recall. I was told that Suzuki wouldn't pay for the part they had to adjust computer.

The one repairperson that could work on car did stay. I waited. He apologized for the wait. He stated he couldn't get the computer to reset. Had a lot of trouble reprogramming computer as he was trained to do so for the recall. Finally was able to change it.

Computer wouldn't change, ECM issues, Verona is a new model flaws not worked out yet.

Very dangerous. Recall states ECM fault.

Statement: R.O. Date 10/08/04 date promised 10/15/04

In for service problems worse.

Hesitation: Car will want to stall even driving at 45 miles an hour very dangerous problem not solved w/ recall. Will miss. A pressure and a lull. Play in steering. Acceleration on it's own

Two different invoices same dates of service Note: I wrote a 1. On invoice. Invoice # SMCS88107; date 10/8/04. I wrote 2 on invoice Service invoice labor instructions. Service r.o.date 10/8/04 r.o. # 88107 date and times promised 10/15/04

*I called Suzuki complained. They basically said they could find us another dealer in the area.

Problem not corrected. I was never contacted by company

12/14/04 Miles: 3,230 in for service problems continue

Engine light on steady not flashing. 6:50 pm Car still hesitating and accelerating want to stall. In for repair. No results no repaired. Extremely dangerous never know when car will start malfunctioning system may reset itself. Dealer detected no problem. Also problems with climate control, anti lock brakes, shifting?

Called 7:30 am 12/15/05 Went in didn't find anything.

Also ask to check climate control. Didn't work off and on blew cold air had to turn dial up to 80+ Cold air blowing for an hour on driver side. For 3 days. Temp control cold air, air conditioner going on it's freezing outside. Buttons on climate control: auto, ac, etc **hot to touch**. No results

2/11/05 Miles 3,742

tune up.

Question antilock breaks not working sliding through intersection. Nothing found. At random car malfunctions.

6/15/05 Miles: 5,679 in for service problems continue

Engine light on, car still hesitates, accelerates, climate control. Also more problems effecting transmission (owners manual page 2-15 states Features and contents under Fuzzy function States to the automatic transmission will select a adaptive shift pattern by fussy logic. Copied page enclosed.)
Refereed to this to serviceperson and in note for repair.

2. Continued Suzuki Verona 2004

I was told by service person at Wilde not to come in right away if engine light goes on. First turn off car, take off gas cap & put back on make sure cap it tight. The computer system will reset itself if loose gas cap. Did exactly as requested. Engine light didn't reset continued to stay on. Horrible problem with the car. Still hesitates, accelerates, etc.

Service person still trying to imply it is a loose gas cap.

Service person stated to me that the cars has a Highly technical system very actuate. He stated the Computer recorded we took off gas cap while car was running. I stated that was false we never have done that. Did exactly as they requested to check and reset gas cap as listed above. Engine light has never reset on it's own. He reworded his statement. The Highly technical computer system is faulty, defective wrong readings. Bad electrical system computer sending faulty messages. Never a loose gas cap. At random different things on car malfunction like emissions, climate control, fuzzy automatic shift doesn't shift into gears, transmission, hesitation, acceleration, and electrical computer problems. Hot air blowing on legs.

Climate control still not working right Buttons still hot to touch. They state that is normal.

It isn't normal: (Few experiences I have gone through with this car.)

1. To feel the **gas pedal pressing down on it's own** the car accelerated too fast I put on the brake. It reset itself. The computer system triggered a response to depress the gas pedal.

2. The car continues to accelerate even while braking to come to a stop. Car idling high. The car lunges forward even with foot on brake still at stop. Car idles down with a large clunk, jerk, crash; severity is enough to jerk our bodies back and forth, head even bounced off headrest a few times at a complete stop with foot on the brake.

3. At a stop light foot on brake with no warning car Rev's on it's own. Car lunges forward. Again idle kicked down there is a large clunk & jerk like transmission crashing again body jerks forward and back. Like the crash dummies do in a crash test.

4. Driving along going 45 mile/hr. car starts to miss and hesitate down the road. As we are jerked down the road. Sometime extreme sometimes mild, Maybe to stall. Go along for a while then stop. Starts at random.

Had service check. Trunk button not working all the time. Stated it was normal to have to press it numerous times. Electrical malfunction.

8/15/05 Miles:6,727 In for service problems continue

Engine light on, hesitates, + both rear door do not shutting tight.

Idle is worse very high while driving. Along with acceleration and hesitation the steering on the car gets loose feels like car could stall. Almost could loose control play in steering. Horrible. Anytime at random. Made notes on back of service sheet. The service person stated he couldn't find any repair on computer last visit. Came back later told me that the actual repairperson readjusts the entire system to adjust to my driving. Cold start better still hesitate while driving. Sometimes like a hot rod. Ruff high idles plus wants to stall. Very bad gas mileage. Extreme problems with hesitating to stall even at high speeds.

9/7/05 4:20 Engine light on, wait to see if resets, hesitation and acceleration continues.

Continue to do as service person requested to try and reset engine light if it is a loose gas cap. Didn't fill tank since 10/31/05, cap tight engine light didn't reset. Horrible problems

Date of service 9/09/05 7,363milage

Hesitates, accelerates, idles high, extremely worse since last oil change. Very dangerous

I made notes on the repair statement in response to what was written about emergency brake use.

Horribly unsafe to drive. Could loose control very easily.

Also when putting on parking brake lean to get out sounds like an old rusty car. Service person stated this was normal. Also put on statement no need to put on brake binds transmission. Just the service before a news report and the service person stated just the opposite.

If using an emergency brake cause binding in transmission. This is a manufactures defect with the 2004 Verona.

* Called Suzuki complained. No one contacted me.

Page 3 continue Suzuki Verona 2004

9/14/05 Engine light on

Started calling 7:30 am. No response or line busies.

Large storms lots of power outages. Emailed also same way on the 15th car not shifting properly doesn't want to go out of first gear after put into drive

9/20/05. Engine light on continuously since 9/14/05, horrible hesitation, idle, loose steering could loose control wants to stall while driving. Sometimes car feels like it is taking in too much air, then starts to chug down the road. (I can feel the pressure building at time to go into a hesitation)

Replace b2 and rear O2 sensor 7,697 mileage

10/03/05 Engine light on, called for appointment: acceleration and hesitation car lunging forward and back; no fill up. My records stated took in 10/05/05 work orders were for 10/06/05 kept over night, 8,255 mileage

Called by service person to keep over night found oil in gas. Needed to do a test to see if faulty solenoid. Called back next day. Not the problem they called Suzuki. Suzuki was aware of the problem with oil in the gas; waiting for parts O2 sensor emissions, fuel injection, air, exhaust. Part not manufactured yet. Expected to use car with major hazards to our safety. I was told to use car ignore the engine light going on do not bring it in. Expected to drive as is.

Printed note I wrote of problems for service on the 10/05/05 to 10/06/05

1 engine light on doesn't flicker, doesn't reset, not gas cap. Didn't fill up with gas until after light was on. Usually problems everyday

2. hesitation, & acceleration, play in steering. Car wants to accelerate on it's own while brake is on at stop can lunge forward.

3. high idle ruff idle

4. Automatic shift doesn't shift properly worse since last service doesn't go through all the gears Monday stuck in 1st would try to go into next gear. Start to shift. Then went back down back and forth for a while. As this happened I was being jerked back and forth down the road. Acts like the automatic shift is malfunctioning and causing an effect like a stick shift not using the clutch right to shift into next gear. (Noticed engine light had come on.) Finally a large noise and hard shift sound and clunk like transmission being effected. Very hard down shift jerk us, loud noise again transmission seems effected.

5. Climate control buttons auto, mode, etc hot to touch. No tapes, CD's or radio on

Usually happens every time I use the car

After service note written on printed list Mike McDonald questioned about the fuzzy automatic shift, computer electrical problems. With the shift & other issues not working.

*10/07/05 note called Suzuki 1-800-934-0934 2pm our time complained no one ever got back to me.

JD Power Study: We filled it out. Stated car very dangerous. Complaint.

Page 4 2004 Verona History and repair continue:

10/18/05 engine light on, hesitation, this goes on almost everyday as I stated before. Play in steering, called 5pm. No speedometer, put in gear (drive) large noise jerk, like transmission doesn't want to accelerate and shift. Did get car to move. Speedometer (MPH) wouldn't move. Couldn't detect how fast I was going.

Called for appointment: Service person looked up record sort of laughed about waiting for a sensor that isn't manufactured yet. Wanted me to wait. I finally got through I didn't have a speedometer couldn't drive the car that way. Also the car was not shifting like transmission trouble. The service person stated the 02 sensor we are waiting for has nothing to do with the speedometer and transmission. Made me an appointment.

10/19/05 8,469 mileage: Engine light on. Service found no problem, speedometer worked.

Filed complaint with the National Highway traffic safety administration. They stated there are 140 complaints about the 2004 Verona. I found 65 of the complaints. Even engines were replaced the problem still continued.

Service person asked me questions about car shifting. Asked if car wouldn't shift out of 1st. I did talk to him a while about that. He didn't write anything down about trouble shifting, only speedometer.

When car was looked at they found nothing; I questioned about electrical and computer malfunctions as we have many times. Service person stated they were not interested in that at this point. Stated that maybe the part we are waiting for will correct that. Opposite of what I was told when I called for service on the 18th. No results. Told me if the speedometer doesn't work again come right in do not turn off car. Service person was very evasive.

Was something altered at last service they wouldn't record?

Have not taken car back in dealing with issues. Filing this lemon law complaint. Want full refund. Very concerned, dissatisfied. Extremely unsafe car. Never know if car will malfunction or work normally. Like playing Russian Roulette

Continue to have problems. Along with acceleration and hesitation.

A few items happening since last service. Copied & inclosed notes. Read for details

1. Oct 22 : Car in drive press on gas will not move. Car rev's. Car is in Drive, no brake on. Car hesitate making turns several times almost an accident. Oct 23. Clunk and jerks when put into drive. Hesitates on right turn almost to stall. Lunges forward minutes later going 45 mph car starts missing & a mild chugging down the road stops about a mile; Oct 24 Ruff idle temp button hot; Oct driving along car almost stalls, play in steering, Ruff Idle; Nov 14 5pm at stop light turning left foot on brake. Car lunged forward, a bolt of acceleration. Scared my Aunt and I have to death. Our bodies jerked back and forth. I was thankful I was far enough away form the car in front of me.

2

Climate control: Nov 12th: Used the defrost strong gas smell coming from vents. Nov 14: After that on auto and or defrost air blowing in top vents I get a headache and tickle to cough. Try not to use defrost or auto.

3. Steering wheel vibrating. Shaking. Happened twice. At random. Even in park Nov 9th & Nov 18th. Car shook a little too daughter questioned why?

4 ABS doesn't engage always. Nov 25: Have to be very careful to try and get the ABS to work. Even if ABS works car continues to slide.

6. Nov 25: With winter and weather conditions the dangerous situation and safety situation with this car is worsened very hazardous. I fear for our safety. No traction, not shifting couldn't get up a hill, almost had to drive on the shoulder of the road. Couldn't drive faster than 10 to 15 mile/ hr. car no control, fishtails, slides, The slightest incline hardly made it up fishtailing, and sliding all over the place.

The car is a lemon. Over 4 time the engine light has gone on. The recall with hesitation and acceleration has never been corrected. The different computer systems that regulate the car the flaws have not been found or detected. The car has oil getting into the gas causing damage to the systems. With no replacement part at this time. The damage to this car has already been done in the last year.

Service: 12/05/05 Miles 9733 kept over night pick up 12/06/05

Service person very considerate to get us in the same day I called. I wrote up a service note of

Waukesha, Wi.
Vin # KL5VM52L44B

American Suzuki Motor Corporation
Automotive Division
3251 E. Imperial Highway
Brea, Ca 92821-6722

Koichi Suzuki,

Our Suzuki Verona 2004 ex is unsafe, has a defect that can not be corrected, has been in for repair more than 4 time and unable to correct problems.

We demand **full refund** calculated in accordance with the lemon law, plus collateral costs.

Enclosed is a history of our car service and repair & notes I wrote. Recall notice, letters form company about excellence. The Lemon law notice, Copies of National highway traffic safety administration complaints of 140 I found 65.

Our car has been in for:

1. Recall notice letter included 2004. ECM. Hesitation to stall can cause accident. Still hesitates to current date never fixed. The acceleration and hesitation has put our family at risk many times. Very dangerous and unsafe. Especially in June - Oct 2005. In more than 4 times
2. Engine light Since Dec 2004 more than 4 times
- 3 Defect: Oct. 2005 repair service person told us oil getting into gas line. They called Suzuki. They were told Suzuki is aware of the problem. Drive the car even if engine light comes on. Part not manufactured yet. Unable to repair, Defective.
- 4 Defect in computer Transmission automatic shift. Doesn't want to shift properly sometimes works other times don't. Not able to detect defect. June 2005 through Oct 2005 Very dangerous and unsafe
- 5 Defect in Electrical system and computer system. Undetectable. Works then doesn't then does. Will malfunction at random.
 - A. Climate control defect first complaints 2004, 3-hr. cold air blowing for hours, buttons hot. June 2005 mentioned Climate control hot air blowing on legs hasn't happened again, Dec 2005 defrost air blowing from vents cause cough, headache, once a strong gas smell in Nov. Usually I do not use the system.
 - B. Oct Speedometer didn't work one day. Engine light was on. Next day worked
 - C. Automatic transmission Fuzzy doesn't shift properly.
 - D. Feb 2005 ABS wouldn't engage. Nothing found. Dec ABS engaged still slide through stop. Any snow on the roads very unsafe no traction.

You have not make our Suzuki Verona Ex. safe, you have not lived up to your congratulations letter when we purchased the car. It isn't dependable, durable, safe, or inexpensive to drive. Horrible on gas mileage at time. Idle high, accelerates on it's own. I have called in complaints several times to your 1-800-934-0934. I was told I would be called back by an arbitrator. We have not been called.

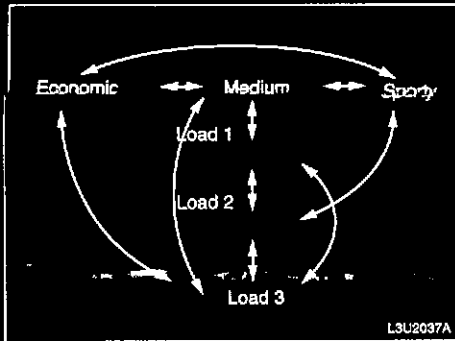
We demand a full refund.

FEATURES AND CONTENTS

Fuzzy Function

Your automatic transmission will automatically select a adaptive shift pattern by fuzzy logic.

- Economic mode is applied as often as possible.



- Driver adaptive shift patterns are activated for a minimum time.
- "Load 1" is designed for a driving on moderate road gradients.
- "Load 2" is active while going steeply upwards.
- "Load 3" is intended for downhill driving for better engine braking.

CAUTION

The first few shifts may be somewhat rough on a new vehicle. This is a normal condition and shift feel will be good soon because the automatic transmission control system performs adaptation functions.

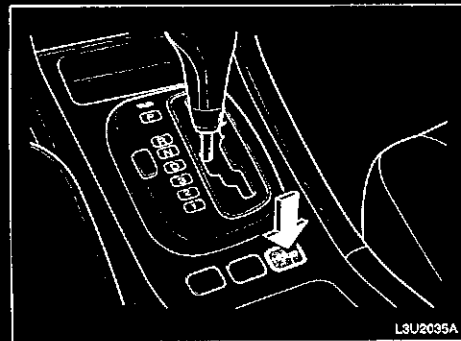
Emergency Operation

If a fault has occurred on automatic transmission, MIL or hold lamp can be turned on or blinked. In this situation, automatic shifting can be cancelled or operated with severe condition.

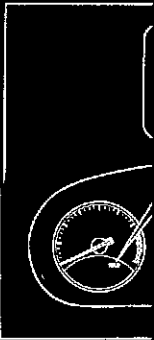
You should consult your dealer and have the problem repaired as soon as possible when this condition occurs.

Hold Mode

Your vehicle is equipped with a hold mode.



Press the HO shift lever to a press it again



This light comes activated, and vated.

When the hc transmission o

Selector Lev Position
D
3
2
1

Motor Vehicle Lemon Law Notice
Demand for relief under s. 218.0171, Wisconsin Statutes
(Print clearly in ink)

Pursuant to the Wisconsin Lemon Law, I am notifying SUZUKI of the following:
(check one) manufacturer

- My vehicle has been made available for repair at least 4 times for the same defect during its first year of warranty.
- My vehicle has been out of service at least 30 days because of one or more defects during its first year of warranty.

Vehicle make SUZUKI Model Verona EX 2.5L Year 2004 VIN (17 digits) KLSVM52L41B

Name and city/state of selling or leasing dealer or leasing company Wild Nissan Suzuki

Date of vehicle delivery 8/10/04 Today's date 11/19/05

Name of financial institution that financed/leased vehicle Paid for Loan account # _____

By providing this information, I authorize the manufacturer to contact this financial institution for financing information needed to calculate a refund. Authorization expires 35 days after the date of this form.

→ See back for vehicle defect and repair information ←

My vehicle has a defect(s) that substantially impairs its use, value or safety. I demand that the manufacturer give me one of the following within 30 days:

(check one)

- A comparable new vehicle in accordance with the Lemon Law, plus collateral costs
- A refund calculated in accordance with the Lemon Law, plus collateral costs

Description of collateral costs I have incurred in connection with vehicle repairs. (Examples include alternative transportation, towing costs.) continued inconvenience being without a car

The Emotional Fear Driving an unsafe car; Expenses in loss of value in car

Description of non-removable options that have been added to my vehicle after the sale, but not included in the vehicle purchase price. (Examples include sunroof, rustproofing, roof rack, pinstriping, etc.)

None

Description of missing equipment or serious unrepaired vehicle damage. (Do not include normal wear and tear such as minor dents, scratches, pitted glass, soiled carpets, minor stains or tears.) None

I offer to return my vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief.

Owner name [Redacted] Co-owner (if any) [Redacted]

Address [Redacted]

Home phone (optional) [Redacted] Work phone (optional) [Redacted]

Fax (optional) _____ Owner signature [Redacted]

Vehicle repair information

I have made my vehicle available to an authorized dealership for repair because of the defect(s) on these dates:

complete list copied & enclosed

Date in/out	Mileage	Dealership name	Problems you reported
Sept 22 of 10 8 04 12-14-04	600? 1311 3230	Wilde Nissan Suzuki " " " "	Recall no invoice could do recall didn't replace part adjust computer engine could cause stalls engine light hesitate, Accelerate computer failure
6 15 05	5679	Wilde Nissan Suzuki	Engine light Hesitation Acceleration computer failure
8-15-05	6727	" "	Engine light Same computer Problem
9-7-05 9 9 05	7363	Wilde Nissan Suzuki	Engine light computer Hesitation Acceleration Problem
9 15 05	7697	Wilde Nissan Suzuki	Engine light High Idle loose steering. Stall Loose control as in letter of recall
10 3 05 10 05/05 10 06/05	started 8255	Wilde Nissan Suzuki	Engine light hesitate accelerate lunge forward not shifting from first gear
			Repair State Suzuki was called they are aware of oil getting in gas, air, exhaust off car isn't made yet
10-18-05 10 19 05	8469	Wilde Nissan Suzuki	Engine light on Play in steering Hesitate accelerate Speedometer would work
			Car wouldn't want to go from different gears hand shift Jerk forward back no findings
			Engine light doesn't come on. would write problem down at service only concerned about speedometer

**We recommend you send this notice to the manufacturer by certified mail.
Keep a copy for your records.**

Waukesha, Wi. [REDACTED]

Vin # KL5VM52L44B [REDACTED]

American Suzuki Motor Corporation
Automotive Division
3251 E. Imperial Highway
Brea, Ca 92821-6722

Koichi Suzuki,

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We demand a full refund.

[REDACTED]



Dear New Suzuki Owner,

Congratulations on the purchase of your new Suzuki and welcome to the Suzuki family. We know you had many choices when it came to buying a new vehicle and we are very pleased that you chose Suzuki.

As the weeks and miles roll by, I think you'll discover three things about your new Suzuki. First, you'll find that it's fun to drive and that you'll always look forward to getting behind the wheel. Second, you'll come to appreciate how durable and dependable your new Suzuki is. We built it that way. Finally, I'm sure you'll be constantly impressed by how affordable your Suzuki is. I'm not just talking about the initial purchase price, but also about how inexpensive your new Suzuki is to operate and maintain.

Our goal is to build high quality vehicles that are America's #1 value. But more than that, we want your ownership experience to be every bit as satisfying as your new Suzuki automobile or SUV. That's one of the reasons why you have our outstanding 100,000 mile / 7-year limited powertrain warranty as well as a professionally trained Suzuki dealer body that stands ready to maintain your new Suzuki and keep it running strong for as long as you own it. If we can help you in any way, please call our Customer Service Center at 800-934-0934. If you've got an issue or a concern, we want to hear about it.

Believe me when I say that we want to meet your every expectation. With that in mind, we ask that you fill out the enclosed J.D. Power and Associates survey asking about your sales experience. I sincerely hope you'll take the minute or two required to fill it out and return it to us. Your feedback is very important to us. The survey is your way of telling us what we're doing right and where we need to improve. And I promise that we will take your comments seriously.

We're very proud to have sold you a new Suzuki. Now, we're determined to sell you your next automobile or SUV or maybe even a Suzuki motorcycle, ATV or outboard motor. We make a full line of exciting products and accessories which you can learn more about on our information-packed Website Suzuki.com. When all is said and done, we're going to be working very hard to keep you part of the Suzuki family for years to come.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. Suzuki'.

Koichi Suzuki

President, Automotive Operations

Wilde Nissan-Suzuki, Inc.

1451 E. Moreland Blvd. (Hwy. 18)
WAUKESHA, WISCONSIN 53186
262-542-5500

8/12/2004

████████████████████
████████████████████
Waukesha, WI ██████████

Dear ██████████

Congratulations on the purchase of your Suzuki. On behalf of myself and Wilde Nissan-Suzuki please accept our thanks for choosing to purchase your vehicle from our dealership.

Please be assured that our interest in your satisfaction has only just begun. It is our sincere desire that you are always completely satisfied with your vehicle and the service you receive from us.

In the coming week, Suzuki will be conducting a survey to measure your sales experience at Wilde Nissan-Suzuki. Please take a moment to answer their questions. The results from your survey are very important to us. The answers which you will be asked to select from are EXCELLENT, completely satisfied, very good, good, fair, or poor.

If you are unable to give your salesperson and/or the dealership EXCELLENT marks, please do not hesitate to give me a call. Your complete satisfaction and continued business is very important to us. We welcome the opportunity to address your concerns and earn your mark of excellence.

Thank you for your time and consideration. Please feel free to call us anytime we may be of assistance. We appreciate your business.

Sincerely,



Richard Dieringer

Other contacts if I am not available:

Dennis Kendall
New Car Manager

Kevin L'Huillier
Used Car Manager
(262) 542-5500
sales@wildennissan.com



SUZUKI
AMERICAN SUZUKI MOTOR CORPORATION
P.O. Box 1100
Brea, California 92822-1100

Turn over
Post card
Recall
Notice
From wilder on
Back

IMPORTANT SAFETY RECALL NOTICE

Dear Suzuki Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

American Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in all 2004 Suzuki Verona passenger cars. According to our records, you own one of the vehicles affected by this recall.

The Engine Control Module (ECM) has a program fault which could cause the fuel to air ratio to become too lean in some circumstances, resulting in engine stalling. If stalling occurs, this can result in loss of control of the vehicle and a crash could occur without prior warning.

To correct the stalling problem, your Suzuki dealer will either reprogram the existing ECM or replace the ECM on your vehicle at no cost to you for parts or labor.

Please contact your Suzuki dealer to schedule an appointment for this Important Safety Recall. To locate your nearest Suzuki dealer, please call toll free (877) 697-8985 or visit our website at www.suzuki.com. Recall instructions have already been sent to your dealer and the recall can be completed in about 30 minutes if you have an appointment. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. If you no longer own this vehicle, please complete the enclosed postage paid reply card and return it to us.

If your dealer does not complete the recall process without charge and within a reasonable period of time, we recommend that you contact the American Suzuki Customer Relations Department at (800) 934-0934. If you are still not satisfied that American Suzuki and your dealer have done their best to complete the recall process, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590 or call toll-free Auto Safety Hotline at (888) 327-4236. - ~~8~~ - 10

We sincerely regret any inconvenience this Important Safety Recall may cause, but we are certain you understand our interest in your safety and your continued satisfaction with your new Suzuki.

note
called completed
9-10-05

NOTICE TO LESSORS

Under Federal law, the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s). The lessor must also keep a record of the lessee(s) to whom this letter is sent and the applicable Vehicle Identification Number. (For the purposes of this notice, a lessor means a person or entity that in the last twelve months prior to this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION

Below Separate Post card sent By wilde Chrysler
1901 E. Moheland
Waukegan WI
5445400
Called Suzuki Id for Recall not vin. #
recall notice

URGENT/RECALL NOTICE

Your _____ Automobile is in need of correction to assure its continued Safe operation. We have been notified by your vehicle manufacturer about a recall that has not been performed on your vehicle.

We urge you to call for an appointment As Soon As Possible.

This is extremely important. Call (262) 544-5400 - Service Dept.

Vehicle Identification No. 1C3EJ5645TN [REDACTED]

Make _____ Modification _____

12-15-04 wed

1C3E58H5TN

Suzuki
Letter Recall

made app Sept 22 04
Service 2 men knew nothing about Recall
order part comb They will call
Note on app Book. Oct 4 call SCOTT 730
See if parts in

10:00

went to Suzuki They only work morning.
Had go across street to Mission for service
no one know how to do Recall stated

2pm
app.

1 guy he did stay to do work. He didn't
know if it was fixed already depending
on Date Sold checked Then had trouble
Setting computer wouldn't work. Finally finished

Back
10-15-04
note Bill

Bill's part 5 not what I was told

12 14 04 6:50 check engine on steady not flashing
call 7:30 AM 12 15 / 04 went in for check
out Didn't find any thing

also ck to ck Heat, air, Heat had to be up
to 80% to warm car Trip up north 11/25/04
cold air kept blowing on Driver over 1 Hr
when put on auto The air conditioner would turn
on, the inside air Defrost Then just
Blow cold very strange 80° total car 3 Day
ok on short Trip around Tow 74 to 75
The Button Get real hot to touch auto off. male
found no results.

only
at side

note

1C3EJ56 NO 284

letter & card

Recall August

made app went in
Sept 22 04 9AM

made app
wilde Didn't know about recall
made another app. Had to order Part

Oct

Two separate notes combined to copy.

notes

Suzuki

letter Recall

noted on letter
Sept 22 04 9AM

app wilde
arrived No one knew about Recall

order Part Will call
(Scott) called Parts in 54255001

7:30 AM

Call Dee 15

George

54255001
, service

give another note like this

This book belongs to:

This book belongs to:



Please check
6-15-05 engine
checked gas cap too
Back 6-15-05
started 6-16-05
still on it took off
cap again checked

could be actual note
or
copy

2) Hot air blowing
legs

3) Temp control auto
still off ment
12-05

4) Back Door Do not
close all the way



5) Sussy
auto-gas
 pedal Depresses
on its own
Takes off.



button on key - f



Doesn't always open.

over

Wed 4:20

f.

9-7-05 Engine light on

car Idles horrible fast cutting and chugging
Horrible since oil change 8-25-05

12 14 04
6-15-05

KL 51m52L418
Ida

Check engine light ON since 9-7-05
Wed 4:20. Have not filled up since
8-31-05 continue to make sure
cap is tight.

4:20 Turned off car, checked gas cap
Re set gas cap (took off put back on)
never Re Set itself

copy

~~12-14-04~~ Different Time Engine light on 10-8-05
12-14-04 - after Recall adjustments

6-16-05

8-7-05 Service 9-9-05 order
want \$ Parts

9-10-05

9-20-05 replace part
10-3-05 engine light

Called

9-10-05 800 934 0934
to tell them car is very
Dangerous

Customer
Relations
Suzuki

no answer { 9-14-05 engine light on

9-15-05 left car (took up 9-20-05)
still hesitation & acceleration / Buttons on Temp
Gages still Got Hot
off on 20
not use
Tapes

10-3-05 Engine light on

Boiling on acceleration Then Hesitating

Back & forth as acceleration

Driving 45 + Really Ruff Ida

Taken in
Note given to Service Person *Person used as Reference*

Oct. 3 2005 called in.
Date of service Oct 5, 2005
Repaired O2 sensor 9/20/05

Problems:

1. Engine light on steady in car again. Does not flicker. Does not reset. Not gas cap. Did not fill up until after light was on. Always tighten cap clicks several times.
2. Hesitation, & acceleration, plays in steering. Car want to accelerate on it's own while brake is on at stop can lunge forward.
3. High idle ruffs idle.
4. Automatic shift doesn't shift properly worse since last service.

Doesn't go through all the gears.
Monday stuck in 1st would try to go into next gear. Start to shift then went back down. Back and forth for a while. Engine light had come on before this. Finally a large noise and a hard shift sound and clunk like transmission being effected.

Very hard down shift at time junks us, loud noise again transmission seems effected
5. Climate control buttons auto, mode, etc. hot to touch. No tapes, CD's or radio on.
Usually happens every time I use the car.

*Jerking
along the
Road
like shift
Shift not
able to
shift into
next gear*

copy



mentioned to *Service* Person

about Suzzu in manual automatic
Shift. *computer*

kept

*System
Doesn't work
Electrical Problems
atime works
others ~~Don't~~
& other issues*

Note
called Service Person
car repair :
Person

Suzuki

called 1800-934-0934

california

2 PM Okla ~~land~~

3rd

complaint

Called Okano - 10-17-05

Call Product Manager

Service Person called

Told Suzuki is aware of problem

They called Dealer called 1:50 PM

not manufactured part

part in car

kept over night

Stated call Suzuki waiting

for parts Fuel injection

air & exhaust emission

not what they thought

check solenoid oil in something (gas)

Reset engine light only

Haven't been driving car very much.

10-18-05 engine light on

last night 10-17-05 Drove car 20 mile mild hard shift

waiting for

morning 18th 8:30 AM (no gas) mild play in

steering mild hesitation.

JSB

called 5 PM

10-18-05 4:37 No MBH

Put in gear large ~~car~~ ^{entire car} Jerk

Transmission Problem

Doesn't want to take off & shift

Then gets going

called person waiting for oil sensor already

replaced once manufacturer hasn't made

replacement part yet

not related to sensor?

said hesitation will not cause transmission

Problem of MPH ^{speedometer} gage to not work

won't shift

6

(my notes)

Oct 19 2005 extreme problems with this car

1. MPH gage doesn't work. (speedometer)

2. Engine light on

3. Automatic shift not working properly put in gear hard down shift doesn't want to accelerate. Book call automatic shift a Fuzzy

Put it into drive or reverse it will jerk the car and shift extremely hard

4. climate control buttons hot as usual

Oct 3 repair [redacted] mentioned the computer system doesn't work. Mention fuzzy automatic shift in manual.

wrote task to Service Dept
Problem

4 Pages for This Service decided to type out note Detail
listed #4. of this group of Papers for Service Oct 17 05

4
Came home wrote this note about car on computer. Service person avoiding something giving me a run around. Wouldn't list on service record about engine light on and other car problems except speedometer.

Suzuki Verona 2004 ex 2.5l Vin#: KL5VM52L44B [REDACTED]

Made appointment:

Tuesday 10/18/05 about 4:55 pm

Oct 18 2005 morning noticed engine light back on in car.

(Service person Oct 3 told me this would happen because of needed a 02 censer not made by manufacturer yet. Told me to disregard)

4:30 pm went to us car extreme problems:

1. Engine light on
2. MPH gage doesn't work. (Speedometer)
3. Automatic shift not working properly put in gear (Drive) hard down shift entire car clunks, and jerks as I put it into gear. Doesn't want to accelerate. Doesn't shift to next gear as I press on gas eventually does increase speed. No speedometer had to guess speed with other traffic around 25 to 30 top speed.

Same thing happened in reverse and every time I put it into a gear. Park, Drive, and Reverse.

Caller right away for repair.

Made appointment:

Tuesday 10/18/05 about 4:55 pm

Mentioned all items above, engine light, MPH (speedometer), not shifting. Some hesitation. He looked up about car said they are waiting for a part. As to brush me off.

I mentioned what am I to do without MPH. Speedometer. I mentioned the automatic shift. Not shifting properly. Like a transmission problem. He stated the 02 sensor we are waiting for would not have anything to do with the transmission or speedometer. We do feel there are issues of electrical computer problem a random defect in computer system also with the engine light going on things malfunction. First year new car defects. Oil getting into engine drives the car without the manufacturer having a part to repair it. Very dangerous

Took car in 8:30 am. 10/19/05

Started car shifted into drives ok. No jerking or hard clunk in shift. The speedometer is working. Engine light still on. My son was with me both days when this was happening. Son mentioned an electrical problem and a computer problem along with emtions problems

Arrived at service

Service person moved car. I mentioned engine light he state he saw that.

Service person asked questions about the shift if it sticks in first gear.

I did explain what happened this time and other times as he questioned me.

Didn't write anything down on service sheet except speedometer.

I thought that was strange. I figured they will have it on the sheet when I get finished.

Service person stated didn't find anything. He didn't have anything but speedometer written down. I was concerned and questioned him.

The service person mentioned engine light may related to part they are waiting for. Sort of under his breath as he walked away from me to avoid issues. I questioned him why nothing was written down, engine light, not shifting, etc He answered only concerned with speedometer this time. I mentioned about the feeling we have about the electrical and computer system and not shifting. He replayed the car has 20 computers.

He also stated to keep the car running and bring it in right away the next time the speedometer don't work

I left upset and dissatisfied , what are they avoiding?

12/5/05

Waukesha, WI

Vin # KL5VM52L44B

Took in for Service

National highway traffic safety administration has numerous complaints on engine light going on electrical and transmission problems with this car Even with engine replaced still the same problems. Many safety concerns like I have.

Of 65 complaints I found 34's are on same issues. Please look them up.

Last service 10/18/05 Service person didn't record engine light on or other problem only interested in speedometer not working.

Same problems hesitation and acceleration. Oct. told Oil in gas, no replacement part manufactured. Also told not to bring in because of this problem even if engine light come on.

Needs oil change & repair please check items listed below?

1. Nail in tire drivers side rear.
2. Rest of Oct & early part of Nov. has severed problems with hesitation to stall. At turns, while driving 45 on highway. The clunking and jerking of our bodies when the car kicked down, loose steering, climate control doesn't work right & gages get hot. Car doesn't always wanting to accelerate at first when put into drive, reverse.
3. Rest of Nov and Dec 5 2005 hesitation and acceleration light chugging along. Taking in air builds up then lets go back and forth. Have mentioned this previously. At random. No constant or as sever. Still could cause an accident.

Nov 14 at stop light foot on brake waiting for light to change. Car lunges forward jerking our bodies back and forth. A serge of power. Previous complaint also. Hasn't happened since.

4 steering vibrate and loose. Builds pressure steering starts to vibrate goes into lull (hesitation) then accelerates forward. Does it several time back and forth (chugging) then stops. Then can start again after a few seconds. Then could be ok for the rest of drive.

5 steering vibrates with ruff Idle . At stop or while driving. Sometime steering even shakes. It is released it goes into hesitation or idle changes. Steering loose too.

6 Car rev's when driving doesn't lunge forward just rev's. As if in park and stepping on gas. Also does it when first putting it into drive, reverse at random. This is very dangerous in snow. Car has little to know traction as is.

7 Climate control on auto or use defrosts. Fumes coming in top vents?

Used Defrost Nov 9 first time used all season. Extreme gas smell coming into car. Cough, eyes burn, opened window. Turned it off.

Several time after that when use climate control and defrost no gas smell. When air is blowing up no distinct smell with in a few minutes I have a headache and tickle to cough. Opened window. If I only turn up heat gage, turn up fan no problem.

8 Nov 26th snow, no control in snows any traction, slip and sliding. Could only go 20 mph ABS did engage still sliding while engaged half way through stop.. Hard to get up slightest incline.

If you need more detail I have kept a journal.

Car is like playing Russian Roulette. Very dangerous car. Many defects unsafe.



Office of Defects Investigation

Complaints - Search Results

65 Records Displayed.

Report Date : **November 29, 2005 at 06:16 PM**
 SEARCH TYPE : **VEHICLE**
 YEAR : **2004**
 Make : **SUZUKI**
 Model : **VERONA**
 Type : **PASSENGER CAR**

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10066612 **Number of Deaths:** 0

no

Date of Failure: October 16, 2003

VIN : KL5VM52L54B...

Component: AIR BAGS:FRONTAL

Summary:

A 40 MPH OFFSET FRONTAL CRASH TEST WAS PERFORMED ON A 2004 SUZUKI VERONA AT THE INSTITUTE'S VEHICLE RESEARCH CENTER. AFTER THE CRASH TEST, IT WAS APPARENT THE DRIVER FRONT AIR BAG FAILED TO DEPLOY PROPERLY. *PH THE AIR BAG ONLY PARTIALLY INFLATED AND PROVIDED LITTLE PROTECTION FOR THE DUMMY'S HEAD. ONCE THE DUMMY'S FORWARD MOMENTUM HAD STOPPED, THE FLAT AIRBAG BEGAN TO RAPIDLY INFLATE, WHICH PROPELLED THE DUMMY REARWARD UNTIL IT CONTACTED THE B-PILLAR. *NM

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10101950 **Number of Deaths:** 0

yes

Date of Failure: November 1, 2004

VIN : Not Available

Component: ENGINE AND ENGINE COOLING:ENGINE

Summary:

RECEIVED RECALL NOTICE FOR A DEFECT WHICH RELATES TO MOTOR VEHICLE SAFETY EXISTS IN ALL 2004 SUZUKI VERONA PASSENGER VEHICLES. *BF CAMPAIGN ID NUMBER : 04V396000 CONSEQUENCE: ENGINE STALLING COULD RESULT IN A CRASH. INSTEAD OF REPLACING THE DEFECTIVE PART THE SERVICE DEALER REPROGRAMED IT. THE CONSUMER WAS TOLD THAT THE SERVICE DEALERSHIP SHOULD RECEIVE THE SOFTWARE TO UPDATE THE PART ANY DAY NOW. THE CONSUMER WAS TOLD THAT THE MALFUNCTION ONLY OCCURS AT SEVERE TEMPERATURE EXTREMES. *TC

Scrap

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10101950 **Number of Deaths:** 0
Date of Failure: November 1, 2004
VIN : Not Available

Same

Component: FUEL SYSTEM, OTHER:DELIVERY

Summary:

RECEIVED RECALL NOTICE FOR A DEFECT WHICH RELATES TO MOTOR VEHICLE SAFETY EXISTS IN ALL 2004 SUZUKI VERONA PASSENGER VEHICLES. *BF CAMPAIGN ID NUMBER : 04V396000 CONSEQUENCE: ENGINE STALLING COULD RESULT IN A CRASH. INSTEAD OF REPLACING THE DEFECTIVE PART THE SERVICE DEALER REPROGRAMED IT. THE CONSUMER WAS TOLD THAT THE SERVICE DEALERSHIP SHOULD RECEIVE THE SOFTWARE TO UPDATE THE PART ANY DAY NOW. THE CONSUMER WAS TOLD THAT THE MALFUNCTION ONLY OCCURS AT SEVERE TEMPERATURE EXTREMES. *TC

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10103321 **Number of Deaths:** 0
Date of Failure: May 26, 2004
VIN : KL5VJ52L64B...

yes

Component: FUEL SYSTEM, GASOLINE:DELIVERY

Summary:

AFTER REC'D RECALL NOTICE FOR DEFECT RELATES TO VEHICLE SAFETY EXISTS IN ALL 2004 SUZUKI VERONA. CAR LOST ALL POWER IN TRAFFIC. *BF RECALL NUMBER: 04V396000 SUMMARY: IN CERTAIN PASSENGER VEHICLES, A FAULT IN THE ADAPTIVE FUEL CONTROL LOGIC CAN CAUSE SOME VEHICLES TO USE AIR/FUEL RATIOS DURING DECELERATION THAT ARE LEAN ENOUGH TO CAUSE ENGINE STALLING. CONSEQUENCE: ENGINE STALLING COULD RESULT IN A CRASH. *TC

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10104982 **Number of Deaths:** 0

Date of Failure: December 16, 2004

VIN : KL5VM52L54B...

Component: ENGINE AND ENGINE COOLING

Summary:

WHILE DRIVING CONSUMER EXPERIENCED VIBRATION COMING FROM THE FRONT. THEN, VEHICLE STALLED. CONSUMER WAS UNABLE TO RESTART VEHICLE, AND HAD IT TOWED TO THE DEALER. MECHANIC DETERMINED THAT THE ENGINE THREW THE PISTON ROD, AND THE ENGINE NEEDED TO BE REPLACED. *AK

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : Yes

Fire : No

Number of Injuries: 0

ODI ID Number : 10105073

Number of Deaths: 0

Date of Failure: December 6, 2004

VIN : Not Available

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

WHEN SHIFTING FROM REVERSE TO DRIVE VEHICLE ACCELERATED. THIS CAUSED A MINOR COLLISION. THE VEHICLE WAS TOWED. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10105265

Number of Deaths: 0

Date of Failure: December 1, 2004

VIN : KL5VJ52464B...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)

Summary:

VEHICLE STALLS, SHAKES, AND SHUTS DOWN IN TRAFFIC. *TC THE PROBLEM WAS A DIRECT CAUSE OF THE ENGINE CONTROL MODULE. THERE WAS A RECALL AND IT WAS REPLACED. AFTER THE REPAIRS WERE MADE THE VEHICLE HEAT STOPPED WORKING. IT TOOK ALMOST A MONTH BEFORE THE HEATING PROBLEMS WAS REPAIRED BECAUSE THE PART WAS ON BACK ORDER. THE CONSUMER FEEL SHE SHOULD NOT HAVE BEEN FINANCIALLY RESPONSIBLE FOR THE REPAIR OF THE HEATING SYSTEM. *NM

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10105314

Number of Deaths: 0

Date of Failure: December 20, 2004

VIN : KL5VJ52LX4B...**Component:** POWER TRAIN:AUTOMATIC TRANSMISSION**Summary:**

TRANSMISSION WAS HAVING PROBLEMS DOWN SHIFTING FROM THE HIGH GEARS, MAKING IT DIFFICULT TO SLOW DOWN . TOOK VEHICLE TO DEALER FOR REPAIRS SEVERAL TIMES, BUT THE CAUSE WAS STILL UNDETERMINED. *AK

Make : SUZUKI**Model :** VERONA**Year :** 2004**Manufacturer :** AMERICAN SUZUKI MOTOR CORP.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10105551**Number of Deaths:** 0**Date of Failure:** December 29, 2004**VIN :** KL5VJ52L24B...**Component:** ENGINE AND ENGINE COOLING**Summary:**

NHTSA CAMPAIGN 04V396000; SUZUKI ISSUED AN ENGINE STALLING RECALL. THIS VEHICLE WAS NOT INCLUDED IN THE RECALL, DUE TO VIN. BUT, IT STALLED, AND THE CHECK ENGINE LIGHT CAME ON. *AK.....ALSO, REPLACED INTAKE MANIFOLD AND OXYGEN SENSOR. *AK

Make : SUZUKI**Model :** VERONA**Year :** 2004**Manufacturer :** AMERICAN SUZUKI MOTOR CORP.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10105551**Number of Deaths:** 0**Date of Failure:** December 29, 2004**VIN :** KL5VJ52L24B...**Component:** ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION CONTROL**Summary:**

NHTSA CAMPAIGN 04V396000; SUZUKI ISSUED AN ENGINE STALLING RECALL. THIS VEHICLE WAS NOT INCLUDED IN THE RECALL, DUE TO VIN. BUT, IT STALLED, AND THE CHECK ENGINE LIGHT CAME ON. *AK.....ALSO, REPLACED INTAKE MANIFOLD AND OXYGEN SENSOR. *AK

Make : SUZUKI**Model :** VERONA**Year :** 2004**Manufacturer :** AMERICAN SUZUKI MOTOR CORP.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10107063**Number of Deaths:** 0**Date of Failure:** January 7, 2005**VIN :** Not Available**Component:** ENGINE AND ENGINE COOLING

Summary:

NHTSA CAMPAIGN 04V396000; SUZUKU ISSUED AN ENGINE STALLING RECALL. THIS VEHICLE WAS INCLUDED IN RECALL, BUT STILL CONTINUED TO HAVE ELECTRICAL PROBLEMS, WHICH COULD CAUSE THE VEHICLE TO STALL.*AK

Make : SUZUKI**Model :** VERONA**Year :** 2004**Manufacturer :** AMERICAN SUZUKI MOTOR CORP.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10107890**Number of Deaths:** 0**Date of Failure:** January 24, 2005**VIN :** KL5VM52L74B...**Component:** FUEL SYSTEM, GASOLINE:DELIVERY**Summary:**

yes
2004 SUZUKI VERONA--- (1.) JANUARY 07, 2005- 7:00AM- ENGINE STALLED AND ENGINE LIGHT CAME ON. I DROVE VEHICLE TO FERMAN SUZUKI DEALERSHIP WHERE IT WAS REPAIRED IN APPROXIMATELY 30-45 MINS. (2.) JANUARY. 24, 2005- 4:45PM - ENGINE STALLED AGAIN AND ENGINE LIGHT CAME ON. (2ND TIME IN 2 WEEKS.) DEALER WAS SUPPOSED TO CALL ME TODAY TO ADVISE WHEN I COULD BRING IT IN. (I HAVE NOT HEARD FROM THEM AS YET.) WHEN I TOOK THE VEHICLE IN YESTERDAY, THEY SAID THEY DO NOT HAVE ANY APPTS. FOR A WEEK. ALSO, THEY COULD NOT PROVIDE ME WITH A LOANER CAR. I DROVE CAR FROM THE LOT. (3.) SALESMAN, PAUL MORRIS ADVISED ME AND MY FRIEND THAT THIS HAPPENED TO ANOTHER CUSTOMER. HER ENGINE FELL OUT OF HER CAR WHILE DRIVING DOWN THE INTERSTATE. PER PAUL, SUZUKI PAID OFF HER LOAN AND REPLACED THE VEHICLE. (4.) I ADVISED PAUL AND THE SERVICE MAN THAT THIS SOUNDS LIKE A "LEMON LAW" SITUATION BREWING HERE. ALSO, SINCE THEY KNOW THAT THIS HAPPENED BEFORE, THEY SHOULD HAVE TAKEN MY CAR INTO THE SHOP AND GIVEN ME A LOANER CAR. (5.) I CONTACTED THE NHTSA AND WAS ADVISED OF THE RECALL FOR THE ENGINE STALLING ON THE SUZUKI VERONA. I WAS ADVISED TO ENTER A COMPLAINT ON THEIR WEB-SITE. *NM

Make : SUZUKI**Model :** VERONA**Year :** 2004**Manufacturer :** AMERICAN SUZUKI MOTOR CORP.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10108705**Number of Deaths:** 0**Date of Failure:** November 25, 2004**VIN :** KL5VM52L14B...**Component:** ENGINE AND ENGINE COOLING:ENGINE**Summary:**

RE DEFECTIVE ENGINE FOR A 2004 SUZUKI VERONA EX, REQUESTING A DEFECT INVESTIGATION. *BF THE CHECK ENGINE LIGHT ILLUMINATED SINCE THE CONSUMER PURCHASED THE VEHICLE. *JB

Make : SUZUKI**Model :** VERONA**Year :** 2004**Manufacturer :** AMERICAN SUZUKI MOTOR CORP.**Crash :** Yes**Fire :** No**Number of Injuries:** 1**ODI ID Number :** 10108954**Number of Deaths:** 0

Date of Failure: January 24, 2005

VIN : KL5VM52L44B...

Component: AIR BAGS:FRONTAL

Summary:

AFTER BEING STRUCK BY ANOTHER VEHICLE, THEN STRIKING A CONCRETE POST, THE AIR BAGS DID NOT DEPLOY. PRIOR TO BEING STRUCK, CONSUMER'S VEHICLE WAS TRAVELING AT 70 MPH. *AK CONSUMER SUSTAINED MINOR INJURIES. VEHICLE CONSIDERED A TOTAL LOSS. *TT

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10109542

Number of Deaths: 0

Date of Failure: October 4, 2004

VIN : Not Available

Component: ENGINE AND ENGINE COOLING

Summary:

VWHILE DRIVING VEHICLE CONTINUED TO STALL AND SHUT OFF. ONCE BRAKES WERE APPLIED THE BRAKES THIS ALSO HAPPENED. CONSUMER STATED MANUFACTURER SAID THERE WAS NOTHING THEY COULD DO.*AK

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10109542

Number of Deaths: 0

Date of Failure: October 4, 2004

VIN : Not Available

Component: SERVICE BRAKES, HYDRAULIC:ANTILOCK

Summary:

VWHILE DRIVING VEHICLE CONTINUED TO STALL AND SHUT OFF, ONCE BRAKES WERE APPLIED THE BRAKES THIS ALSO HAPPENED. CONSUMER STATED MANUFACTURER SAID THERE WAS NOTHING THEY COULD DO.*AK

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10109596

Number of Deaths: 0

Date of Failure: November 15, 2004

VIN : KL5VM52L64B...

Component: SERVICE BRAKES, HYDRAULIC:ANTILOCK

Summary:

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 MANUFACTURER STATED THAT THERE WAS NOTHING WRONG. *TT

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10110990 **Number of Deaths:** 0
Date of Failure: November 1, 2004
VIN : Not Available
Component: ENGINE AND ENGINE COOLING:ENGINE

Summary:

WHILE DRIVING A CLICKING NOISE CAME FROM THE ENGINE. *NM THE CONSUMER INDICATED THAT NEITHER THE ENGINE LIGHT NOR OIL LIGHT ILLUMINATED WHILE THE VEHICLE WAS MAKING NOISE. IT WASN'T UNTIL THE NOISE GOT LOUDER AND THE CONSUMER PULLED OVER THAT THE OIL LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHO REQUEST THE CONSUMER'S OIL CHANGE RECORDS. THE CONSUMER PROVIDED THE RECORDS BUT THE DEALER REFUSED TO REPAIR THE VEHICLE UNDER WARRANTY. THE DEALER INDICATED THAT THE CONSUMER DIDN'T HAVE ENOUGH RECORDS AND THAT SLUDGE WAS FOUND IN THE ENGINE. *NM

Send #

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : Yes **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10111106 **Number of Deaths:** 0
Date of Failure: July 14, 2004
VIN : KL5VJ52L64B...
Component: ENGINE AND ENGINE COOLING

Summary:

THE CONSUMER'S VEHICLE STALLED WHILE AND RESULTED IN AN ACCIDENT. *NM THE PCM WAS REPLACED. THE REAR BRAKE LIGHTS WOULD NOT TURN OFF. THE STALLING PROBLEM WAS RECURRENT. OTHER PROBLEMS WERE; THE VEHICLE WOULD CUT OFF IN TRAFFIC, THE VEHICLE MADE NOISES WHEN THE A/C WAS ON AND WHEN TURNING RIGHT OR LEFT. *SC THE OIL SEAL, GASKET AND ENGINE ASSEMBLY WAS REPLACED DUE TO EN AN ENGINE KNOCK. *JB

Send #

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : Yes **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10111106 **Number of Deaths:** 0
Date of Failure: July 14, 2004
VIN : KL5VJ52L64B...

Component: EQUIPMENT:ELECTRICAL:AIR CONDITIONER

Summary:

THE CONSUMER'S VEHICLE STALLED WHILE AND RESULTED IN AN ACCIDENT. *NM THE PCM WAS REPLACED. THE REAR BRAKE LIGHTS WOULD NOT TURN OFF. THE STALLING PROBLEM WAS RECURRENT. OTHER PROBLEMS WERE; THE VEHICLE WOULD CUT OFF IN TRAFFIC, THE VEHICLE MADE NOISES WHEN THE A/C WAS ON AND WHEN TURNING RIGHT OR LEFT. *SC THE OIL SEAL, GASKET AND ENGINE ASSEMBLY WAS REPLACED DUE TO EN AN ENGINE KNOCK. *JB

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Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : Yes **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10111106 **Number of Deaths:** 0
Date of Failure: July 14, 2004
VIN : KL5VJ52L64B...

Component: EXTERIOR LIGHTING: BRAKE LIGHTS

Summary:

THE CONSUMER'S VEHICLE STALLED WHILE AND RESULTED IN AN ACCIDENT. *NM THE PCM WAS REPLACED. THE REAR BRAKE LIGHTS WOULD NOT TURN OFF. THE STALLING PROBLEM WAS RECURRENT. OTHER PROBLEMS WERE; THE VEHICLE WOULD CUT OFF IN TRAFFIC, THE VEHICLE MADE NOISES WHEN THE A/C WAS ON AND WHEN TURNING RIGHT OR LEFT. *SC THE OIL SEAL, GASKET AND ENGINE ASSEMBLY WAS REPLACED DUE TO EN AN ENGINE KNOCK. *JB

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Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : Yes **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10111106 **Number of Deaths:** 0
Date of Failure: July 14, 2004
VIN : KL5VJ52L64B...

Component: SUSPENSION

Summary:

THE CONSUMER'S VEHICLE STALLED WHILE AND RESULTED IN AN ACCIDENT. *NM THE PCM WAS REPLACED. THE REAR BRAKE LIGHTS WOULD NOT TURN OFF. THE STALLING PROBLEM WAS RECURRENT. OTHER PROBLEMS WERE; THE VEHICLE WOULD CUT OFF IN TRAFFIC, THE VEHICLE MADE NOISES WHEN THE A/C WAS ON AND WHEN TURNING RIGHT OR LEFT. *SC THE OIL SEAL, GASKET AND ENGINE ASSEMBLY WAS REPLACED DUE TO EN AN ENGINE KNOCK. *JB

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10111262 **Number of Deaths:** 0
Date of Failure: November 28, 2004

VIN : KL5VJ52L44B...

Component: ELECTRICAL SYSTEM:IGNITION

Summary:

WHILE DRIVING AT LOW SPEEDS VEHICLE STALLED. DRIVER WAS ABLE TO RESTART THE VEHICLE AND DROVE IT THE DEALER FOR INSPECTION. *AK

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10114073

Number of Deaths: 0

Date of Failure: January 23, 2005

VIN : KL5VJ52L74B...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION CONTROL

Summary:

2004 SUZUKI VERONA STALLED AFTER STARTING. CAR HESITATES FROM STOPS EVEN AFTER RECALL WAS PERFORMED TO FIX ISSUE WITH ECM.*AK

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10114189

Number of Deaths: 0

Date of Failure: March 14, 2005

VIN : KL5VJ52L04B...

Component: ELECTRICAL SYSTEM:IGNITION

Summary:

PURCHASED 2004 SUZUKI VERON LX DEMONSTRATOR WITH 4,000 MI. CAR IS CONSTANTLY STALLING IN TRAFFIC. THIS CREATES A SERIOUS SAFETY HAZARD TO ME AND OTHER MOTORISTS. DEALER MATTHEW SUZUKI CLAIMS THEY CANNOT DUPLICATE THE PROBLEM AND THEREFORE CANNOT FIX THE PROBLEM. CAR CONTINUES TO STALL AND BE A HAZARD TO OPERATE.*AK

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10114476

Number of Deaths: 0

Date of Failure: March 3, 2005

VIN : KL5VM52L34B...

Component: ENGINE AND ENGINE COOLING

Summary:

I HAVE 2004 SUZUKI VERONA EX WHICH WAS BOUGHT IN OCT 2004, I HAVE HAD PROBLEMS STARTING IT, I HAVE CRANK IT OVER TOW OR THREE TO START IT, ALSO WHEN TRYING TO PASS A OTHER CARS, CAR WILL LOSE POWER, TOOK IT TO THE DEALER, ON MAR 3 2004 THEY CALL SUZUKI AND TOLD THEM TO RUN INSPECT FOR A OIL LEAK. LEAK WAS FOUND CASE #1778-8857 WAS OPENED. THEN RAN COMPRESSION CHECK TO SEE IF CATALYIC COVERTORS WERE DAMAGED AND FOUND THE READINGS TO BE AS LOW AS 170LBS. THEY REPLACED THE CYLINDER HEAD, GASKETSE, BOTH MANIFOLDS BOTH OXYGEN SE AND THE CATALYIC COVNERTORS, ALSO REPALCE THE TURNINGAL SWICTH. I PICK UP ON A FRIDAY 18 2004 AND IT WAS BACK IN THE SHOP MONDAY 21, 2004 FOR THE SAME PROBLEM AND THIS TIME THE CHECK ENGINE LIGHT WAS ON.*AK

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10115034 **Number of Deaths:** 0
Date of Failure: March 1, 2003
VIN : KL5VM52L44B...

Summary:

ABS LIGHT SUDDENLY CAME ON WHILE DRIVING. WHEN TAKEN TO DEALER TO GET INSPECTED THE CAUSE COULD NOT BE DETERMINED.*AK

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10115509 **Number of Deaths:** 0
Date of Failure: June 1, 2004
VIN : KL5VJ52L44B...

Summary:

CONSUMER STATED THE SEAT BELT LOCKED IN THE RETRACTOR. CAN'T WEAR THE SEAT BELT WHEN RIDING IN THE BACK SEAT. CONSUMER TO THE VEHICLE TO THE DEALER FOUR TIMES. HOWEVER, THE PROBLEM RECCURED. *AK

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10115659 **Number of Deaths:** 0
Date of Failure: August 27, 2004
VIN : KL5VJ52L64B...
Component: ENGINE AND ENGINE COOLING

Summary:

WHILE DRIVING THE CONSUMER'S 2004 SUZUKI VERONA STALLED. *NM *JB

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10115918 **Number of Deaths:** 0
Date of Failure: September 13, 2004
VIN : KL5VM52L44B...
Component: ENGINE AND ENGINE COOLING

Summary:

CONSUMER RECEIVED NHTSA RECALL 04V396000F CONCERNING ENGINE STALLING. AFTER TAKING THE VEHICLE TO THE DEALER TWICE VEHICLE STILL STALLED. *AK

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10117386 **Number of Deaths:** 0
Date of Failure: September 20, 2004
VIN : KL5VJ52L64B...
Component: ELECTRICAL SYSTEM

Summary:

NHTSA RECALL CAMPAIGN 04V396000 CONCERNING ENGINE STALLING. AFTER HAVING THE ELECTRONIC CONTROL MODULE REPROGRAMED THE PROBLEM RECURRED. WHILE DRIVING AT ANY SPEED, VEHICLE STALLED. VEHICLE WAS TAKEN BACK TO THE DEALER FOR INSPECTION, BUT MECHANIC COULD NOT DUPLICATE PROBLEM. *AK *BF

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : Yes **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10117718 **Number of Deaths:** 0
Date of Failure: April 1, 2005
VIN : KL5VJ52L14B...
Component: ELECTRICAL SYSTEM

Summary:

2004 SUZUKI VERONA EXPERIENCING PROBLEMS WITH START-UP: *MR THE VEHICLE DID NOT START ON 4 OCCASIONS. THE CONSUMERS WIFE HAD AN ACCIDENT IN THE VEHICLE, AND SUBSEQUENTLY THE CONSUMER SOLD THE VEHICLE AFTER THE REPAIRS WERE MADE. *JB

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10118499 **Number of Deaths:** 0
Date of Failure: November 1, 2004
VIN : KL5VJ52L24B...
Component: EQUIPMENT:ELECTRICAL:RADIO/TAPE DECK/CD ETC.

Summary:

THE REMOTE RADIO CONTROLS DO NOT ALWAYS WORK. DEALER SAID THAT SUZUKI KNOWS ABOUT THE PROBLEM, BUT DID NOT KNOW HOW TO FIX IT. REPAIRS ARE IN THE WORKS.*AK

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10118698 **Number of Deaths:** 0
Date of Failure: April 29, 2005
VIN : Not Available
Component: ENGINE AND ENGINE COOLING

Summary:

I HAVE A 2004 SUZUKI VERONA PURCHASED MAY 2004 FROM TAO SUZUKI, FUQUAY VARINA, NC. ALMOST FROM THE START THE VEHICLE HAS HAD A HISTORY OF FREQUENTLY RUNNING ROUGH AND/OR STALLING OUT. A COUPLE OF TIMES I ALMOST GOT HIT BY OTHER VEHICLES AS A RESULT OF THE STALLING. DEALER HAS MADE ADJUSTMENTS TO THE FUEL MIXTURE AND STATED THAT IT SHOULD BE FINE. IT CONTINUES TO OCCASIONALLY RUN ROUGH AND ALSO STALLS OUT. THE LATEST INCIDENT WAS TODAY, 29 APRIL 2005. I FEEL IT IS A POTENTIAL HAZARD TO DRIVE.*AK

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10118991 **Number of Deaths:** 0
Date of Failure: March 24, 2005
VIN : Not Available
Component: ENGINE AND ENGINE COOLING

Summary:

WHILE DRIVING THE VEHICLE STALLS, AND EXPERIENCES ENGINE FAILURE. THERE IS A RECALL WHICH EXPLAINS WHAT IS HAPPENING WITH THE VEHICLE. RECALL NUMBER 04V396000/ENGINE STALLING. PLEASE PROVIDE ANY FURTHER INFORMATION. ALSO, PLEASE PROVIDE THE CORRECT VEHICLE IDENTIFICATION NUMBER. *NM

Make : SUZUKI **Model :** VERONA **Year :** 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10119698

Number of Deaths: 0

Date of Failure: April 26, 2005

VIN : KL5VM52L24B...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

Summary:

I RECENTLY PURCHASED A NEW SUZUKI VERONA. I WHAD PUT LESS THAN 2000 MILES ON THE VEHICLE WHEN THE VEHICLE LOST POWER (WHILE I WAS DRIVING ON THE INTERSTATE). I HAD TO PULL OFF TO THE SIDE OF THE ROAD AND CALL FOR A TOW TRUCK. MY VEHICLE WAS TOWED BACK TO THE DEALER AND UPON THEIR INSPECTION, I HAD A COMPLETE FAILURE OF THE ENGINE WHICH REQUIRED A BRAND NEW ENGINE TO BE PUT IN MY VEHICLE. I HAVE ASKED SUZUKI TO REPLACE MY CAR INSTEAD OF GIVING ME BACK THE ONE I PURCHASED 4 WEEKS AGO. STILL NO ANSWER. I WOULD HAVE NEVER EXPECTED A COMPLETE ENGINE FAILURE ON A BRAND NEW VEHICLE I OWNED LESS THAN A MONTH WITH LESS THAN 2000 MILES ON IT.

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10120881

Number of Deaths: 0

Date of Failure: May 13, 2005

VIN : KL5VM52L54B...

Component: FUEL SYSTEM, GASOLINE:CARBURETOR SYSTEM

Summary:

I HAVE HAD A SERIES OF SAFETY CONCERNS INVOLVING A RECALL NOTICE THAT WAS ISSUED DUE TO A DEFECT WHICH EXISTS IN ALL 2004 SUZUKI VERONA PASSENGER CARS. THE ENGINE CONTROL MODULE (ECM) HAS A PROGRAM FAULT WHICH CAUSES THE FUEL TO AIR RATIO TO BECOME TOO LEAN IN SOME CIRCUMSTANCES, RESULTS IN ENGINE STALLING. IF STALLING OCCURS, THIS CAN RESULT IN LOSS OF CONTROL OF THE VEHICLE AND A CRASH COULD OCCUR WITHOUT PRIOR WARNING. I PURCHASED A 2004 SUZUKI VERONA EX 2.5L AUTOMATIC, VEHICLE ID KL5VM52L54B097209 ON 10/04/03 AT THE AUBURN SUZUKI DEALERSHIP, GIANT OF THE VALLEY. I RETURNED TO THE DEALER A DOZEN TIMES FOR THE SAME IDLE FLUCTUATION ISSUE AS WELL AS THE CHECK ENGINE LIGHT COMING ON. I WAS TOLD THAT THE CAR WAS FINE AND THAT I COULD CONTINUE TO DRIVE IT EVEN WITH THE CHECK ENGINE LIGHT ON. I WAS TOLD THAT THEY WERE WORKING THE CHECK ENGINE LIGHT ISSUE. ON 5/9/05 MY CAR IS DROPPED OFF AT SUZUKI. ON 5/10/05 I RECEIVED A CALL (VOICE MESSAGE ON MY CELL PHONE) FROM JIM GOLDEN AT 5:09 P.M. STATING THAT THEY ORDERED A THROTTLE BODY ASSEMBLY AND THAT IT WOULD RESOLVE THE ISSUES OF IDLE DROPPING AND IDLE QUALITY. ON 5/11/05 I RETURNED JIM GOLDEN'S CALL AT 7:00 A.M. AND STATED THAT I WAS NOT CONVINCED THAT THE THROTTLE BODY ASSEMBLY WOULD FIX MY CAR AND REQUESTED A REFUND. I ALSO STATED THAT I WAS FILING FOR THE WASHINGTON STATE LEMON LAW AT WHICH TIME I WAS TOLD THAT THE DISTRICT REPRESENTATIVE WOULD CALL ME. ON 5/12/05 THE DISTRICT REPRESENTATIVE, LEONARD SMITH CALLS ME AND STATES THAT THERE IS NOTHING HE CAN DO ABOUT IT. THIS IS A SAFETY ISSUE AND WANT A REPURCHASE OF THE 2004 SUZUKI VERONA.

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10121332

Number of Deaths: 0

Date of Failure: January 9, 2005

VIN : KL5VM52L24B...

Component: SEAT BELTS:REAR

Summary:

I PURCHASED A NEW 2004 SUZUKI VERONA IN DEC OF 2004. I HAVE A 6 YEAR OLD WHO BY LAW MUST BE IN A BELT POSITIONING BOOSTER SEAT IN THE REAR SEAT. THIS VEHICLE IS COMPLETELY INCOMPATIBLE WITH EVERY BOOSTER SEAT ON THE MARKET. THE REAR "SEAT BITE" IS TOO NARROW AND THE SEAT BELT (RECEIVING END) IS TOO SHORT. I BROUGHT THIS SERIOUS PROBLEM TO THE ATTENTION OF THE DEALERSHIP (HUNTINGTON KIA/SUZUKI ON LONG ISLAND, NY)THEY WERE OF ABSOLUTELY NO ASSISTANCE. IN FACT THEIR ADVICE WAS COMPLETELY CONTRARY TO ALL MANUFACTURER'S INSTRUCTIONS. I THEN CONTACTED SUZUKI CORP. AND WAS TOLD THERE WAS NO REMEDY TO MY PROBLEM. THEY DO NOT MANUFACTURE SEAT BELT EXTENDERS FOR THE REAR SEAT BELTS (WHICH MAY OR MAY NOT BE A SOLUTION???) I HAVE SENT A COMPLAINT TO THE NTSB WHO REFERRED ME TO THE NHTSA THIS IS MY 2ND CORRESPONDANCE WITH YOU.

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10121332

Number of Deaths: 0

Date of Failure: January 9, 2005

VIN : KL5VM52L24B...

Component: SEATS

Summary:

I PURCHASED A NEW 2004 SUZUKI VERONA IN DEC OF 2004. I HAVE A 6 YEAR OLD WHO BY LAW MUST BE IN A BELT POSITIONING BOOSTER SEAT IN THE REAR SEAT. THIS VEHICLE IS COMPLETELY INCOMPATIBLE WITH EVERY BOOSTER SEAT ON THE MARKET. THE REAR "SEAT BITE" IS TOO NARROW AND THE SEAT BELT (RECEIVING END) IS TOO SHORT. I BROUGHT THIS SERIOUS PROBLEM TO THE ATTENTION OF THE DEALERSHIP (HUNTINGTON KIA/SUZUKI ON LONG ISLAND, NY)THEY WERE OF ABSOLUTELY NO ASSISTANCE. IN FACT THEIR ADVICE WAS COMPLETELY CONTRARY TO ALL MANUFACTURER'S INSTRUCTIONS. I THEN CONTACTED SUZUKI CORP. AND WAS TOLD THERE WAS NO REMEDY TO MY PROBLEM. THEY DO NOT MANUFACTURE SEAT BELT EXTENDERS FOR THE REAR SEAT BELTS (WHICH MAY OR MAY NOT BE A SOLUTION???) I HAVE SENT A COMPLAINT TO THE NTSB WHO REFERRED ME TO THE NHTSA THIS IS MY 2ND CORRESPONDANCE WITH YOU.

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10124837

Number of Deaths: 0

Date of Failure: July 19, 2004

VIN : KL5VM52L54B...

Component: ELECTRICAL SYSTEM:IGNITION

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page

Summary:

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. THEY REPLACED SOME OF THE SENSORS. THE CAR WAS JERKING AND CUTTING OFF EVERY NOW AND THEN. THE CONSUMER NOTICED THE CAR WAS RIDING DIFFERENTLY. THE IGNITION HAS A BUZZING SOUND. THEY WERE SUPPOSED TO FIX THE TACHOMETER. THE AIR CONDITIONER DOESN'T WORK. *AK THE DRIVERS SIDE WINDOW WOULD CONTINUE GO DOWN. SMOKE WAS EMITTING FROM THE EXHAUST. *JB

Serial #

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10124837

Number of Deaths: 0

Date of Failure: July 19, 2004

VIN : KL5VM52L54B...

Component: ENGINE AND ENGINE COOLING:ENGINE

Summary:

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. THEY REPLACED SOME OF THE SENSORS. THE CAR WAS JERKING AND CUTTING OFF EVERY NOW AND THEN. THE CONSUMER NOTICED THE CAR WAS RIDING DIFFERENTLY. THE IGNITION HAS A BUZZING SOUND. THEY WERE SUPPOSED TO FIX THE TACHOMETER. THE AIR CONDITIONER DOESN'T WORK. *AK THE DRIVERS SIDE WINDOW WOULD CONTINUE GO DOWN. SMOKE WAS EMITTING FROM THE EXHAUST. *JB

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10124837

Number of Deaths: 0

Date of Failure: July 19, 2004

VIN : KL5VM52L54B...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM

Summary:

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. THEY REPLACED SOME OF THE SENSORS. THE CAR WAS JERKING AND CUTTING OFF EVERY NOW AND THEN. THE CONSUMER NOTICED THE CAR WAS RIDING DIFFERENTLY. THE IGNITION HAS A BUZZING SOUND. THEY WERE SUPPOSED TO FIX THE TACHOMETER. THE AIR CONDITIONER DOESN'T WORK. *AK THE DRIVERS SIDE WINDOW WOULD CONTINUE GO DOWN. SMOKE WAS EMITTING FROM THE EXHAUST. *JB

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10124837**Number of Deaths:** 0**Date of Failure:** July 19, 2004**VIN :** KL5VM52L54B...**Component:** EQUIPMENT:ELECTRICAL:AIR CONDITIONER**Summary:**

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. THEY REPLACED SOME OF THE SENSORS. THE CAR WAS JERKING AND CUTTING OFF EVERY NOW AND THEN. THE CONSUMER NOTICED THE CAR WAS RIDING DIFFERENTLY. THE IGNITION HAS A BUZZING SOUND. THEY WERE SUPPOSED TO FIX THE TACHOMETER. THE AIR CONDITIONER DOESN'T WORK. *AK THE DRIVERS SIDE WINDOW WOULD CONTINUE GO DOWN. SMOKE WAS EMITTING FROM THE EXHAUST. *JB

Make : SUZUKI**Model :** VERONA**Year :** 2004**Manufacturer :** AMERICAN SUZUKI MOTOR CORP.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10126662**Number of Deaths:** 0**Date of Failure:** June 27, 2005**VIN :** KL5VJ52L44B...**Component:** ELECTRICAL SYSTEM**Summary:**

MY CAR KEEP STOPPING AND STALLING IN TRAFFIC, IT JUST STOPS. I HAVE BEEN IN THREE NEAR CAR ACCIDENTS. I HAVE TAKEN MY CAR INTO THE DEALER AT 4 TIMES AND THE PROBLEM STILL EXISTS, IF ANYTHING THIS PROBLEM IS GETTING WORSE. THE DEALER REPLACE A BRAIN, BUT STILL HAVE PROBLEM

Make : SUZUKI**Model :** VERONA**Year :** 2004**Manufacturer :** AMERICAN SUZUKI MOTOR CORP.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10129060**Number of Deaths:** 0**Date of Failure:** July 10, 2005**VIN :** KL5VM52L44B...**Component:** ELECTRICAL SYSTEM**Summary:**

DT: CONTACT OWNED A 2004 SUZUKI VERONA WHERE THE ENGINE LIGHT WAS STAYING ON. CONSUMER TOOK THE VEHICLE TO THE SERVICE DEALER ABOUT 7-8 TIMES. THEY REPLACED THE FUEL CAP, COMPUTER, AND THE OXYGEN SENSOR. CONSUMER INSPECTED THE FUEL CAP AND FOUND THAT THE RUBBER PACKING ON THE FUEL CAP WAS CROOKED. CONSUMER REINSTALLED THE RUBBER PACKING ON FUEL CAP AND THIS REMEDIED THE PROBLEM WITH THE ENGINE LIGHT STAYING ON. CONSUMER DID GO TO THE LOCAL SERVICE DEALER AND EXAMINED A FUEL CAP FOR A 2005 SUZUKI VERONA AND FOUND THE SAME ASSEMBLY OF THE FUEL CAP AS FOR FUEL CAP. THE SALES CONSULTANT OF THE DEALERSHIP WITNESSED THE ASSEMBLY OF THE FUEL CAP. *AK

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10129060 **Number of Deaths:** 0
Date of Failure: July 10, 2005
VIN : KL5VM52L44B...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION CONTROL

Summary:

DT: CONTACT OWNED A 2004 SUZUKI VERONA WHERE THE ENGINE LIGHT WAS STAYING ON. CONSUMER TOOK THE VEHICLE TO THE SERVICE DEALER ABOUT 7-8 TIMES. THEY REPLACED THE FUEL CAP, COMPUTER, AND THE OXYGEN SENSOR. CONSUMER INSPECTED THE FUEL CAP AND FOUND THAT THE RUBBER PACKING ON THE FUEL CAP WAS CROOKED. CONSUMER REINSTALLED THE RUBBER PACKING ON FUEL CAP AND THIS REMEDIED THE PROBLEM WITH THE ENGINE LIGHT STAYING ON. CONSUMER DID GO TO THE LOCAL SERVICE DEALER AND EXAMINED A FUEL CAP FOR A 2005 SUZUKI VERONA AND FOUND THE SAME ASSEMBLY OF THE FUEL CAP AS FOR FUEL CAP. THE SALES CONSULTANT OF THE DEALERSHIP WITNESSED THE ASSEMBLY OF THE FUEL CAP. *AK

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10129060 **Number of Deaths:** 0
Date of Failure: July 10, 2005
VIN : KL5VM52L44B...

Component: FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY:FILLER PIPE AND CAP

Summary:

DT: CONTACT OWNED A 2004 SUZUKI VERONA WHERE THE ENGINE LIGHT WAS STAYING ON. CONSUMER TOOK THE VEHICLE TO THE SERVICE DEALER ABOUT 7-8 TIMES. THEY REPLACED THE FUEL CAP, COMPUTER, AND THE OXYGEN SENSOR. CONSUMER INSPECTED THE FUEL CAP AND FOUND THAT THE RUBBER PACKING ON THE FUEL CAP WAS CROOKED. CONSUMER REINSTALLED THE RUBBER PACKING ON FUEL CAP AND THIS REMEDIED THE PROBLEM WITH THE ENGINE LIGHT STAYING ON. CONSUMER DID GO TO THE LOCAL SERVICE DEALER AND EXAMINED A FUEL CAP FOR A 2005 SUZUKI VERONA AND FOUND THE SAME ASSEMBLY OF THE FUEL CAP AS FOR FUEL CAP. THE SALES CONSULTANT OF THE DEALERSHIP WITNESSED THE ASSEMBLY OF THE FUEL CAP. *AK

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10129075 **Number of Deaths:** 0
Date of Failure: June 15, 2005
VIN : KL5VJ56L35B...

Component: SEATS:FRONT ASSEMBLY:RECLINER

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10129453

Number of Deaths: 0

Date of Failure: July 14, 2005

VIN : KL5VJ52LX4B...

Component: VEHICLE SPEED CONTROL

Summary:

DT: THE CONTACT OWNED A 2004 SUZUKI VERONA. THERE HAS BEEN AN ONGOING SURGING PROBLEM SINCE LAST FALL. DEALER SAID THIS WAS NORMAL. THE DEALER ADMITTED THAT IT WASN'T NORMAL. ON JULY 5, 2005 , SHE TOOK VEHICLE TO DEALER, AND THEY RAN A TEST ON IT . SAID IT NEEDED A THROTTLE BODY WHICH THEY ORDERED. THEY SAID SHE COULD BRING IT IN ON MONDAY 7-18-2005, ON THURSDAY 7-14-2005 IT DIED ON THE FREEWAY. AFTER WAITING ABOUT 1 MINUTE, IT RESTARTED AND DIED AGAIN. SHE WAS PULLING INTO DRIVEWAY. SHE CALLED THE DEALER , AND SAID SHE WOULD LIKE TO BRING IT IN ON JULY 15 INSTEAD OF JULY 25. IT IS AT THE DEALER AT PRESENT. DEALER HAS TALKED TO THE MANUFACTURER. *AK *JB

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10131378

Number of Deaths: 0

Date of Failure: August 3, 2005

VIN : KL5VJ52L04B...

Component: ENGINE AND ENGINE COOLING:ENGINE

Summary:

AFTER FOX VALLEY SUZUKI REPROGRAMMED MY COMPUTER DUE TO RECALL, THE ENGINE HAS A LIFTER KNOCK, ESPECIALLY AFTER GOING 55-65 MPH ON THE HIGHWAY. SOUNDS LIKE A DIESEL ENGINE. TOOK IT TO THE DEALER TWICE, THEY SAY THAT IT IS NORMAL, BUT I KNOW THAT IT IS NOT NORMAL. ALSO WHEN AC IS ON, THERE IS A WHING NOISE WHILE THE CAR IS IN MOTION, DEALER CLAIMS THEY CANNOT HEAR. LEFT TURN SIGNAL STICKS, DEALER CLAIMED THAT THEY FIXED, BUT STICKS ON DURING HOT WEATHER. I AM AFRAID THAT THE ENGINE IS GOING TO BLOW, I HAVE BEEN DRIVING THE CAR ON THE HIGHWAY BACK AND FORTH TO WORK WITH THE LIFTER KNOCK. PLEASE HELP! THANK YOU. *JB

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10131378

Number of Deaths: 0

Date of Failure: August 3, 2005

VIN : KL5VJ52L04B...

Component: EXTERIOR LIGHTING:TURN SIGNAL

Summary:

AFTER FOX VALLEY SUZUKI REPROGRAMMED MY COMPUTER DUE TO RECALL, THE ENGINE HAS A LIFTER KNOCK, ESPECIALLY AFTER GOING 55-65 MPH ON THE HIGHWAY. SOUNDS LIKE A DIESEL ENGINE. TOOK IT TO THE DEALER TWICE, THEY SAY THAT IT IS NORMAL, BUT I KNOW THAT IT IS NOT NORMAL. ALSO WHEN AC IS ON, THERE IS A WHING NOISE WHILE THE CAR IS IN MOTION, DEALER CLAIMS THEY CANNOT HEAR. LEFT TURN SIGNAL STICKS, DEALER CLAIMED THAT THEY FIXED, BUT STICKS ON DURING HOT WEATHER. I AM AFRAID THAT THE ENGINE IS GOING TO BLOW, I HAVE BEEN DRIVING THE CAR ON THE HIGHWAY BACK AND FORTH TO WORK WITH THE LIFTER KNOCK. PLEASE HELP! THANK YOU. *JB

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10134131

Number of Deaths: 0

Date of Failure: August 6, 2005

VIN : KL5VJ52L34B...

Component: ENGINE AND ENGINE COOLING:ENGINE:GASOLINE

Summary:

ENGINE LIGHT CAME ON 10 MINUTES AFTER I PURCHASED THE VEHICLE ON AUGUST 6, 2005 IT WAS SPUTERRING AND JERKING WHEN I TRIED TO ACCELERATE ALSO AT LOW SPEEDS IT ACTS AS THOUGH IT IS GOING TO CUT OFF. THE VEHICLE IS STILL UNDER WARRANTY. TOOK IT TO THE DEALER THEY FOUND CYLINDER #2 PLUG FAILED. THEY REPLACED IT. 2 DAYS LATER THE ENGINE LIGHT WAS BACK ON I AM TAKING THE CAR BACK TO THE DEALERSHIP TOMORROW AUGUST 25, 2005.

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10135371

Number of Deaths: 0

Date of Failure: June 1, 2005

VIN : KL5VJ52L84B...

Component: ELECTRICAL SYSTEM

Summary:

DT: THE VEHICLE CUT OFF WHILE DRIVING ON THE EXPRESSWAY. THE CONSUMER COULD NOT CONTROL THE STEERING WHEEL. IT CUT OFF WHILE STOPPING AT A STOP LIGHT. THIS STARTED ON JUNE 1, 2005. THERE WAS NO WARNING. TOOK VEHICLE TO THE DEALERS A COUPLE OF WEEKS AGO AND THEY DID NOT KNOW WHAT THE CAUSE OF THE PROBLEM WAS. *AK

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10135481

Number of Deaths: 0

Date of Failure: August 8, 2005

VIN : Not Available

Component: ELECTRICAL SYSTEM

Summary:

ENGINE STALLING, QUITTING, WILL HARDLY ACCELERATE. *NM

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10135991

Number of Deaths: 0

Date of Failure: April 13, 2005

VIN : KL5VJ52L44B...

Component: ELECTRICAL SYSTEM

Summary:

DT: THE VEHICLE ACCELERATED BY ITSELF. THE PROBLEM FIRST STARTED ON 4-13-05. THE CONSUMER WILL NOT BE APPLYING PRESSURE TO THE FUEL PEDAL AND THE VEHICLE WILL GO FASTER. IT WAS LIKE HAVING THE CRUISE CONTROL ON. HOWEVER, THE CRUISE CONTROL WAS OFF. THERE HAVE BEEN NO ACCIDENTS OF YET. THE CONSUMER TOOK VEHICLE TO DEALER FOR REPAIRS MULTIPLE TIMES. THEY HAVE CHECKED THE COMPUTER, AND THE THROTTLE CABLES. THEY HAVE BEEN UNABLE TO FIX THE PROBLEM. *AK

Same #

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10135991

Number of Deaths: 0

Date of Failure: April 13, 2005

VIN : KL5VJ52L44B...

Component: VEHICLE SPEED CONTROL

Summary:

DT: THE VEHICLE ACCELERATED BY ITSELF. THE PROBLEM FIRST STARTED ON 4-13-05. THE CONSUMER WILL NOT BE APPLYING PRESSURE TO THE FUEL PEDAL AND THE VEHICLE WILL GO FASTER. IT WAS LIKE HAVING THE CRUISE CONTROL ON. HOWEVER, THE CRUISE CONTROL WAS OFF. THERE HAVE BEEN NO ACCIDENTS OF YET. THE CONSUMER TOOK VEHICLE TO DEALER FOR REPAIRS MULTIPLE TIMES. THEY HAVE CHECKED THE COMPUTER, AND THE THROTTLE CABLES. THEY HAVE BEEN UNABLE TO FIX THE PROBLEM. *AK

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10136334

Number of Deaths: 0

Date of Failure: September 6, 2005

VIN : KL5VJ52L44B...

Component: VEHICLE SPEED CONTROL

Summary:

INCIDENTS HAVE OCCURRED WHERE THE CAR SURGES AND/OR STALLS WHILE IN OPERATION. WHEN USING CRUISE CONTROL THE CAR SURGES. IF DRIVING IN THE CITY THE CAR STALLS OUT IN TRAFFIC. THE DEALERSHIP HAS REPLACED THE ECM UNIT BUT THE CAR STILL DOES NOT OPERATE CORRECTLY. READINGS ON THE ENGINE ARE NOT TO MANUFACTURES STANDARDS BOTH BEFORE AND AFTER REPLACEMENT OF ECM. THE DEALERSHIP IS STILL WORKING ON THE CAR PER THE DATE OF THIS COMPLAINT. THE CAR HAS BEEN IN THE DEALERSHIP FIVE TIMES OVER THE LAST TWO TO THREE MONTHS, EACH TIME FOR A WEEK OR MORE. THE TECHNICIAN HAS INDICATED HE IS LOOKING AT A WARM UP PROBLEM NOW SINCE HE HAS REPLACED THE ECM. *NM

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10136668

Number of Deaths: 0

Date of Failure: September 1, 2005

VIN : KL5VM52L44B...

Component: SEAT BELTS:REAR

Summary:

2004 SUZUKI VERONA EX DEVELOPED PROBLEMS WITH THE SEAT BELT EQUIPMENT.*MR THE REAR SEAT BELTS WOULD BECOME TOO TIGHT TO WITHSTAND AROUND ONE'S NECK. THE DEALER STATED WHEN THE SEAT BELTS WERE PULLED ALL THE WAY OUT, THEY WOULD ENTER THE RATCHET. *JB

Make : SUZUKI

Model : VERONA

Year : 2004

Manufacturer : AMERICAN SUZUKI MOTOR CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10140216

Number of Deaths: 0

Date of Failure: October 8, 2004

VIN : KL5VM52L44B...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION CONTROL

Summary:

DT: THE CONTACT STATED THE ENGINE SERVICE LIGHT KEPT COMING ON THE 2004 SUZUKI VERONA. OIL WAS GETTING IN THE GAS LINE. VEHICLE HAS BEEN TO THE DEALERSHIP OVER THE PAST YEAR REPEATEDLY FOR THE ENGINE SERVICE LIGHT PROBLEM. THE TRANSMISSION WAS NOT AUTOMATICALLY SHIFTING. THE CONTACT SAID THAT IT SEEMED TO BE CONNECTED TO THE ENGINE LIGHT. AS OF YESTERDAY, THE SPEEDOMETER WAS NOT WORKING. THE MANUFACTURER HAS BEEN CALLED ,AND THEY SAID THAT THEY WOULD NOTIFY THE DEALER AND TRY TO FIGURE OUT WHAT WAS WRONG WITH THE VEHICLE. THE DEALERSHIP DID NOT CALL THE CONTACT. THE DEALER SAID THAT THERE WAS NOTHING WRONG WITH THE CAR. THE O2 SENSOR HAS BEEN REPLACED ONCE, AND WAS CURRENTLY WAITING ON ANOTHER O2 SENSOR TO BE INSTALLED. THE ONLY PROBLEM WAS THAT THE PART HAS NOT BEEN MANUFACTURED.*AK

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not sent to... Sending Report in about recall acceleration hesitation not added to telephone complaint, mailing detail to nhtsa

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10140216 **Number of Deaths:** 0
Date of Failure: October 8, 2004
VIN : KL5VM52L44B...
Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

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DT: THE CONTACT STATED THE ENGINE SERVICE LIGHT KEPT COMING ON THE 2004 SUZUKI VERONA. OIL WAS GETTING IN THE GAS LINE. VEHICLE HAS BEEN TO THE DEALERSHIP OVER THE PAST YEAR REPEATEDLY FOR THE ENGINE SERVICE LIGHT PROBLEM. THE TRANSMISSION WAS NOT AUTOMATICALLY SHIFTING. THE CONTACT SAID THAT IT SEEMED TO BE CONNECTED TO THE ENGINE LIGHT. AS OF YESTERDAY, THE SPEEDOMETER WAS NOT WORKING. THE MANUFACTURER HAS BEEN CALLED ,AND THEY SAID THAT THEY WOULD NOTIFY THE DEALER AND TRY TO FIGURE OUT WHAT WAS WRONG WITH THE VEHICLE. THE DEALERSHIP DID NOT CALL THE CONTACT. THE DEALER SAID THAT THERE WAS NOTHING WRONG WITH THE CAR. THE O2 SENSOR HAS BEEN REPLACED ONCE, AND WAS CURRENTLY WAITING ON ANOTHER O2 SENSOR TO BE INSTALLED. THE ONLY PROBLEM WAS THAT THE PART HAS NOT BEEN MANUFACTURED.*AK

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10141024 **Number of Deaths:** 0
Date of Failure: September 6, 2004
VIN : Not Available
Component: FUEL SYSTEM, GASOLINE:DELIVERY

Summary:

CONSUMER VEHICLE WAS IN SERVICE FOR REPAIR ON A RECALL AND IS DENY PAYMENT DO TO A RECALL. *TS ***NAR RECEIVED 10-13-05*** A LOANER VEHICLE WAS PROVIDED TO THE CONSUMER WHILE HER VEHICLE WAS BEING SERVICED FOR RECALL 04V396000 WHICH WAS IN REFERENCE TO ENGINE STALLING DUE TO IMPROPER ECM LOGIC. THE CONSUMER RECEIVED A BILL FROM THE RENTAL CAR AGENCY SEEKING PAYMENT FOR THE RENTAL. THE CONSUMER DENIED ANY RESPONSIBILITY FOR THIS DEBT AS IT WAS SUPPOSE TO BE COVERED BY THE DEALER. THE CONSUMER RECEIVED THIS BILL OVER A YEAR AFTER SERVICE WAS RENDERED. *NM

Make : SUZUKI **Model :** VERONA **Year :** 2004
Manufacturer : AMERICAN SUZUKI MOTOR CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10141232 **Number of Deaths:** 0
Date of Failure: October 30, 2005
VIN : KL5VM52L94B...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)**Summary:**

I PURCHASED A NEW 2004 SUZUKI VERONA APRIL 2004. SINCE THEN, THE VEHICLE STARTS SURGING AND LURCHING UNEXPECTEDLY WITHOUT ANY WARNING. I'VE TAKEN IT TO THE DEALER FOR REPAIR AND THEY STATE THERE'S NOTHING ELSE THEY CAN DO ABOUT IT. THE LAST TIME, APPROX 2 WEEKS AGO, THEY DOWNLOADED A "PATCH" TO REPROGRAM A COMPUTER CHIP WHICH DID NO GOOD AT ALL. I'VE COMPLAINED TO THE DEALER NUMEROUS TIMES AND BROUGHT IT AT LEAST 4 TIMES FOR THIS PROBLEM. MY WIFE REFUSES TO EVEN DRIVE THIS VEHICLE BECAUSE IT'S AN ACCIDENT WAITING TO HAPPEN. FRANCIS G VINCI, UNION, OHIO. *NM

Make : SUZUKI**Model :** VERONA**Year :** 2004**Manufacturer :** AMERICAN SUZUKI MOTOR CORP.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10142576**Number of Deaths:** 0**Date of Failure:** November 14, 2005**VIN :** KL5VM52L74B...**Component:** ENGINE AND ENGINE COOLING:ENGINE:GASOLINE**Summary:**

NOV. 14, 2005 6:45 AM - THIS IS THE 3RD TIME THIS YEAR THAT THIS 2004 SUZUKI VERONA HAS HAD AN ENGINE STALLED PROBLEM. THE FIRST WAS JAN. 07, 2005 AND THE 2ND TIME WAS JAN. 24, 2005. I TOOK MY CAR IN TO THE FERMAN CHRYSLER/JEEP/SUZUKI DEALERSHIP TODAY (AGAIN) AND LEFT IT WITH SERVICE MANAGER, BRIAN CUMMINGS. BRIAN SAID HE WILL CHECK THE CAR OUT, THEN GET IN TOUCH WITH SUZUKI TO SEE WHAT THEY WILL DO. I ADVISED BRIAN THAT THIS IS THE 3RD TIME IN LESS THAN 24 MONTHS AS REQUIRED BY THE "LEMON LAW" FOR THIS VEHICLE TO HAVE THE SAME PROBLEM IN ORDER FOR THE VEHICLE TO BE REPLACED. BRIAN SAID HE WILL HAVE SOMEONE CALL ME BACK TODAY BETWEEN 2-3PM WITH THE STATUS. I CALLED SUZUKI CUSTOMER SERVICE AT 1-800-934-0934 AND SPOKE W/ ORLANDO AT EXT. 2471. I EXPLAINED THE SITUATION TO ORLANDO AND ADVISED HIM THAT THIS IS THE 3RD ENGINE STALLED FAILURE WITH MY CAR. HE SAID THIS IS THE FIRST NOTICE THEY HAVE HAD OF THIS PROBLEM. THIS WAS MUCH TO MY SURPRISE AS I WAS ADVISED ON THE 1ST AND 2ND FAILURE THAT THE FERMAN DEALERSHIP WAS IN CONTACT WITH SUZUKI. ORLANDO SAID THEY MIGHT HAVE GOTTEN IN TOUCH WITH THE FLORIDA DISTRICT MANAGER, PATRICIA ROBINSON WHO APPARENTLY DID NOT NOTIFY SUZUKI EITHER AS THERE IS NO RECORD OF THIS MATTER FROM HER. (ORLANDO ADVISED ME THAT HE COULD NOT GIVE OUT THE DIST. MGR'S PH# AND ADDR. BECAUSE THIS IS HER PERSONAL RESIDENCE). I ADVISED ORLANDO THAT I DO NOT WANT THIS CAR BACK AS I AM AFRAID OF AN ACCIDENT OCCURRING AND THAT I WOULD LIKE TO EVOKE THE "LEMON LAW." ORLANDO SAID THAT IS UP TO MY STATE TO DECIDE THAT . (???) I OBTAINED THE ADDRESS WHERE ORLANDO IS LOCATED FOR AUTOMOTIVE CUSTOMER SERVICE 3251 E. IMPERIAL HWY. BREA, CALIF. 92822. HE WOULD NOT GIVE ME THE NAME OF A MANAGER TO ADDRESS MY LETTER TO. ORLANDO SAID HE WOULD CONTACT THE DEALERSHIP, THEN HE WILL CALL ME WITHIN 24-48 HOURS WITH THE STATUS. NEEDLESS TO SAY, I AM NOT VERY HAPPY AT THIS POINT. *NM

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).