



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 100148

Date Received

Repository ☐

Reference No.
10187453

OWNER INFORMATION (Type or Print)

Name

Address

City
SHELBYVILLE

State
IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, the signature of the vehicle owner is required.
Signature of Owner _____ YES _____ NO
Date 4/29/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JS2GB31W _____

Make
SUZUKI

Model
ESTEEM

Model Year
1999

Date Purchased
14-JUL-01

Dealer's Name and Telephone Number

Engine
No: Cylinders 4

Fuel Type:
Gas

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☐ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
353600 EQUIPMENT:ELECTRICAL:AIR CONDITIONER

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-APR-2007

Failure Mileage
130000

Failure Speed
55

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

Tire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1999 SUZUKI ESTEEM. WHILE DRIVING AT 55 MPH IN DRY CONDITIONS THE VEHICLE BEGAN TO PULL TO THE RIGHT AND PRODUCED A RUBBING NOISE. THE CONTACT STATED THAT UPON ARRIVING AT THE MECHANIC SHOP THE FRONT PASSENGER SIDE WHEEL COLLAPSED. THE MECHANIC INSPECTED THE VEHICLE AND DIAGNOSED THAT A POSSIBLE CAUSE OF FAILURE WAS THE AIR CONDITIONER LEAKING AND MAY HAVE RUSTED THROUGH THE VEHICLE'S FRAME. THE CURRENT AND FAILURE MILEAGE WERE 130,000. *AK

Yes You have my permission to
do what you feel necessary.
Just keep me informed Kenneth R. [Signature]

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 to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Letter In Store

FRAME DAMAGE

WHILE TRAVELING HOME ON INTERSTATE 74 I WAS PASSING SLOWER CARS WHILE TRAVELING 65 MILES PER HOUR WHEN I NOTICED THAT THE CAR'S STEERING WAS PULLING TO THE RIGHT.

FEARING THE TIRE WAS LOW ON AIR I GOT BACK IN THE RIGHT LANE AND SLOWED DOWN TO 55 MILES PER HOUR.

THE CAR BEGANING PULLING MORE TO THE RIGHT, SO I SLOWED TO 50 MILES PER HOUR. UPON EXSITING THE INTERSTATE I BEGAN TO HEAR A RUBBING NOISE.

KNOWING MY MECHANIC LIVES JUST 3 MILES FROM MY EXIT, I DROVE STRIGHT TO HIS SHOP AND PULLED INTO THE DRIVE.

GETTING OUT OF THE CAR I LOOKED AT THE RIGHT FRONT AND SAW THE RUBBING NOISE WAS THE TIRE ITSELF HAD BEEN REMOVING RUBBER BY RUBBING AGAINIST THE FENDER WALL.

I ALSO NOTICED THE TIRE HAD COLLASPED AND WAS NOW ON THE FENDER WALL.

FEARING SOME PART HAD BROKEN, I MADE ARRANGEMENTS TO LEAVE THE CAR AND HAVE HIM FIND THE PROBLEM.

THE NEXT EVENING HE CONTACTED ME AND SAID THE FRAME HAD RUSTED THRU AND THE PART HOLDING THE TIRE HAD BROKEN AWAY.

HAD I CONTINUED TO DRIVE THE SPEED LIMIT ON THE INTERSTATE I COULD HAVE BEEN IN AN ACCIDENT CAUSING INJURY OR DEATH, TO MYSELF BUT ALSO OTHERS AROUND ME. HE SAID IN HIS ENTIRE CAREER HE HAD NOT SEEN ANYTHING LIKE THIS BEFORE.

I CONTACTED SUZUKI , (CUSTOMER RELATIONS DEPARTMENT); TALKED WITH ALLEN, EXT 2445. UPON CHECKING THE CAR OUT THRU THE VIN# HE SUGGESTED THAT I CONTACT THE NEAREST SUZUKI DEALER, LOCATED ON U.S. 31 SOUTH IN INDIANAPOLIS INDIANA, HE SAID SOMEONE THEIR WOULD ASSIS ME AND WORK WITH ME. I TOLD HIM I WOULD KEEP HIM INFORMED AS TO WHAT RESULTS I FOUND. I CONTACTED THE DEALERSHIP AND SPOKE WITH THE MAN IN CHARGE WITH REPAIR. HE TOLD ME HE WOULD HAVE TO SEE THE DAMAGE, TO HAVE IT TOLLED TO HIS DEALERSHIP.

I ASKED HIM AND ALLEN IN CALIFORNIA IF THEY WOULD PAY THE TOLL BILL AND THEY BOTH SAID NO. I ASKED THE MANAGER IF HE COULD HAVE ONE OF HIS PEOPLE TO COME TO MY RESIDENCE AND LOOK AT THE CAR, HE INDICATED THAT HE COULDN'T SPARE A PERSON. MY ONLY OPTION AT THIS POINT IS THAT MAYBE THE SAFETY DEPARTMENT MIGHT GET A REPONSE FROM SUZUKI, SEEING THAT THIS IS NOT THE FIRST PROBLEM RESULTING FROM THE MAKE, YEAR AND MODEL OF AUTOMOBILE.

THE RESPONSE FROM CALIFORNIA WAS, BECAUSE THE CAR HAS 130,000 MILES AND IS EIGHT YEARS OLD IS THE PROBLEM.

PLEASE, ARE YOU TELLING ME THAT ANYONE BUYING A USED EIGHT YEAR OLD SUZUKI, SHOULD EXPECT THE FAME TO BE RUSTED THRU.

MY CAR LOOKS GREAT ON THE OUTSIDE, LOOKS GOOD ON THE INSIDE,RUNS GOOD. YET AFER EIGHT YEARS FRAME RUSTED THRU, NOT HARDLY, UNLESS INFERIOR METAL IS BEING USED IN CONSTRUCTION.

I WILL WAIT TO HEAR THE RESULTS FROM THE NATIONAL TRANSPORTATION SAFETY DEPARTMENT.





