



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

1:59 24-JAN-2008

Repository

Reference No. 10215896

OWNER INFORMATION (Type or Print)

Name

Address

City MANCHESTER

State CT

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? [X] YES [] NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner Date 2/6/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JS2RA41S53

Make SUZUKI

Model AERIO

Model Year 2003

Date Purchased 17-APR-04

Dealer's Name and Telephone Number Harte Suzuki/Nissan

Engine: No: Cylinders 4

Fuel Type: Gas

Original Owner [X]

Dealer's City Hartford

State CT

Zip Code 06120

Transmission Type MANUAL

Antilock Brakes [] Cruise Control []

Powertrain FRONT WHEEL DRIVE

Vehicle Component Code 102000 POWER TRAIN:MANUAL TRANSMISSION

Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 20-NOV-2007

Failure Mileage

Failure Speed 0

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

Fire

Number of Persons Injured 0

Number of Deaths 0

Reported to Police N

[] Yes [X] No

[] Yes [X] No

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 2003 SUZUKI AERIO. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 07V307000 (POWER TRAIN:MANUAL TRANSMISSION). THE DEALER IS GIVING THE CONTACT THE RUN AROUND. THE MANUFACTURER STATED THAT THE DEALER HAS THE PART, BUT THE DEALER STATED OTHERWISE. THE DEALER ADVISED HIM TO SPEAK WITH THE SERVICE MANAGER, BUT THE SERVICE MANAGER HAS NOT RETURNED HIS PHONE CALLS. THERE HAD BEEN NO FAILURE TO DATE. THE CURRENT MILEAGE WAS 50,000.

I have been told by three different people at the dealer that I would be called back once they determined whether or not they have the part. The manufacturer had confirmed with them that they had several of the parts but when I call I get the runaround.

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.