



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-8-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

19-NOV-2008

Repository

Reference No.

10249279

OWNER INFORMATION (Type or Print)

Name

Address

City LAKE WALES

State FL

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? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

JS3TX92V154

Make

SUZUKI

Model

XL-7

Model Year

2005

Date Purchased

4-05

Dealer's Name and Telephone Number

HUSTON MOTOR 863-676-0595

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

Lake Wales

State

FLORIDA

Zip Code

33853

Transmission Type

Antilock Brakes

Powertrain

?

Multiple Failure:

3

Incident Date(s)

07-JUN-2005

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 980000 UNKNOWN OR OTHER

Failure Mileage:

Failure Speed

70

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:

Georgia

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

0

Number of Deaths

0

Reported to Police

N

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

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

THE CONTACT OWNS A 2005 SUZUKI XL-7. THE CONTACT WAS DRIVING APPROXIMATELY 70 MPH ON NORMAL ROAD CONDITIONS WITH THE CRUISE CONTROL ACTIVATED. HE PULLED OVER TO THE SIDE OF THE ROAD AND TURNED OFF THE ENGINE. IMMEDIATELY, THE VEHICLE LUNGED FORWARD AND THEN INTO REVERSE WITHOUT ASSISTANCE. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER TWICE FOR A DIAGNOSTIC, BUT THEY WERE UNABLE TO DETERMINE THE CAUSE OF THE FAILURE. THE CONTACT WAS CONCERNED OF THE SAFETY RISK INVOLVED. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT MILEAGE WAS 38,513.

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.

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

Tues, Nov. 25, 2008

Dear Sir or Madam

I called Suzuki of California for a representative on Nov. 26, 2008 they said one would be dispatched and I would be notified.

Thank you, I remain,

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

LAKELAND FL 338

25 NOV 2008 PM 2 L



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline 888-327-4236



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration



HUSTON MOTORS, INC.



DBA HUSTON MOTORS SUZUKI



21280 Hwy. 27, Lake Wales, FL 33859. (863) 676-0595

Winter Haven line: (863) 299-3743

FORMER SER. MANAGER LAKEY

11-19-08 CASE#

CUSTOMER NO.	ADVISOR MIKE	18923	TAG NO.	STATE OF FLORIDA	MV# 05507
LABOR RATE 85.00	LICENSE NO.	MILEAGE 38,513	INVOICE DATE 11/19/08	INVOICE NO. SMCS120095	STOCK NO. S1483
YEAR / MAKE / MODEL 05/SUZUKI/XL-7/4WD EX-AT	DELIVERY DATE 04/28/05	DELIVERY MILES 237	P.O. DATE 11/19/08		
VEHICLE I.D. NO. J S 3 T X 9 2 V 1 5	SELLING DEALER NO.	PRODUCTION DATE	P.O. NO.		
F.T.E. NO.	COMMENTS		RESIDENCE PHONE		
BUSINESS PHONE					

LABOR & PARTS	TECH(S)	HOURS	TOTAL LABOR & PARTS
J# 1 03ZZZ ENGINE CUSTOMER STATES ENGINE LUNGED FORWARDS AND BACKWARDS AFTER IGNITION KEY WAS TURNED OFF, SAYS CRUISE CONTROL HUNG UP SCAN SYSTEM NO CODES. TEST DROVE AND INSPECTED SYSTEM OPERATION. ALL OK, FOUND NO DEFECTS VEHICLE AND SYSTEM OPERATING AS DESIGNED BY SUZUKI MOTORS	18923	0.00	0.00
JOB # 1 TOTAL LABOR & PARTS 0.00			
J# 2 06ZZZ BODY CUSTOMER STATES ALL WINDOWS STOPPED WORKING WINDOW TRACKS DRY LUBED WINDOW TRACKS AND GUIDES	18923	0.00	0.00
JOB # 2 TOTAL LABOR & PARTS 0.00			
J# 3 14ZZZ ELECTRICAL CUSTOMER STATES 4 WAY FLASHER LIGHT WILL NOT COME ON VEHICLE NOT EQUIPPED WITH LIGHT FOR HAZARD SWITCH	18923	0.00	0.00
JOB # 3 TOTAL LABOR & PARTS 0.00			

TOTALS	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

thru 11-20-08 Allen not in
Suzuki
Fri 11-21-08 Reese 11:30 AM
dutch repairs notified

Disclaimer of Warranties
 THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SERVICE & PARTS GUARANTEE
 We guarantee our service work for 12 mos. or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

All parts installed on this vehicle are new or remanufactured unless otherwise indicated.

MATERIAL CHARGES: This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

TIRE & BATTERY FEE
 The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state[s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state[s.403.7185].

STORAGE CHARGES: No storage shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$30.00

Service Dept. Hours
 Mon - Fri
 8:00 AM to 5:00 PM
 Sat.
 9:00 AM to 12:00 PM

CUSTOMER SIGNATURE

Thank You for servicing your vehicle at Huston Motors, Inc.

www.nhtsa.dol.gov

NHTSA

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

West Building

Washington DC 20590

1-888-327-4236

WED 11.19.08 Jackie 1st CALL
2nd call BRITTANEY