



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

29-DEC-2009

Repository ☐

Reference No.

10297295

OWNER INFORMATION (Type or Print)

Name

Address

City

RALEIGH

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

KL5JD56Z65K

Make

SUZUKI

Model

FORENZA

Model Year

2005

Date Purchased

9-20-06

Dealer's Name and Telephone Number

Chris Leith Automotive

(919) 556-3137

Engine: 2.0L

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Wake Forest

State

NC

Zip Code

27588

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

21-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 EXTERIOR LIGHTING

Failure Mileage

62000

Failure Speed

35

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: DOTM9ABC036)

☐ 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).

TL* THE CONTACT OWNS A 2005 SUZUKI FORENZA. SHE HAD HER VEHICLE REPAIRED ACCORDING TO RECALL NOTICE NUMBER 07V452000 (EXTERIOR LIGHTING) IN DECEMBER 2009. WHILE DRIVING APPROXIMATELY 35 MPH AT NIGHT, THE HEAD-LIGHTS FAILED WITHOUT WARNING. SHE HAD TO USE THE HIGH BEAMS TO GET HOME. SHE TOOK THE VEHICLE BACK TO THE DEALERSHIP AND HAD THEM REPLACED AT HER EXPENSE. SHE REFERENCED THE PRIOR RECALL AND WAS TOLD THAT THE FAILURE WAS NOT RELATED TO THE RECALL. SHE HAD NOT CALLED THE MANUFACTURER TO-DATE. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 62,000-

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.

Customer Number: 141086 Invoice No: 371698

INVOICE



PAGE 1

RALEIGH, NC

Home: Bus:

Cell:

Email:

SERVICE ADVISOR: 210 CHARNEY-BEN HOGGARD

ORDER ON LINE @ www.capitalford.com

2807 MILLBROOK ROAD
RALEIGH, NC 27616
(919) 790-4700

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	SUZUKI FORENZA	KL5JD56Z65K		62776 62776	TQ380	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05			17:00 22DEC09		0.00	CCS	22DEC09
R.O. OPENED		READY		OPTIONS:			
07:54 22DEC09		11:21 22DEC09					

A HEADLAMPS INOP. HAS HAD RECALL DONE, CHECK AND ADVISE

G15 ENTER WORK DESCRIPTION

142 CS	149.00	149.00
2 99963-85ZSC CRIMP SOLDER CO	2.17	4.34
PARTS: 4.34 LABOR: 149.00 OTHER: 0.00	TOTAL LINE A: 153.34	

62776 1.20 REMOVE BOTH HEAD LAMPS AND REPLACE BULES

B PERFORM MULTI-POINT INSPECTION AND FILL OUT REPORT CARD

Q99P PERFORM MULTI-POINT INSPECTION AND FILL OUT
REPORT CARD

142 INS	(N/C)
GBATT BATTERY TEST PERFORMED AND BATTERY OK ON THIS VISIT	
142 INS	(N/C)
GTIRE TIRES INSPECTED AND OK ON THIS VISIT.	
142 INS	(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE B: 0.00

SHOP SUPPLIES 16.39

VIN #: 5K178380



Thank You for Your Patronage!

Join Our e-V.I.P. Club Then receive by e-mail: Exclusive Service & Parts Discounts Warranty Updates Recall Notices See Cashier For Details	P & A CODE: 00978-7 (CHECK (X) APPROPRIATE BOX) ☐ CLAIMS REVIEW ☐ AUTHORIZATION TO ☐ PARTS SCRAP OUT		MILEAGE OUT DATE OUT		DESCRIPTION	TOTALS
	PARTS LABOR TOTAL		ON BEHALF OF SERVICING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.		LABOR AMOUNT \$ 149.00	
					PARTS AMOUNT \$ 4.34	
					GAS, OIL, LUBE \$ 0.00	
					SUBLET AMOUNT \$ 0.00	
				MISC. CHARGES \$ 16.39		
				TOTAL CHARGES \$ 169.73		
				LESS INSURANCE \$ 0.00		
				SALES TAX \$ 0.34		
				PLEASE PAY THIS AMOUNT \$ 170.07		
		(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)				

Customer Copy

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