

 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 SEP 27 2011 30-AUG-2011		Repository ☐ Reference No. 10422582	
OWNER INFORMATION (Type or Print)			Daytime Telephone Number	
Name			E-mail Address	
Address			Evening Telephone Number	
City GULF BREEZE GULF BREEZE State FL Zip Code				
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 KL5JD66Z07K		Make SUZUKI	Model RENO	Model Year 2007
Date Purchased FEB 2008	Dealer's Name and Telephone Number BOB TYLER TOYOTA		Engine: No: Cylinders	Fuel Type:
Original Owner ☒	Dealer's City PENSACOLA		State FL	Zip Code
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-JUN-2011
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION			Failure Mileage 65000	Failure Speed 20
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 2007 SUZUKI RENO. THE CONTACT STATED THAT SHE WAS UNABLE TO ACCELERATE OVER 20 MPH AND THE VEHICLE WAS UNABLE TO SHIFT BETWEEN GEARS. THE VEHICLE WOULD EXHIBIT AN ABNORMAL CLUNKING NOISE FOLLOWED BY THE ILLUMINATION OF THE GEAR SHIFTER WARNING LIGHT. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TRANSMISSION RANGE SENSOR WAS REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE CURRENT MILEAGE WAS 67,000. THE APPROXIMATE FAILURE MILEAGE WAS 65,000.				
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.				

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

went putting car in drive car would
make clunking noise and lurch forward
indicator light for gear status
would flash all statuses at once
and car would not want
to accelerate - would not
move out of 1st gear

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

PENSACOLA FL 325

19 SEP 2011 PM 1 T

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**



**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

