

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved OMB No. 2127-0008

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 DEC 12 2011 14-NOV-2011		Repository ☐ Reference No. 10435576	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City		State		Zip Code		Evening Telephone Number	
ROME		GA					
<i>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).</i>							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	
				SUZUKI		RENO	
Model Year		2007		Engine:		Fuel Type:	
Date Purchased		Dealer's Name and Telephone Number		No: Cylinders			
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		Antilock Brakes		Powertrain		Multiple Failure:	
		☐		Cruise Control		Incident Date(s)	
						01-MAY-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 100000 POWER TRAIN						Failure Mileage	
						39500	
						Failure Speed	
						30	
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		Failure Location:			
		☐ Prior Repair					
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		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No				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 THE VEHICLE WOULD NOT ACCELERATE BEYOND 30 MPH AND THE CHECK ENGINE LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC AND THE CONTACT WAS INFORMED THAT A TRANSMISSION SENSOR WAS FAULTY. THE VEHICLE WAS THEN TAKEN TO AN AUTHORIZED DEALER AND THE SENSOR WAS REPLACED. THE FAILURE CONTINUED TO RECUR. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 39,500. THE VIN WAS UNAVAILABLE.							
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.							

[REDACTED]
Rome GA [REDACTED]
[REDACTED]

National Highway Traffic Safety Administration (NHTSA)
The Office of Defects Investigation
1200 New Jersey Avenue, SE,
West Building Washington DC 20590

(888) 327-4236

Monday, December 5, 2011

To Whom It May Concern:

Please find the requested copy of the requested repair order and bill/invoice concerning the Transmission Sensor that was faulty on my 1997 Suzuki Reno.

Thank you,
[REDACTED]



Marietta, GA 30060
(770) 952-1984
www.pugmire.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m.
Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

11/10/11	63002949/1
R/O Close Date	Status
11/10/11	Pre-Invoice
Mileage In	Mileage Out
54349	54349
Service Advisor / Tag #	
Forrest Beaman/2718*W*	

ROME, GA

Year	Make	Model	Body	Color	License Number
2007	SUZUKI	RENO	4DR HB BASE AT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 11ISZ: DIAGNOSTIC C/S THE CHECK ENG LIGHT CAME ON AND THE TRANS DOES N'T WANT TO COME OUT OF 1ST AND THEN 2ND AND LATER 3RD. Work performed by Chris Morgan (CM) Installed 37720-86Z01 :SWITCH ASSY, SH 1@73.34 NO TROUBLE CODES IN THE SYSTEM. CUST WAS TOLD HAD A RANGE SENSOR CODE BUT SHOP CLEARED CODES. PER CUST REPLACE THE RANGE SENSOR Sub Total: 267.34	194.00 73.34
#2 * 31ISZRND: RECOMMENDED NOT DONE RECOMMEND SYNTHETIC TRANS FLUSH, SERPENTINE BELT A ND SOON TO BE DUE FOR 60,000 MILE SERVICE WITH TIM ING BELT Sub Total: .00 Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	194.00
PARTS	73.34
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	3.37
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	4.60
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	275.31

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Rome, GA



UNITED STATES POSTAL SERVICE

POSTAGE WILL BE PAID BY ADDRESSEE



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Administration (NHTSA)
The Office of Defects Investigation
1200 New Jersey Avenue, SE,
West Building Washington DC 20590

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