



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
JAN 10 2012
16-NOV-2011

Repository ☐

Reference No.
10436041

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HAMPTON State VA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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
KL5JD56285K [REDACTED] Make SUZUKI Model FORENZA Model Year 2005

Date Purchased **August 2005** Dealer's Name and Telephone Number Purchased **@ Hall Suzuki - no longer open. Now serviced @ Bowditch Suzuki.** Engine: No: Cylinders Fuel Type:

Original Owner ☒ Dealer's City **(757) 593-1183** State **VA** Zip Code **23061**

Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: **Failed 4 times this year** Incident Date(s) **15-JAN-2011**

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage 68000 Failure Speed 50

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 ☐ 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. THE CONTACT STATED THAT THERE WAS A LOUD KNOCKING NOISE COMING FROM THE TRANSMISSION. IN ADDITION, THE VEHICLE WOULD DECELERATE INDEPENDENTLY WHEN DRIVING AT 50 MPH AND ABOVE. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE CONTACT WAS AWAITING DIAGNOSIS. THE CONTACT STATED THAT THE TRANSMISSION WAS REPLACED AT THE START OF THE YEAR. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 68,000. 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.

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

In January of 2011, my transmission completely failed resulting in having to replace it with a brand new one. In June of 2011, my car jerked real hard while driving and then wouldn't accelerate. It was towed to the dealer and they replaced the transmission range sensor. In November of 2011, the car jerked real hard in rush hour traffic, then left me stranded on the side of the road, ended up having it towed again and it was the transmission range sensor again. It was replaced and then four days later, my car failed leaving me stranded on the road. It was towed and the transmission range sensor had been installed incorrectly and was replaced again. This is a huge safety issue and should be recalled before someone is killed! These failures happen mid-driving.

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

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Penalty for Private Use \$300



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**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



Hampton, VA

NORFOLK VA 235
HAMPTON ROADS
05 JAN 2012 PM 3 T

Happy
Holidays



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