

FEB 13 2015
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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 148
FOR AGENCY USE ONLY (DO NOT WRITE IN THESE SPACES)



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

Date Received 31-DEC-2014	Repository <input type="checkbox"/>
	Reference No. 10669244

OWNER INFORMATION (Type or Print)

Name		
Address		
City WARSAW	State NY	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 JS2YB417395		Make SUZUKI	Model SX4	Model Year 2009
Date Purchased 08/13	Dealer's Name and Telephone Number Genesee Valley		Engine: No: Cylinders 4	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City Avon	State NY	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 17-DEC-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM	Failure Mileage 30000	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2009 SUZUKI SX4. THE CONTACT STATED THAT THE DRIVE BELT SLIPPED CAUSING A SQUEAKING NOISE. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 11V055000 (ELECTRICAL SYSTEM). THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 30,000.

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 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)

The vehicle squeals all the time, it acts like it is losing power the lights dim and the blower fan slows.

Another issue the car has is the steering doesn't feel right, sometimes it feels like it steers hard and pulls to the right. It may be rack and pinion problem. I have attached a Repair bill.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

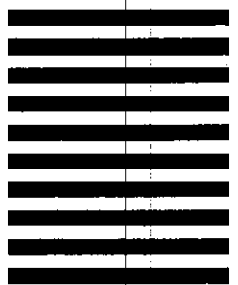
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

ROCHESTER
NY 146
07 FEB '15
PM 1 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



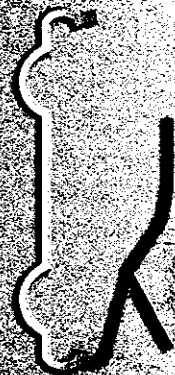
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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 Owners' Questionnaire (VOQ)
US Department of Transportation
National Highway Traffic Safety Administration

MARKETPLACE

SUZUKI, Inc.

3755 West Henrietta Road

Rochester, NY 14623

(585) 359-4900

NYS Registered Repair Shop No. R7002247



CUSTOMER NO.	ADVISOR MIKE	495	TAG NO.	01/22/15
LABOR RATE	LICENSE NO.	MILEAGE	40,623	COLOR AZURE GRY M
WARSAW, NY	VEHICLE MAKE/MODEL 09/SUZUKI/SX4/AWD TOURING AT H/B	DELIVERY DATE 02/16/09	STOCK NO.	DELIVERY MILES 15
VEHICLE ID NO. J S 2 Y B 4 1 7 3 9 5	SELLING DEALER NO.	PRODUCTION DATE	F.T.E. NO.	P.O. NO.
BUSINESS PHONE	COMMENTS	R.O. DATE 01/22/15	MO: 40623	

LABOR & PARTS

RECALL #
SEAT TRIM
INSPECTED SEAT TRIM
REPLACED PER RECALL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	85107-80310-CHN	TRIM ASSY		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

CUSTOMER STATES THAT THERE IS A BELT SQUEEL. ADVISE TECH INSPECTED AND WAS UNABLE TO DOPLICATE FAILURE. CHECKED OVER FOR LEAKS NONE FOUND. NO REPAIRS MADE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	28.50

FRONT PADS AND ROTORS \$332.50 + TAX INS
CABIN AIR FILTER \$47.13 + TAX
SERP BELT \$150.00 + TAX

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

*The belt squeels all the time
I dont know how they didnt hear
it.*

SERVICE POLICIES

CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES FROM DATE OF WORK.

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. 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 THIS ITEM/ITEMS. ESTIMATES ARE FOR LABOR AND MATERIAL.

OUR HOURLY LABOR RATE IS MULTIPLIED BY CLOCK HOURS AND/OR FLAT RATE MANUAL HOURS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

IN THE EVENT THAT YOU, THE CUSTOMER AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DISASSEMBLY OF PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE.

Thank You!

for choosing

**MARKETPLACE
SUZUKI**

for your service needs

MARKETPLACE

SUZUKI, Inc.

3755 West Henrietta Road
Rochester, NY 14623

(585) 359-4900

NYS Registered Repair Shop No. R7002247



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	LABOR RATE	LICENSE NO.	MILEAGE 40,623	COLOR AZURE GRY M	STOCK NO.
WARSAW, NY	YEAR/MAKE/MODEL 09/SUZUKI/SX4/AWD TOURING AT H/B	DELIVERY DATE 02/16/09	DELIVERY MILES 15		
	VEHICLE ID NO. J52YB417395	SELLING DEALER NO.	PRODUCTION DATE		
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/22/15		
	BUSINESS PHONE	COMMENTS			MO: 40623

TOTALS	
TOTAL LABOR	28.50
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	2.28
TOTAL INVOICE \$	30.78

THANK YOU FOR YOUR BUSINESS!!
DON'T FORGET TO FRIEND US AT WWW.FACEBOOK.COM/MARKETPLACE_SUZUKI
SEE OUR FACEBOOK PAGE FOR ADDED DISCOUNTS AND INCENTIVES!

CUSTOMER SIGNATURE

PAID JAN 22 2015

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For Reorder: The Advantage Source (585) 218-8474