



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

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

Repository ☐

14-JUL-2016

Reference No.

10884836

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City KINGSBURG State CA Zip Code [REDACTED]

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
KL5JJ52Z94K [REDACTED] Make SUZUKI Model FORENZA Model Year 2004
Date Purchased AUGUST 22 2004 Dealer's Name and Telephone Number SELMA SUZUKI (CALIFORNIA) 559-896-5000 Engine: 2.0L I4 No: Cylinders 4 Fuel Type: Gasoline
Original Owner ☒ Dealer's City State Zip Code 16 VANE/4 cyl.
Transmission Type 4 SPEED Automatic ☒ Antilock Brakes ☒ Cruise Control Powertrain 2.0L DOHC 16 VANE I4 ENGINE Multiple Failure: FIVE (5) Incident Date(s) 01 JUL 2015 OCT. 2015 - AUG 27, 2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 65000 Failure Speed 72550-73688 PARKED

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; ie, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2004 SUZUKI FORENZA. THE CONTACT STATED THAT THE VEHICLE FAILED TO START WITHOUT WARNING. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC. THE TECHNICIAN REPLACED THE STARTER, BATTERY, AND INSPECTED THE ALTERNATOR; HOWEVER, THE FAILURE RECURRED SEVERAL TIMES. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE 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 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.

ATTACHMENT TO "VEHICLE OWNER'S QUESTIONNAIRE FORM 100148"
REFERENCE No. 10884836

<u>DATE</u>	<u>NARRATIVE DESCRIPTION OF FAILURES</u>
August 22, 2004	Purchased 2004 Suzuki Forenza, VIN KL5JJ52Z94K [REDACTED] (Mileage: 51 miles)
January 13, 2015	Safety Recall Notice XA Notice repairs performed by Lithia Mazda of Fresno Invoice No. [REDACTED] enclosed (Mileage: 69,841)
May 15, 2015	Department of Motor Vehicle transfer to Roxanne Rosales (Mileage: 71,085) (Copy enclosed)
October 2015	Vehicle would not start - "jump started" (Mileage: 72,550 approx.) Failure #1
November 4, 2015	Battery replaced by Pep Boys Invoice # [REDACTED] enclosed (Mileage: 72,632) \$148.41 Vehicle "jump started" Failure #2
February 24, 2016	Starter replaced by Electric Lab Invoice [REDACTED] enclosed (Mileage: 73,007) \$323.59 Vehicle "jump started" Failure #3
June 24, 2016	Vehicle would not start - towed to Electric Lab (Mileage: 73,580 approx.) Failure #4
June 25-July 15, 2016	Vehicle at Electric Lab to troubleshoot (Tim) 559-448-8303
July 7, 2016	Called Suzuki Customer Relations Dept. (Kim) 800-934-0934
July 13, 2016	Called Suzuki Customer Relations Dept. (Adrian) 800-934- 0934
July 13, 2016	Called Lithia Mazda (Service Department) 559-256-0720
July 16, 2016	Vehicle picked up at Electric Lab
August 22, 2016	Electric Lab - Smog check (Mileage: 73,647)
August 27, 2016	Vehicle would not start (Mileage: 73,688) Failure #5
August 29, 2016	Vehicle towed to Electric Lab (Tim) 559-448-8303

INVOICE

Invoice #:

Tag #: T1869

LITHIA AUTO STORES

LITHIA MAZDA OF FRESNO #24

5200 N. BLACKSTONE AVENUE

FRESNO, CA, 93710

PARTS DIRECT:

(559) 436-3920

PHONE: (559) 258-0720

TOLL FREE:

FAX: (559) 258-0727

(800) 860-7765

TOLL FREE: (800) 209-3673

BAR # ARD 00197174 EPA # CAL000398636

KINGSBURG, CA

Home:

Bus:

Contact:

Cell:

Email:

Service Advisor: 166462 JORGE FERNANDEZ

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN		MILEAGE OUT							
RED		04		SUZUKI FORENZA		KL5JJ52Z94K				69841		69841							
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE		R.O. OPENED		READY	
01JAN04		01JAN04		01JAN2004		WAIT 13JAN15				0.00		CASH		13JAN15		08:44 13JAN15		12:03 13JAN15	
OPTIONS: ENG:2.0 Liter																			

ASSURED SERVICE RIGHT NOW SERVICE

QUALITY SERVICE WHEN YOU NEED IT.
THE WAY YOU WANT IT.

UP FRONT PRICING

THE PRICE YOU'RE QUOTED IS THE
PRICE YOU'LL PAY... PERIOD

3 YEAR/50K MILE REPAIR WARRANTY

IF IT BREAKS, WE FIX IT... FREE



WE SELL TIRES

WITH EVERY TIRE PURCHASE
YOU RECEIVE:

- FREE TIRE REPLACEMENT
- FREE TIRE ROTATION
- FREE FLAT REPAIRS

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request. If you choose to save replaced parts, please note that a core charge may apply.

☐ Some Parts Not Returnable

ARBITRATION AGREEMENT

Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C. § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

LINE OPCODE TECH TYPE HOURS

A PERFORM CAMPAIGN XA UPDATE
RECALL RECALL, CAMPAIGN, SSP

5852 WSM

PARTS: 1 38999-84Z00-RX0 SIG SWITCH KIT

69841 PERFORMED XA RECALL RECALLED HEAD LAMP SWITCH AND HARNESS

B PERFORM CAMPAIGN NU UPDATE
RECALL RECALL, CAMPAIGN, SSP

5852 WSM

PARTS: 2 99963-85ZSC CRIMP SOLDER CO

69841 PERFORMED NU RECALL RECALLED HEAD LAMP CONNECTOR

C PERFORM VEHICLE FULL CIRCLE INSPECTION AND PROVIDE "TRULY
EXCEPTIONAL" CUSTOMER SERVICE.
99P PERFORM VEHICLE FULL CIRCLE INSPECTION AND
PROVIDE "TRULY EXCEPTIONAL" CUSTOMER
SERVICE.

5852 IMM

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

"We sincerely appreciate your business.
Thanks for placing your confidence in us."
36 Month/50K Mile warranty on all parts and
labor. See attached Assured Pamphlet for
complete details. All parts are new unless
otherwise stated.
Thank-You for choosing Lithia of Fresno.

☒ Tire pressure check/inflation service was performed.

☐ Customer declined tire pressure check/inflation service

I acknowledge notice and oral approval of an increase in the original estimated price.

(signature)

(date)

By signing below, you
services/repairs itemized
parts as requested

DATE

*HAZARDOUS WASTE
DISPOSAL COSTS: We have
added this charge to cover
costs associated with the
handling, management and
disposal of toxic wastes or
hazardous substances under
California and Federal law.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS*	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



Transfer and Release of Liability
Motor Vehicle

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Notice of Transfer and Release of Liability

Please print this receipt for your records.

Date 05/13/2015
Time 09:59:54
License Plate Number/CF Number [REDACTED]
VIN/Vessel Hull Id. KL5JJ52Z94K [REDACTED]
Vehicle Make SUZU
Year Model 2004

New Owner Information

Last Name [REDACTED]
First Name [REDACTED]
Address [REDACTED]
Apt. Number [REDACTED]
City FRESNO
State CA
Zip [REDACTED]

Sale Information

Odometer Reading 71085
Odometer Code Actual Mileage
Sale Date 05/11/2015
Selling Price 0
If This is a Gift Yes

Seller's Information

Last Name [REDACTED]
First Name [REDACTED]
Address [REDACTED]
Apt. Number [REDACTED]
City KINGSBURG
State CA
Zip [REDACTED]

Help us improve our service. Please take a moment to complete a brief Survey.

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PEP BOYS AUTO # 668
 888 W. SHAW AVE.
 888 W. SHAW AVE
 CLONIS BAR, CA 93612
 (559) 296-2557
 FAX: (559) 296-2557
 E-MAIL: CALES@PEPBOYS.COM

TRACKING ID# *	
Store ID #	Service Work Order #

Service Manager: ARMAND GARCIA

Insurance:

Pricing Method:

Name: [REDACTED] Address: [REDACTED] City: [REDACTED] State: [REDACTED] Zip: [REDACTED] Home Phone: [REDACTED] Contact Phone: [REDACTED]	Year: 2004 Make: SUZUKI Model: FORENZA Engine: 4-1968 2.0L DOHC Vin No.: [REDACTED] License No.: [REDACTED] Mileage: 72632 Color: [REDACTED]	Date: 2015-11-03 Entered By: JUAN CISNEROS Time In: 14:33:05 Date/Time Promised: 2015-11-04 16:30:00 Old Parts Returned: no
Storage Charges: Any vehicle that is left unattended for more than 7 business days may be towed at the owner's expense. For more information, please see Store Manager.		

I HEREBY AUTHORIZE PEP BOYS TO PERFORM THE SERVICES ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO CHECK THE VEHICLE FOR PURPOSES OF INSPECTION, TESTING AND REPAIR. I UNDERSTAND THAT ANY COST INCURRED IN ANY SERVICE, INCLUDING BUT NOT LIMITED TO, THE COST OF PARTS AND LABOR, IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS. THAT THE NEW CREDIT BE PAID TO THE PEP BOYS FINANCIAL AND CREDIT SERVICES ARE LEFT CREDITED AT OWNERS RISK.

Part \$:	Labor \$:	Total \$:	Date and Time:
0.00	15.99	15.99	2015-11-04 12:04:12

I acknowledge notice and oral approval of an increase in the original estimated price

(signature or initials)

TYPE	PART	DESCRIPTION	CODE	MECHANIC	HR/LY RATE	HRS	QTY	SOURCE	EACH	TOTAL
PK	9074547	BATTERY INSTALLATION PACKAGE Includes Prostart Complete Starting System Test Includes Battery Protection Service								
LB		BATTERY INSTALLATION LABOR	N	JESUS CARDENAS			1		13.00	11.05
LB		POSTTENDER							-1.94	
LB		PROSTART COMPLETE STARTING SYSTEM TEST	N	JESUS CARDENAS			1		0.00	0.00
LB		POSTTENDER							1.99	1.69
									-0.29	
Package SubTotal :12.74										
LB		GUEST STATES BATTERY HAD TO BE JUMPED, CHECK CHARGING SYSTEM	N	JESUS CARDENAS			1		0.00	0.00
LB		COMPLIMENTARY VEHICLE INSPECTION	N	JESUS CARDENAS			1		0.00	0.00
PN	86-6308	Bosch 35/96 Month Battery POSTTENDER LTD. 36 MONTH FREE REPLACE.	N				1		145.99	124.09
									-21.90	

Parts: 125.78 Labor: 11.05 Other: 0.00 Tax: 11.56 Total: 148.41

Tender Date: 11/04/2015
 PDS Trans #: 194277
 Tender Register: 102
 Tender Cashier: 196812

Tender Time: 1:25 PM
 Store: 0668
 Tender Till #: 102

General Comments:

EZ/2

ELECTRICLab
Auto Service Center

133 E Sierra Ave.

Fresno, CA 93710

PH 559-442-8306 FAX 559-442-8308

BAREBORNMENT EPA# CAD983673450

Invoice #

Original Estimate #0005487

2004 Suzuki Forenza

4-1998 2.0L DOHC

VIN: KL5JJ52Z94K

Mileage 73007

Trans:

License:

Tag#: 279

Color:

2/24/2016

4:55 pm

FRESNO, CA

Home:

Work:

Ext:

Advisor: TIM LING

Category Summary

	Parts	Labor	Job Total
COURTESY INSPECTION	\$0.00	\$0.00	\$0.00
Miscellaneous	\$0.00	\$-30.00	\$-30.00
STARTING & CHARGING	\$235.66	\$98.55	\$334.21

Service Description

CUSTOMER STATES: BATTERY KEEPS GOING DEAD. MAY TAKE A COUPLE DAYS. CHECK AND ADVISE.

Parts	Labor	Job Total
		0.00

NO DRAIN PRESENT. CUSTOMER WILL HAVE VEHICLE TOWED WHEN FAILED.
PERFORM COURTESY INSPECTION. CHECK VEHICLE

TIRE PRESSURE:

0.00

Front 30 REAR 30 SPARE 60

REMOVE AND REPLACE STARTER.

Part Number	Part Description
6724S	STARTER

Discount Labor: -30.00

Part Price Each	Quantity	Extended	235.66	98.55	334.21
235.66	1	235.66			
Parts: 0.00		0.00	-30.00	-30.00	-30.00

Payments:

C.C. TERMINAL \$323.59 on 02/24/16

Approved By

Approval Given to:

Authorizations

Date	Time	Difference	Total Authorized	Method
2/24/16	3:20 pm	\$473.09	\$473.09	By Phone

Air Order Notes

Electric Laboratories offers a limited 24 months or 24,000 miles warranty on parts and services performed. Should you need warranty service, you must contact us first. We will repair or replace any defective components or correct any workmanship related problems at no cost to you. We can not warranty work not performed by us. We cannot pay or reimburse you for warranty work performed at any other repair shop, unless it is approved by the Electric Lab Service Manager. This warranty does not include liability for car rental expense or loss incurred due to loss of use of vehicle. Towing fees are an extra charge. The warranty does not cover parts that fail due to abuse, mis-use or neglect. Altered parts or parts not designed for the vehicle or parts not approved by Electric Laboratories are not covered under the warranty. Parts supplied by the customer are not warrantied.

I acknowledge notice and oral approval of an increase in the original estimated price.

er Signature: _____

Date: _____

TOTAL PARTS	\$235.66
TOTAL LABOR	\$68.55
SUBLET	\$0.00
SHOP SUPPLIES	\$0.00
SUBTOTAL	\$304.21
OTHER FEES	\$0.00
SALES TAX	\$19.38
TOTAL INVOICE	\$323.59
PAID	\$323.59
DUE	\$0.00