

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ON AGENTS (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 APR 14 2017		Repository ☐ Reference No. 10884836			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Name [REDACTED]						Evening Telephone Number [REDACTED]		[REDACTED]	
Address [REDACTED]						City KINGSBURG		State CA	
Zip Code [REDACTED]						[REDACTED]		[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 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: 2.0 L 4cyl No: Cylinders		Fuel Type: Gasoline	
Original Owner ☒		Dealer's City [REDACTED]		State CA		Zip Code [REDACTED]		16 VANE/4cyl.	
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 72550-73688		Failure Speed 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 Failure Type:	
Tire Component Code						Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE									
Make:		Date Manufactured:		Model No./Name:				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 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.									

APR -7 2017

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March 31, 2017

U. S. Department of Transportation
National Highway Transportation Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Reference No. 10884836

Gentlemen/Madam:

I am writing to request an update on a complaint filed earlier by the undersigned with your agency concerning an electrical system problem on a 2004 Suzuki Forenza, VIN KL5JJ52Z94K [REDACTED]. We continue to experience the failure with the electrical component in this vehicle which was initially reported in July 2016. We have enclosed a copy of your agency's Vehicle Owner's Questionnaire completed and submitted in September 2016.

We anxiously await your response to this matter.

Respectfully yours,

[REDACTED]
Kingsburg, CA [REDACTED]

Home telephone: [REDACTED]

Cellular telephone: [REDACTED]

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