



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

FDR AGENCY USE ONLY 100148

Date Received

Repository

02-FEB-2018

Reference No.
11066710

APR 02 2018

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BRONX State NY Zip Code [REDACTED]

Number [REDACTED] E-mail Address [REDACTED]
Event 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: JS3TD0D68C-[REDACTED]
Make: SUZUKI Model: GRAND VITARA Model Year: 2012
Date Purchased: 1/24/14 Dealer's Name and Telephone Number: BRONX SUZUKI, (718) 515-2277 Engine: No: Cylinders: 11 Fuel Type: GAS
Original Owner: Dealer's City: BRONX, N.Y. State: NY Zip Code: 10475
Transmission Type: AUTO Antilock Brakes: Cruise Control: Powertrain: Multiple Failure: steering wheel left, right shifting Incident Date(s): 01-JAN-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage: 35000 plus Failure Speed: N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: N/A 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: N/A 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: 0 Number of Deaths: 0 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 2012 SUZUKI GRAND VITARA. THE CONTACT STATED THAT THE STEERING WHEEL WAS LOOSE WHEN TURNED IN EITHER DIRECTION. THE CONTACT HAD TO USE EXCESSIVE FORCE TO TURN THE STEERING WHEEL. THE VEHICLE WAS NOT DIAGNOSED BY AN INDEPENDENT MECHANIC OR DEALER. THE MANUFACTURER WAS CONTACTED LATER AND INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE. I contacted the SUZUKI manufacturer on or about FEB 24 3 2018 to report the defect. when parking or turning steering wheel. There is a "loose play" of 1" to 2" left to right. They didn't say whether it was a defect or not.

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)

I believe the shifting steering wheel from left to right started after I purchased the vehicle. It became more pronounced as I drove car more regularly. Car had at least 22,000 plus miles when purchased from dealer at Suzuki. The shifting seems to have gotten wider the more car was driven.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

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NEW YORK
SEP 14 1998
NEW YORK



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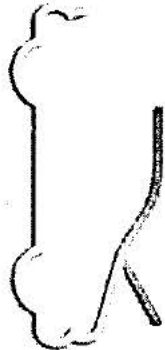
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



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