



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

Date Received

RECEIVED

01 FEB - 1 2001

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up

up

Reference No.

GENERAL  
INVESTIGATIVE

559356

Daytime Telephone Num.

## OWNER INFORMATION (Type or Print)

Name

Street

City

Billings

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

1/16/01

## PRODUCT INFORMATION

Vehicle Identification No. (VIN)  
(17 Digits)(Located at bottom of  
windshield on driver's side)

Make

Model

Year

J53TD62V1X4110850

Suzuki

Grand Vitara

1999

Purchased Date

Dealer's Name

Engine Size  
(CID/COIL) Turbo Diesel Gas Fuel Injection

1-20-99

Rimrock Auto Group

2.6

 New  Used

Dealer's City

State

Zip Code

No. Cylinders

Billings

MT

59102

4

Manufacture Date  
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

 Manual Automatic Driver-side Air Bag Motorbel Passenger-side Air Bag 2-Point Belt 3-Point Belt Yes No Front Rear 4-Wheel Car Van Minivan Other Sport Utility Truck Motorcycle Other 2-Door Stationwagon Pick Up Truck Other 4-Door

## FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

Failed Part(s)

Handicap Adaptive Equip

Transmission

 Left Right Front Rear Original Replacement Yes No

## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

NHTSA Previously

Contacted?

 Yes  No Yes  No

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

 Yes  No Yes  No Yes  No

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

The transmission is hard to shift and after being driven on the highway for over 20 minutes, the transmission slides in 5th gear - I have had the transmission replaced at 10,000 miles and the "new" transmission started having the same problems at 21,000 miles (11,000 miles on it). The dealer replaced the "tower" on the transmission but it is still hard to shift and doesn't always shift into gear without grinding. It has been back to the dealer several times. I had caused me to stall in the middle of an

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7862

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

intersection while trying to shift the transmission out of 5th gear into any other gear. It is also very hard to get into reverse when the tranny is cold (below 20°). There is at least one other Grand Vitara here in Billings that has this same problem & it also has had at least 1 new transmission & still is having problems.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NSA-10.01  
400 7th Street, SW  
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE OWNER'S QUESTIONNAIRE (VQQ)**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

OR

**DASH 2 DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline (DASH) 2 DOT



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