



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

Auto Safety Hotline

## Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 858

Date Received

09-FEB-2001

Od\_or \_\_\_\_\_  
R\_dt \_\_\_\_\_  
Pd\_rt \_\_\_\_\_  
Ip\_ltr \_\_\_\_\_

Reference No.

880268

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

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

### VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
<b>FILL IN</b>	<b>SUZUKI</b>	<b>GRAND VITARA</b>	<b>1999</b>	

Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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### FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07360000	Part Name(s) POWER TRAIN TRANSFER CASE (4-WHEEL DRIVE)	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

### APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

**WHEN TEMPERATURE DROPS BELOW 30 DEGREES, VEHICLE WILL NOT ENGAGE FOUR WHEEL DRIVE UNIT. \*AK**

CONTINUE ON BACK IF NEEDED

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.

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire (VOQ)</b></p> <p>NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	FOR AGENCY USE ONLY 858	
		Date Received 09-FEB-2001	Od or od_rt up_br Reference No. 880268
OWNER INFORMATION (Type or Print)		Work Number	Home Number
[REDACTED]		[REDACTED]	
673774			

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

Signature of Owner: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield or driver's side) JS3TD62V7X4113090 FILL IN	Vehicle Make SUZUKI	Vehicle Model GRAND VITARA	Vehicle Year 1999	Current Odometer Reading 20,000 Mi.		
Purchase Date 3/13/99	Dealer's Name Shortline	Engine Size (CID/CC/L) 6	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City Aurora State CO Zip Code 80012	No Cylinders				
Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Utl <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

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

Component 07380600	Part Name(s) POWER TRAIN TRANSFER CASE (4-WHEEL DRIVE)	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) 01 JAN-2000 1st noticed (approx) Mileage at Failure(s) prob around 12,000 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No This is 1st form

## APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

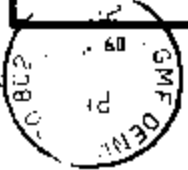
WHEN TEMPERATURE DROPS BELOW 30 DEGREES VEHICLE WILL NOT ENGAGE FOUR WHEEL DRIVE UNIT. \*AK  
20

CONTINUE ON BACK IF NEEDED

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.



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO. 23173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAILING TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Information Management Staff NSA-1001  
400 7th Street, SW  
Washington, DC 20590

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

26  
-2-15

I received G. Victor Bentley in March 69, when I was not  
near him and I didn't see if what drive, used it in  
Baltimore at work, then the door is per-fab.  
I noticed it would not go into it what 2 x 5 - I  
thought it was frozen, again we had a mild winter, then  
there after we had a lot of very cold weather in  
Baltimore area. I leave for work at 5:30 A.M. and  
was unable to get the "H" what drive light to  
come. The car always chatters, but would not  
engage. I had some damage made to work in  
Chicago in New what drive. I took it in and  
they kind coming called the contractor, again it would  
not engage into H what drive. The next time  
I took it in when 20° and the mechanic could  
not get it to engage. They said they had to turn  
putting it outside in the tubes 30° with a hanging  
it back into, then finally determined it is the pump.

Fold to show Return Address (no stamp needed) Fasten with tape or staples and mail

**INFORMATION ON THE FAILURE(S) (IF APPLICABLE)**

THE IDENTIFICATION NO. *									
D O T									
MANUFACTURER/TRE NAME		SIZE							

\* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

18619

192087

# SHORTLINE

DISCOUNT INC.

\*INVOICE\*

**SUBARU • SUZUKI • HYUNDAI**  
580 South Havana • Aurora, Colorado 80012  
Telephone (303) 364-2200  
www.shortlineauto.com

We're building our reputation by being a better dealer.

SERVICE ADVISOR: 90 IVA SPINDLER

PAGE 1

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	1999	SUZUKI GRAND VITARA	JS3TD62V7X4113090	GBL6841	191117/191117	T53	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
	01NOV98		17:00 09FEB01		75.00	CASH	19FEB2001

R.O. OPENED	READY	OPTIONS:
09:59 08FEB01	17:31 19FEB01	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

CUSTOMER STATES 4WD WONT ENGAGE WHEN VERY COLD OUTSIDE - SEE HIST  
 TECH 12  
 AUSE: WIRE  
 132 CUSTOMER  
 12WSUZU (N/C)  
 1 27940-65D02 PUMP ASSY, P/ (N/C)  
 PC: G09999 PART#: COUNT:  
 CLAIM TYPE: WARR  
 AUTH CODE: 33-36

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CHECKED ALL CIRCUITS OF 4WD SYSTEM. FOUND WIRE DIAGRAM IN SERVICE  
 MANUAL SHORT OF INFO. CONTACTED SUZUKI TECH. RECHECKED SYSTEM. FOUND  
 PEN IN AIR PUMP BELOW 20 PSI. REMOVED AND REPLACED PUMP AND RECHECKED  
 CHECKED OUT OK AT THIS TIME.

\*\*\*\*\*  
 ENTERPRISE RENTAL  
 USE: RENTAL  
 600 SUBLET  
 999WSUZU (N/C)  
 PC: G09999 PART#: COUNT:  
 CLAIM TYPE: WARR  
 AUTH CODE: 33-36

BL ENTERPRISE RAC INV#710662  
 PO#55795  
 WSUZU (N/C)  
 PC:  
 RTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE OWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

**THANK YOU!**  
**FOR YOUR BUSINESS**

STATEMENT OF DISCLAIMER  
 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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

GUEST COPY

18619

191008

# SHORTLINE

\*INVOICE\*

**BUARU • SUZUKI • HYUNDAI**  
580 South Havana • Aurora, Colorado 80012  
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www.shortlineauto.com

PAGE 1

We're building our reputation by being a better dealer.

SERVICE ADVISOR: 90 IVA SPINDLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	1999	SUZUKI GRAND VITARA	JS3TD62V7X4113090	GBL6841	18813/18819	T376	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
	01NOV98		17:00 23JAN01		-75.00	CASH	31JAN2001
R.O. OPENED	READY	OPTIONS					
14:52 22JAN01	17:31 31JAN01						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THAT ONLY WHEN TEMP IS IN TEENS 4WD LITE DOESNT LITE UP AND 4WD DRIVE IS INOP ALSO-CUSTOMER HAS LEFT VEHICLE IN 4WD OVERNITE AND THIS CONDITION STILL HAPPENS-GREG AT PHIL LONG BELIEVES IT IS POSSIBLY THE PUMP

CAUSE: CONTROL

132 CUSTOMER STATES THAT ONLY WHEN TEMP IS IN TEENS 4WD LITE DOESNT LITE UP AND 4WD DRIVE IS INOP ALSO-CUSTOMER HAS LEFT VEHICLE IN 4WD OVERNITE AND THIS CONDITION STILL HAPPENS-GREG AT PHIL LONG BELIEVES IT IS POSSIBLY THE PUMP

12WSUZU 0.30 (N/C)

1 38885-65D00 CONTROLLER A (N/C)

1 NPN FREIGHT (N/C)

FC: SN490 PART#: COUNT:

CLAIM TYPE: WARR

AUTH CODE: 35-36

VEHICLE WAS NOT GOING INTO 4WD. REPLACED CONTROL MODULE DUE TO AN OPEN.

B ENTERPRISE

CAUSE: RENTAL

132 ENTERPRISE

999WSUZU 0.00 (N/C)

FC: SN490 PART#: COUNT:

CLAIM TYPE: WARR

AUTH CODE: 36-36

SUBL ENTERPRISE 710245

PO#S5624

WSUZU (N/C)

**THANK YOU!**  
**FOR YOUR BUSINESS**

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

18619

190720

# SHORTLINE

\*INVOICE\*

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PAGE 1

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	1999	SUZUKI GRAND VITARA	JS3TD62V7X4113090	GBL6841	18728/18731	TL72	
DEL DATE	PROD DATE	WASH EXP	PROMISED	PO NO	RATE	PAYMENT	INT DATE
	01NOV98		17:00 18JAN01		75.00	CASH	18JAN2001

R.O. OPENED	READY	OPTIONS:
15:19 17JAN01	16:18 18JAN01	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A					1619492		

A CUSTOMER STATES WHEN VERY COLD CAR WILL NOT GO INTO 4 WHEEL DRIVE  
 MUST BE VERY COLD  
 132 DIFFICULTY SHIFTING INTO AND WHEN COLD  
 6CSUZI 0.00 0.00 0.00  
 TEST DROVE VEHICLE SHIFTING INTO 4WD IS NORMAL. CONCERN NOT DUPLICATE  
 CONCERN AT THIS TIME

B CUSTOMER STATES WHEN VERY COLD W/S WASHERS INOP  
 132 CUSTOMER SAYS FRONT AND REAR WASHERS INOP  
 WHEN COLD  
 6CSUZI 0.00 0.00 0.00  
 WASHERS FRONT AND REAR WERE WORKING FINE AT THIS TIME

*I fixed this myself  
by adding Alcohol.*

C ENTERPRISE RENTAL  
 600 SUBLET  
 12CSUZI 0.00 0.00 0.00  
 SUBL ENTERPRISE RAC INV #D710132  
 PO#55377  
 WSUZU  
 FC:  
 PO 55377

*WRONG*

**THANK YOU!  
FOR YOUR BUSINESS**

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY