Form Approved: OMB No. 2127-0001

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 558

Date Received: 27-AUG-2001

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. 895262

[redacted]

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.)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
JS3TD62V0X4122651	SUZUKI	GRAND VITARA	1999	

Purchase Dat: ☒ New ☐ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L ____
No Cylinders _____

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☒ 2-Point Bel	☒ Yes ☐ No	☐ Front ☐ Rear ☒ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other_____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
07450000 07421000	POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT POWER TRAIN:DRIVESHAFT	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure	Date(s) of Failure(s) / Mileage at Failure(s)	Failed Part(s)	NHTSA Previously
	29540	☐ Yes ☐ No	☐ Yes ☐ 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	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DIFFERENTIAL UNIT HAS BEEN REPLACED ON TWO DIFFERENT OCCASIONS. IT HAS BEEN A MONTH SINCE LAST REPLACEMENT, AND A 3RD REPLACEMENT IS NEEDED ALONG WITH A DRIVESHAFT REPLACEMENT. DEALER HAS RECOGNIZED DEFECT, BUT HAS NOT PROVIDED ACCURATE REMEDY.*AK

CONTINUE OTHER SIDE IF NEEDED

Form Approved O.M.B. No. 2127-0008

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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 558

Date Received: 27-AUG-2001

Od_or
rt_dt
od_rt
up_ltr

Reference No. 895262

OWNER INFORMATION (Type or Print)

[redacted] 711120

Work Number [redacted]
Home Number [redacted]

Do you authorize NHTSA to provide a copy of your report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of [redacted] vide your name and address to the vehicle manufacturer.
Signature of Own[redacted] Date 8/31/2001

VEHICLE INFORMATION

Vehicle Iden. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Mak	Vehicle Mode	Vehicle Year	Current Odometer Readin
JS3TD62V0X4122651	SUZUKI	GRAND VITARA	1999	29,650

Purchase Date 6/1999
☒ New ☐ Used

Dealer's Name Dummy Old Suzuki
City East Pointe State MI Zip Code

Engine Siz (CID/CC/L 2.
No Cylinders 6
☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Tra	Vehicle Type	Body Style
☐ Manua ☒ Automatic	☒ Yes ☒ No	☒ 3-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag ☐ Motorbelt ☒ 2-Point Bel	☒ Yes ☐ No	☐ Fro ☐ Rea ☒ 4-Wh el	☐ Car ☐ Van ☐ Minivan ☐ Other ☒ Sport Ut ☐ Truck ☐ Motorcycle	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
07460000 07421000	POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT POWER TRAIN:DRIVESHAFT	☐ Left ☐ Right ☐ Front ☒ Rear	☒ Original ☐ Replacemen

No of Failures 3

Date(s) of Failure(s) 7/21/2001 / 8/27/2001 / 8/29/2001
Mileage at Failure(s) 29540
Vehicle Speed at Failure(s) 55 - 65 mph

Failed Part(s) ☒ Yes ☐ No

NHTSA Previously ☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (es) on the back of this form)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DIFFERENTIAL UNIT HAS BEEN REPLACED ON TWO DIFFERENT OCCASIONS. IT HAS BEEN A MONTH SINCE LAST REPLACEMENT, AND A 3RD REPLACEMENT IS NEEDED ALONG WITH A DRIVESHAFT REPLACEMENT. DEALER HAS RECOGNIZED DEFECT BUT HAS NOT PROVIDED ACCURATE REMEDY. AK

CONTINUE ON BACK IF NEEDED

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

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D	O	T												MANUFACTURER/TIRE 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)

I experienced a whistling \ Howling noise from the rear of the vehicle at speeds predominantly between 55 and 65 mph. After first replacement there was heavy vibration and vibration noise throughout the entire Vehicle at the above mentioned speeds. Even after the mention replacements, I'm still experiencing the howling noise at highway speeds. I have driven other Grand Vitaras that do not have this problem.

☆ U.S. G.P.O.: 1992 – 623-697 / 60096

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590