



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 1039

Date Received

20-SEP-2001

Od_or

rt_dt

od_rt

ip_lr

Reference No.

896580

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) (Locate at bottom of windshield or driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JS3TD62V3Y4126971	SUZUKI TRUCK	GRAND VITARA	2000	
Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type	Body Style			
☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Util ☐ Truck ☐ Motorcycle ☐ Other		☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06325000	Part Name(s) FUEL:FUEL INJECTION:ELECTRICAL:REGULATOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 11-JUN-2001 18 Mileage at Failure(s)	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(ies) on the back of this form)

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

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

CONSUMER RECEIVED RECALL NOTICE 01V146000/ MANUFACTURER'S X4 LETTER. CONSUMER CALLED DEALER WHERE SHE PURCHASED VEHICLE, BUT DEALER WAS NOT AUTHORIZED TO DO RECALL REPAIRS. CONSUMER CALLED ANOTHER DEALER, AND THAT DEALER ORDERED PARTS. BUT, STATED THAT IT WILL TAKE 2 OR 3 WEEKS TO GET PARTS. CONSUMER CALLED DEALER ABOUT PARTS, AND DEALER STATED HAD NOT GOTTEN PARTS, AND DIDN'T KNOW REASON WHY.*AK

CONFIDENTIAL - NHTSA USE ONLY

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.

 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 1039 Date Received <u>11 OCT 15 AM 9:22</u> 20950-2001 SAFETY INVESTIGATION Order or rt_dt od_rt up_ltr Reference No. 896580 Work Number Hon Number	
OWNER INFORMATION (Type or Print) [Redacted] 716100		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. ☒ YES ☐ NO Signature of Owner <u>Jamie R. Moore</u> Date <u>10/3/01</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) JS3TD62V3Y4126971	Vehicle Make SUZUKI <u>V-0</u>	Vehicle Model GRAND VITARA	Vehicle Year 2000
Purchase Date 7/00 ☒ New ☐ Used		Dealer's Name Grassman Suzuki Old Saybrook City Old Saybrook State CT Zip Code 06475	Engine Size (CID/CC/L) No Cylinders 6 ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 2 Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☒ Sport Utility ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 06325000	Part Name(s) FUEL: FUEL INJECTION: ELECTRICAL: REGULATOR Fuel pressure regulator & vacuum hose union	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures Date(s) of Failure(s) 11-JUN-2001 Mileage at Failure(s) 18 Vehicle Speed at Failure(s)	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(ies) on the back of this form)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities
Estimated Property Damage		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) CONSUMER RECEIVED RECALL NOTICE 01V146000/ MANUFACTURER'S X4 LETTER. CONSUMER CALLED DEALER WHERE SHE PURCHASED VEHICLE, BUT DEALER WAS NOT AUTHORIZED TO DO RECALL REPAIRS. CONSUMER CALLED ANOTHER DEALER, AND THAT DEALER ORDERED PARTS. BUT, STATED THAT IT WILL TAKE 2 OR 3 WEEKS TO GET PARTS. CONSUMER CALLED DEALER ABOUT PARTS, AND DEALER STATED HAD NOT GOTTEN PARTS. AND DIDN'T KNOW REASON WHY.*AK <u>Statement on back</u>			

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.

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)

The dealer that I purchased this vehicle from was changing to new management that was their reason for not doing the recall because they had no parts department. Grossman's also owns a dealership down the road for Chevy's & Nissan's. The parts manager said the recall could be done there he just needed authorization. which was fine the parts managers name was Gary he told me about 2 weeks then I call back, so I did ever since I got the recall in the mail which was June of 2001 I've called this dealership every 2 weeks still they arent authorized. please see other sheet enclosed...

☆ U.S. G.P.O.: 1992-623-8671-00006

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

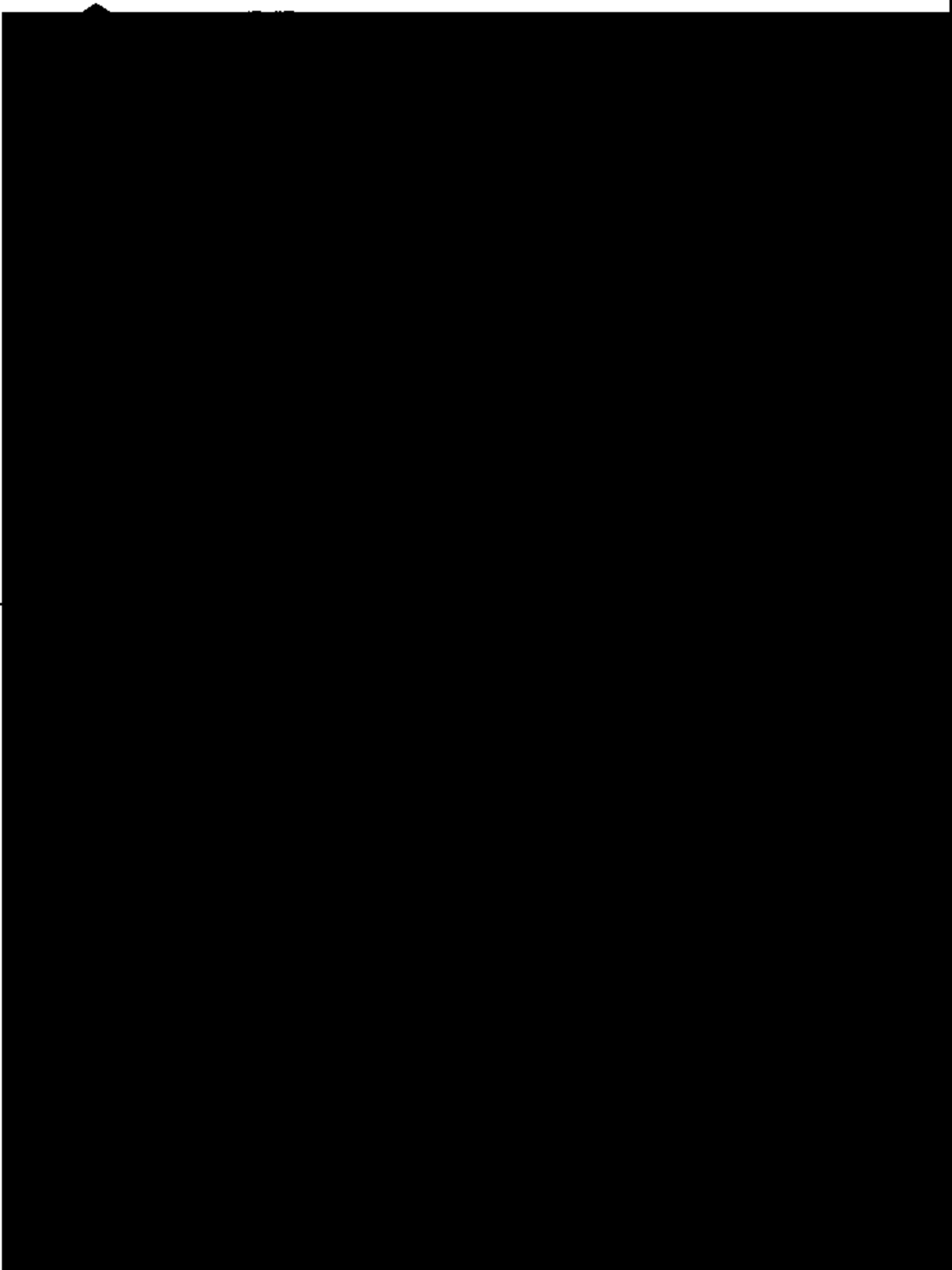
POSTAGE WILL BE PAID BY NAT'L HWY TRAFFIC SAFETY ADMIN.

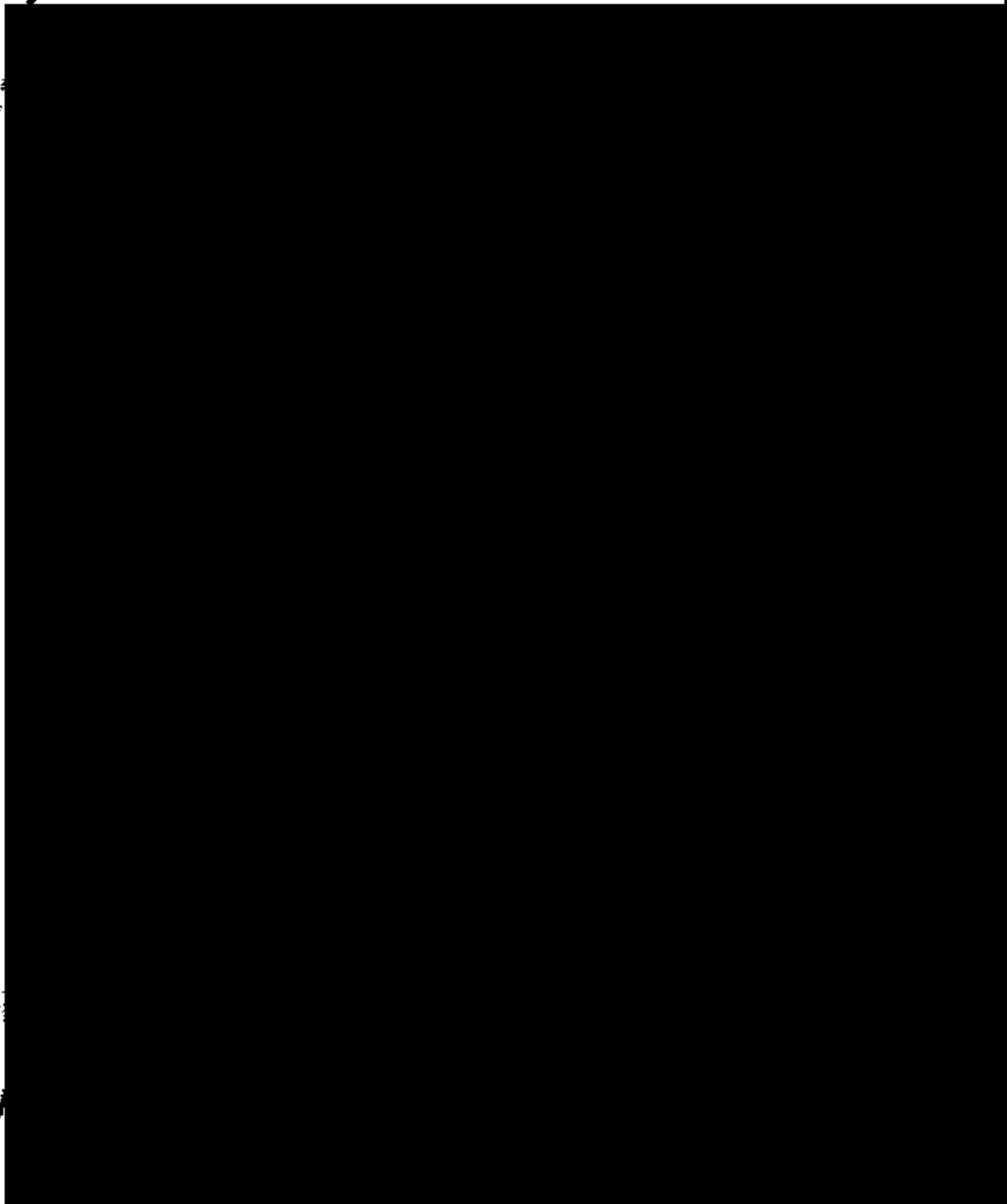
U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

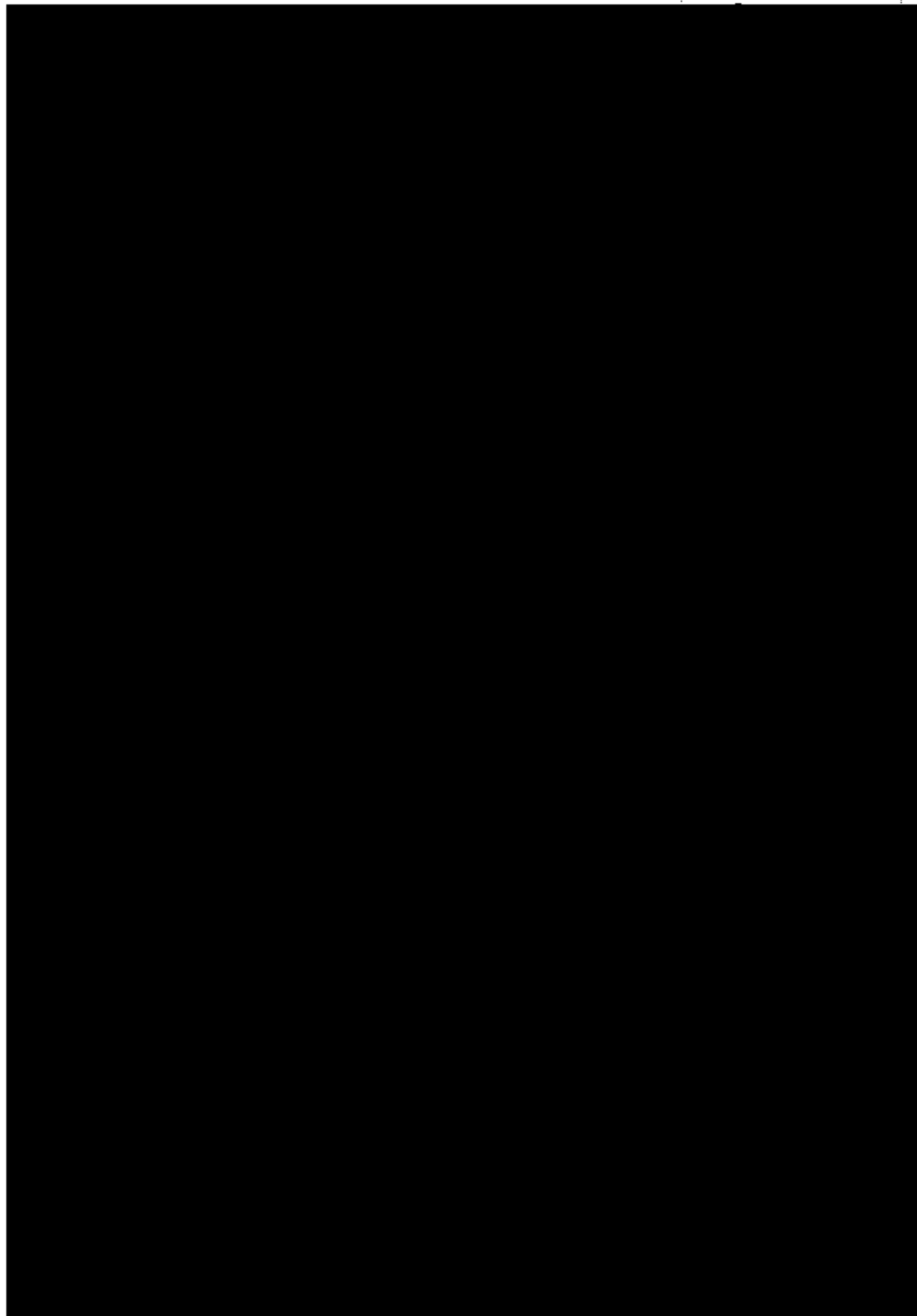
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(5)**

(Page 1 through Page 1)







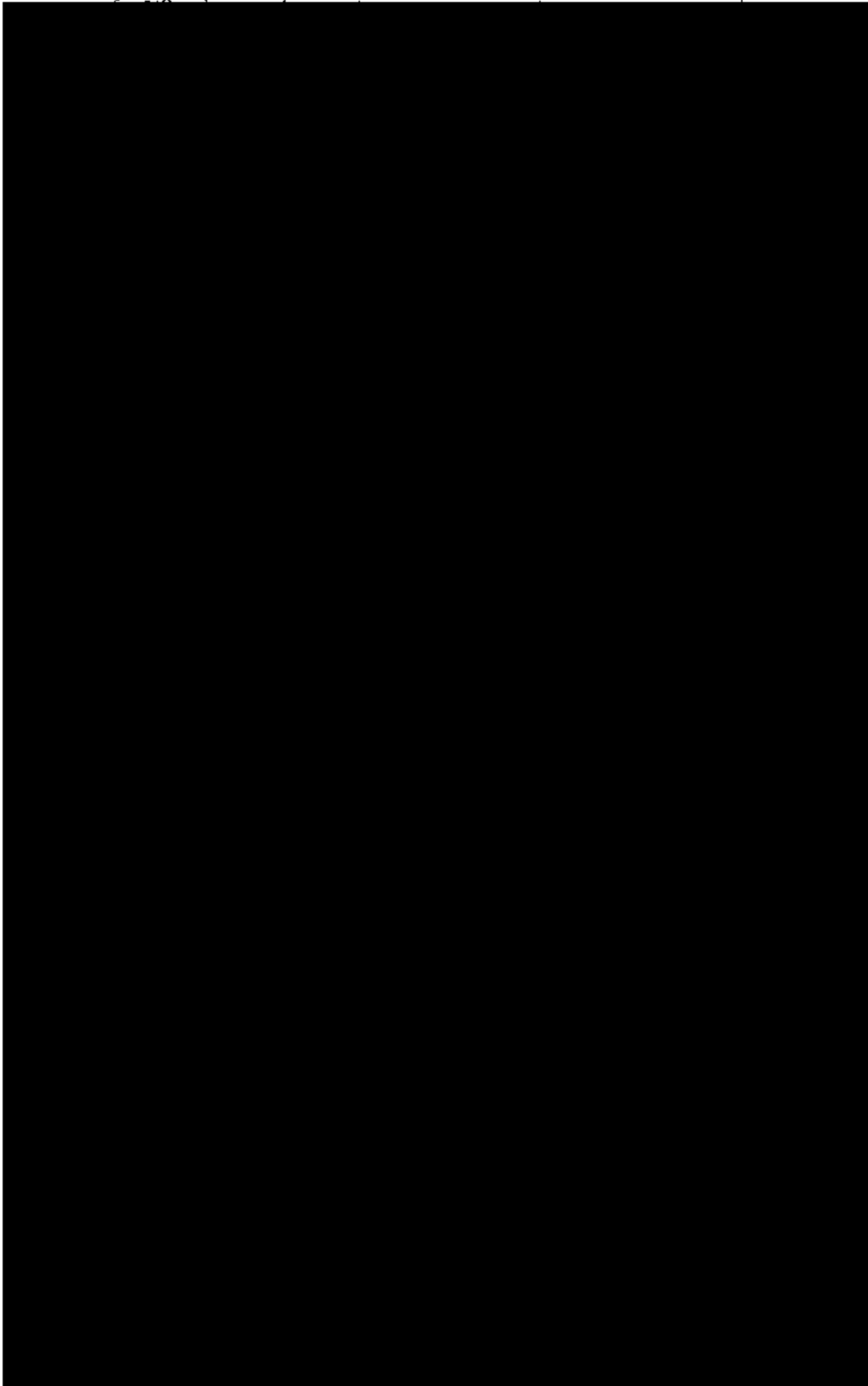


Table 1: Summary of Key Findings	
Category	Value
Item 1	12.5%
Item 2	8.7%
Item 3	15.2%
Item 4	9.1%
Item 5	11.3%
Item 6	7.8%
Item 7	13.6%
Item 8	6.4%
Item 9	10.9%
Item 10	5.5%

