



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 100161

Date Received

Repository

2003 MAY 17 APR 2003: 16

Reference No.
10016111

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: VINELAND State: NJ Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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: ____/____/____

VEHICLE INFORMATION

Make ISUZU	Model ISUZU TRUCK	Model Year 2003
Date Purchased 1-17-03	Dealer's Name and Telephone Number Matt Blatt Imports	Engine: No. Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City VINELAND	Fuel Type: GCS
State NJ	Zip Code 08360	
Transmission Type <input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 160000 STRUCTURE
Multiple Failure:		

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed N/A
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOT 419A1003)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	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 <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 Deaths	Reported to Police N
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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).

REAR WINDOW (THIRD ROW SEAT) LEAKED WHEN IT RAINED OR WHEN TAKEN TO A CAR WASH WHICH CAUSED THE PANEL AND SEATS TO GET WET. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THE WINDOW MOLDING WAS WARPED. *NLM

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 Administration 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)

Rear window on Driven side Leaks. It was warped when it was installed. Took the ISUZU back to have it replaced. They cannot replace the leaking window because of a contract dispute between G.M. and the manufacturer of the window. It has been five weeks since we took the ISUZU in to be fixed. They cannot give us a date when it will be fixed because of the contract dispute. The Leak comes in through the ^{weather}stripping the side of the car. The carpets, Rear seats and the side panel get wet. We cannot let our children use the Rear seat. The car is starting to smell from the water. The car is 3 months old and leaking from a manufacturer defect.

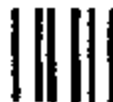
ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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, NVS-216
400 7th Street, SW
Washington, DC 20590

**VEHICLE
OWNER'S
QUESTIONNAIRE**



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety Administration
http://www.nhtsa.dot.gov/defects

[REDACTED]
Vineland, NJ [REDACTED]
[REDACTED]

American Isuzu Motors, Inc.
Dave Klatt, OM

Dear Mr. Klatt,

We believe that our passenger vehicle is a "Lemon" under the New Jersey Lemon Law (N.J.S.A. 56:12-29 to 56:12-49). I am hereby making a written demand for relief under the Lemon Law.

We purchased our Isuzu, Ascender, 2003 (#4NUET16S932101837) on January 17th from Matt Blatt in Vineland, New Jersey. My vehicle went in on March 22nd to check a leak in the third row seat, passenger side. They told us it was the molding around the window that was warped during the manufacturing and they were going to order a new window. It would be in the next week and they would call us when it came in:

April 1st - Called Customer Service on status of window. Not in yet. They will call.

April 7th - Called Customer Service on status of window. Still not in. Putting a tracer on it.

April 11th - Called Customer Service on status of window. Still not in. Talked to Manager, John. He was again putting another tracer on it since it was coming in from California. Would call back. NO RESPONSE!

April 14th - Called Customer Service, again!!!! Talked to John, who told me that the part was backordered and did not know when the part would be in. Explained to him that every time it rains or washed, there is water in the cup holders and going down the sides to the floor. He said there was nothing he could do. Wanted to talk to someone else. He gave me the 1-800 for Customer Service.

April 14th - Called 1-800-255-6727 and spoke to Eric. Ext. 7415. Left message. Eric called back. Gave me a claim [REDACTED]. He said he would check into it and call me back within 48 hours.

April 17th - Called Eric (passed 48 hours!) Left message. Eric called back to tell me the [REDACTED] part may or maynot come in with no explanation!!! Wanted to talk to his boss. Transfer to Maurice, Case Manager, Ext. 7416 and explained the situation all over again.

Said he would call back in two hours. Returned phone call several hours later. Told me the same thing that Eric did but that the reason for the backorder. It was a conflict between the vendor who makes the part and GM. Didn't know when the issue would be resolved!! Told him I wanted a rental car since I do not have a garage and they could keep the Ascender in their shop. He had to check with Matt Blatt and the warranty policy. NO RESPONSE!

- April 17th - Called 1-888-327-4236 - DOT Auto Safety Hotline and put in a complaint. She would send me a copy of the report within 7 to 10 working days.
- April 17th - Called Isuzu Public Relations Department to tell them about my problem. Left a message. NO RESPONSE!
- April 17th - Called 1-310-489-3094, talked to Don Gardner (Public Relations). Wanted to know if he could refer me to someone who could help me. He said he would give my number to someone who might help me. NO RESPONSE!
- April 18th - Called 1-562-229-5000 - Direct line to Corporate Headquarters. Spoke to receptionist and told her I wanted to speak to someone in Management that could help me. All she could do is refer me to Customer Service, again. Told her they were not helping me and I was getting nowhere! Would not listen and gave me to Customer Service, Manager, John (Ext. 7264). Left message. Again, NO RESPONSE!!!!
- April 21st - Called State Attorney's Office. They gave me the office in Newark, NJ. 1-973-504-6226. Spoke to Florence (ext. 6477) She told me she would send out the information for the Lemon Law. She was very helpful!
- April 21st - Called the Consumer Affairs in Cumberland County and left message. Jane returned my call. She told me to send out the letter for Lemon Law. Once it is received, she will hear from the Newark office and she will give me a call.
- April 23rd - George from Matt Blatt called. Wanted to see if I was happy with the Ascender, I told him how unhappy I was with the vehicle and frustrated with their Customer Service Department. He told me that I should have called him when I started having the problem. I told him once the sales people make the sale it is no longer their responsibility. He informed me that it was the old sales way and that they would take care of any problem you are having with the vehicle. He

told me that he and his General Manager will BEND BACK-
WORDS to help me with my situation. He would call back.
Well, I guess he did not want to BEND TOO FAR since he
already made his commission!!!! Again, NO RESPONSE!!

April 25th - Called one last time at Matt Blatt to see if the part was in. Spoke
to John, the Parts Manager. he told us it was not in. We informed
him we were filing for the Lemon Law since it can not be fixed.
He said if it was his car, he would do the same!!!! I guess him
knows something that we don't.

April 25th - Called Eric one more time to see status of part. Left message.
NO RESPONSE!!!!!!!!!!!!!!!!!!!!

We have made many attempts to get the car repaired. It is only three months old
with 3100 miles. The warranty in our contract is 7 years or 100,000 miles; therefore,
you haven't lived up to your end of the contract. The Ascender needs to be repaired
within 10 calendar days or we are entitled to a refund in accordance with the Lemon
Law.

We look forward to hearing from you soon. You can reach me during the day
or evening at [REDACTED]

Sincerely

[REDACTED]

cc: DOT Auto Safety Hotline