



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 100147

Date Received *24 JUN 2003*

Repository

24-JUN-2003

Reference No. 10024787

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: TUCSON State: AZ Zip Code: [Redacted]

Daytime Telephone Number [Redacted]

E-mail Address

Evening Telephone Number *same*

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO I don't
In the absence of an address to the vehicle manufacturer, *like suspension or the other*
Signature of Owner: [Redacted] Date: *7/15/03*

VEHICLE INFORMATION

Make: ISUZU Model: RODEO Model Year: *1999-2002*
Date Purchased: *July 2002* Dealer's Name and Telephone Number: *Royal Buick-Isuzu 520-795-0760* Engine: *3 liter* Fuel Type: *gas*
Original Owner: YES Dealer's City: *Tucson* State: *AZ* Zip Code: *85712*
Transmission Type: *Auto* Antilock Brakes Powertrain: *036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK*
 Cruise Control Multiple Failure: *1 total of 3 failures*

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): *NOV-2002* Failure Mileage: *71299* Failure Speed: *N/A* *Antilock Brake System, speed sensor right front*
Left
Right

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: DOTM19ABC036): _____ Original Equipment 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: Yes No Fire: Yes No
Number of Persons Injured: _____ Number of Deaths: _____ Reported to Police: *N*

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).

CONSUMER STATES THAT WHILE DRIVING ABS LIGHT COMES ON INTERMITTENTLY. DEALER NOTIFIED. *AK

see attached statement & inclosures.

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 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.

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

please see attached descriptive note
attached dealer service record
attached receipts for the November 02 & June 03

1/2/03

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, 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

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
NHTSA: www.nhtsa.gov, dot.gov, 800-424-9393

2003 JUL 15 AM 10:59

5 July 2003

FROM

Tucson, AZ

Phone:

TO: US Department of Transportation

National Highway Traffic Safety Administration

REF: Multiple Anti-lock Brake System Failure on 2002 Isuzu Rodeo —

VIN: 4S2CK58W524327491

I purchased this vehicle, new, on 12 July 2002. The Dealer was Royal Buick-Isuzu of Tucson, Arizona.

On 15 October 2002, I returned the vehicle for service under warranty for the ABS (Anti-lock Brake System) idiot light remaining on. The service technician told me that the ABS Speed Sensor on the right front was defective. The regular braking system would operate fine, but the ABS system would not engage. He also told me that, after checking with their local supplier, and with GM in Michigan, that there was a national shortage of these parts and that it would take several weeks to get a shipment in from the West Coast. He also mentioned that this problem was occurring on all Isuzu's like mine with great frequency. (Please see copy of invoice dated 21 Oct 2002, and note "nation backorder may see them 10-30-02" entry). The part came in early Nov, and was installed on 7 Nov. 2002.

On 20 February 2003, the ABS light came on again. I took the vehicle in for service and the dealer replaced the Left front ABS Speed sensor. Again, the service representative, when asked, acknowledged a steady stream of Isuzu Rodeo's for repair of the ABS sensors. He also mentioned that Isuzu knew of the problem and that this part was a redesign and should take care of the situation. (I do not have my invoice copy of this repair, but it is noted on the dealer printout of my vehicle's service record)

While in Florida, in early June, the ABS light came on again. My mileage then was approximately 12,000 on my odometer. Upon returning to Tucson, I took the car back to the dealer on 23 June 2003. When I called to make the appointment the previous week, the service representative said he had 3 Isuzu's in that day for the same thing. On the 23rd, when I dropped my car off, there was an identical Isuzu ahead of me at the service department. The woman who was driving it said, when I asked, that it was also in for the ABS system, and that this was the third time in 6,000 miles that this had happened to her vehicle.

I believe Isuzu has a major problem with its anti-lock braking system on its Rodeo model, and perhaps others as well. The ABS system is a safety system that I firmly believe in. It saved my life and the life of my wife in my previously owned vehicle. I believe that if you check the service records of Isuzu dealers, you will find an inordinately high occurrence of the ABS system breaking down in at least the 2002 models of Isuzu Rodeos.

Any assistance you can give to insure that Rodeo drivers have this problem properly fixed by Isuzu may well save lives. Thank you for your attention in this matter, and please let me know about the progress of your investigation.

Sincerely,

Attach: -service record print-out from Royal (2 pages) *taped together*

-Invoices dated 21 Oct 02 and 7 Nov 02 covering the first ABS failure

-Invoice dated 23 June 03 covering the third ABS failure

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).