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

2003 SEP -2 AM 11:02

FOR AGENCY USE ONLY 100147

Date Received	Repository
Reference No. 10031802	

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City DOVER	State FL	Zip Code [redacted]	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

17 Digit Vehicle Identification Number (located at bottom of windshield on driver's side)	Make	Model	Model Year
1GGCS1440V8650965	ISUZU	HOMBRE	1997

Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
	AUTOGROUP (863)667-0808				
Original Owner ☒	Dealer's City TAMPA	State FL	Zip Code 33619	4	GAS

Transmission Type			Vehicle Component Code
STANDARD	☒ Antilock Brakes ☐ Cruise Control	Powertrain	136200 VISIBILITY:WINDSHIELD WIPER/WASHER:MOTOR
			Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
15-JUL-2003	46,500	65	REPEATED OCCURANCES MAKING [redacted] VEHICLE UNSAFE TO DRIVE

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 WINDSHIELD WIPERS ARE ON RECALL. CONSUMER STATED THAT DEALER WON'T HONOR RECALL *AK
OBTAINED NOTIFICATION OF RECALL JUNE 7, 03
CALLED MADE APPOINTMENT TO HAVE WINDSHIELD PROBLEM
CORRECTED BROUGHT CAR IN AT TIME 8:15 6/1/03
WAITED TILL 10:30 TO BE TOLD THEY DID NOT HAVE
PART. THEY WOULD ORDER - 145 OF 6/14/03 AS I HAVE
NOT HEARD FROM THEM. THEY SEND A LETTER SAYING THEY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

TRIED TO REACH ME BUT NO MESSAGE LEFT ON PHONE,
THEY WANTED TO KNOW IF I WAS COMPLETELY SATISFIED
WITH REPAIRS

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

P.S. AFTER SEVERAL CALLS TO CUSTOMER SERVICE DEPT - SOMEONE WAS SENT OUT TO MY HOME ON 8/15/03 TO PICK UP MY CAR AND HAVE PROBLEM CORRECTED - VERY POOR COMMUNICATION BETWEEN MANUFACTURER + DEALER SHIP AND CUSTOMER SERVICES - A ACCIDENT CAUSED DURING THIS TIME [redacted] CAUSED BY WINDSHIELD WIPER FAILURE COULD HAVE RESULTED IN MAJOR LAW [redacted] SUIT

ATTACH ADDITIONAL SHEETS IF NECESSARY

[redacted]

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

TAMPA, FL 335
PM
15 AUG
2003

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

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http://www.nhtsa.dot.gov/cars/problems