



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

400 Seventh Street, S.W.
Washington, D.C. 20590

AUG 25 2005

NVS-216 mjj
Ref. No. 10044323

[REDACTED]
Chicago, IL [REDACTED]
[REDACTED]

Thank you for your correspondence dated May 31, 2005, concerning the problems you have encountered with your model year (MY) 2002 Isuzu Axiom vehicle. Your correspondence was received on June 10, 2005. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate this report; the report you filed with the U.S. Department of Transportation's Vehicle Safety Hotline (Hotline) on October 20, 2003; and the additional information you provided to supplement that report, which was received on August 9, 2004. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

Our database has revealed that there are 2 safety-related defect recalls on the MY 2002 Isuzu Axiom that may be of interest to you. We have enclosed copies of the recall summaries for your information. Please contact your local dealership or Isuzu for further details and have your make, model, model year, and vehicle identification number (VIN) available for their information. Also, please be advised that safety recalls are often VIN dependent and may not include every vehicle in the population for a certain make, model, and model year.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Further, NHTSA is aware of the Isuzu Motors America, Inc., (Isuzu) Technical Service Bulletins (TSB) concerning a variety of component systems in MY 2002 Isuzu Axiom vehicles. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Neither Isuzu nor NHTSA has determined that the vehicles in question contain such a defect. Therefore, NHTSA cannot require Isuzu to perform the corrective action described in the TSBs on vehicle at no cost to you.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to problems associated with all component systems in MY 2002 Isuzu Axiom vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning the service and warranty problems you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Illinois State Office of the Attorney General regarding your problems and your rights under the Illinois State Lemon Law. You may also ask your dealership for a meeting with Isuzu's district manager regarding your problems.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can contact our toll-free Hotline at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/voq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. Also, a summary listing of vehicle owners'

complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", with a stylized flourish at the end.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure