

May 31, 2005

11:10 AM #1

RE: REF # 10044323 2002 Isuzu Axiom

Mr Jordan
NHTSA Correspondence Research Division
Office of Defects Investigation
400 Seventh Street, S.W.
Washington, DC 20590

10044323

Tel 202-493-0576

Dear Mr Jordan,

I have included documents and pictures and notes and letters to the Isuzu service dept advising them of the recalls and the ABS grinding and jumping forward and not stopping the vehicle. I hope the documentation that I included will be beneficial in determining that my vehicle falls under the recent recall reported by ABC Primetime May 3, 2005. The purchase sticker shows 55% USA/Canada parts content. Also please help me to identify what is on my vehicle? I would be willing to surrender my vehicle for testing. Thank you
Tel cell [REDACTED] day and evening. Home evenings [REDACTED]

Sincerely, [REDACTED]

* I Really believe that the salvaged parts that
The dealer installed on my 2002 Axiom were
off the Canadian Recalled Trucks.
Due to the painted Foreign markings on the parts.

Orig & Complaint NHTSA I

 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 335	
OWNER INFORMATION (Type or Print)		Date Received 20-OCT-2008		Repository ☐	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 10044323	
Address [REDACTED]		Evening Telephone Number [REDACTED]		Email Address [REDACTED]	
City CHICAGO State IL Zip Code [REDACTED]		Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of [REDACTED] or address to the vehicle manufacturer, YES NO Signature of Owner [REDACTED] Date 7/15/09			
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4S2CE58X82 [REDACTED]		Make ISUZU		Model AXIOM	
Model Year 2002		Date Purchased 5-24-02		Dealer's Name and Telephone Number JERRY BATES CHRYSLER 847-869-5700	
Original Owner ☒		Dealer's City ELGIN		Engine: No. Cylinders 6	
Transmission Type Automatic		Antilock Brakes ☒ Cruise Control ☒		Fuel Type: Gas	
Powertrain Rear Wheel Drive 2 Wheel Drive		Vehicle Component Code 038000 SERVICE BRAKES, HYDRAULIC:ANTILOCK Multiple Failure: 3			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s) 9-20-08 9-20-08		Failure Mileage 9317, 34700 19279		Failure Speed ABS sensors Hub Bearings	
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: DOTMALSABC036)		☐ 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		H	
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).					
ABS LIGHT CONTINUOUSLY ILLUMINATED. TOOK VEHICLE TO DEALER, AND DEALER REPLACED BEARINGS AND HUBS. WHILE TRAVELING AT NORMAL SPEED DRIVER HIT A SLIGHT BUMP AND VEHICLE MADE A LOUD GRINDING NOISE, AND JUMPED FORWARD. "AM I didn't hear this grinding noise until after the first + 2nd time ABS sensors + Hub and Bearings. Suggest that this isn't the original equipment that I purchased. Better + Supporting documents are attached - service orders, history, letters to service + American Suzuki. Current problem assessments and current recalls + bulletins that had not been done.					
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.					

Ref 10044323

Feds investigate brakes on GM trucks

May 3, 2005 — The government has opened an investigation of more than 1.2 million General Motors Corp. pickup trucks and sport utility vehicles in 21 states amid questions about the vehicles' antilock brakes.

The National Highway Traffic Safety Administration said Monday that stopping distances may increase when the brakes are applied at speeds of under 10 mph because of the build up of corrosion.

NHTSA has reported nearly two dozen crashes, including one that involved six vehicles and four injuries because of the problem. There have been no fatalities associated with the braking issue.

The investigation involves 1.27 million GM trucks and SUVs from the 1999-2002 model years in the following states: Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Missouri, Minnesota, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, Wisconsin, West Virginia. It also covers the District of Columbia.

The vehicles include the GMC Sierra, GMC Tahoe, GMC Yukon Denali, GMC Yukon XL Denali, Chevrolet Avalanche, Chevrolet Silverado, Chevrolet Suburban, Cadillac Escalade, and Cadillac EXT.

GM, the world's largest automaker, recalled about 150,000 pickups in eastern Canada in November 2004 from the same model years because of the condition in the antilock brakes.

In some of the vehicles, the corrosion of salt and other cold-weather road substances led to unwanted activation of the brake system at low speeds and increased the stopping distance.

NHTSA said the U.S. cases "appear to be related to the defect condition addressed by GM's safety recall in Canada."

GM spokesman Alan Adler said the company reported a failure rate of about 3 incidents per 100,000 vehicles in the Canadian recalls.

The company announced a recall of more than 2 million vehicles last week, including nearly 1.5 million sport utility vehicles and pickups because of problems with their seat belts.

(Copyright 2005 by The Associated Press. All Rights Reserved.)

Last Updated: May 3, 2005

Ref 10044 323
NHTSA

2002 AX10m

4S2CE58X824

* I have the passenger seat Belt
constantly retracting also

NHTSA
Ref 10044323

From: [REDACTED]
To: [REDACTED]
Sent: Wednesday, October 08, 2003 11:57 AM
Subject: Re: service appt.

I brought my truck into the shop Sept 18, 2003. I informed the service dept of the driver side rear spark-plug boot not coming out with the coil and is stuck on the spark plug. This one should come out just as the others did. I wasn't able to clean the spark plug, I consider the boot defective. I have 34k miles. Also the driver door molding is wearing out, there is a hole in it just from opening and closing the door. One of the cargo door plastic lid hooks broke. I was informed that it would cost about \$87 dollars to repair, so I repaired it myself. I am currently waiting for parts for the ABS braking system for the second time this year. The ABS system is suppose to prevent the brakes from locking in the event of an sudden stop. It has never worked right, it makes a loud growling grinding noise when the ABS is working. I travel a lot and will be going to NY and then to SC October 20, 2003. My vehicle is a 2002 Axion. At my current rate of mileage, I expect my warranty to expire sometime next year. Could the service dept save the worn out ABS sensors and any parts replaced so that I will know what to order and familiarize myself with the parts so that I can repair it when it reoccurs. Also could you furnish me with complete service history when I bring it in for the ABS work, in case I decide to sell it. My intention was to give this vehicle to my father, just as I did with my infiniti, but I am not sure of the vehicles durability. Thank you.

[REDACTED] Chicago IL [REDACTED] Cell [REDACTED]

----- Original Message -----

2002 Isuzu Axion

From: [REDACTED]
To: Ray
Sent: Friday, September 12, 2003 8:50 AM
Subject: Re: service appt.

452CE58X824 [REDACTED]

Confirming 9/16/03 8:00 am. Thank You [REDACTED]

----- Original Message -----

From: Ray
To: [REDACTED]
Sent: Thursday, September 11, 2003 1:39 PM
Subject: service appt.

Your appt. is confirmed for 9/16/03 8:00 am to have your ABS system diag..

Thanks
Ray Eichenlaub
Service Manager
Evanston Isuzu

12/20/03

Ref 10044323
NHTSA

Chicago, IL

Tel

January 22, 2004

Evanston Subaru Isuzu
715 Chicago Ave
Evanston, IL 60202

Attn :Service Dept

RE: 2002 Isuzu Axiom Vin # 4S2CE58X824 purchased May 24, 2002 Jerry
Biggers Chevrolet Isuzu

I have had the ABS light come on continuously twice. Parts were replaced from premature wearing from the ABS system coming on excessively, almost at every other stop on wet pavement on any minor imperfection in the pavement, painted lines, manhole covers and street patches. The vehicle makes a loud noise and jumps forward increasing the stopping distance. I have been afraid to drive the vehicle during snow and wet conditions. The ABS is not working correctly or as designed.

The door panel that was replaced earlier this year because the arm-rest leather cracked is cracking again.

I brought the vehicle in today to have the driver door molding replaced that had been ordered.

The hood won't open with the lever. It takes two people to open. One outside to pull the hood and the other one inside to pull the lever.

The driver side spark-plug boot closest to the driver compartment is defective. It didn't come out with the coil; like the other five.

I talked to Don IL Case Manager at Isuzu. He wants to know when I bring the vehicle in for service. 1-800-255-6727

Thank You

RED'S FRAME & AXI

1128 W. Thornd
Chicago, IL 606
Phone (312) 728-45

6-15-84

I HEAR A WHISTLE & A CRACKING
NOISE ON EXTREME R TURNS. And only
A WHISTLE ON L TURNS.

for And M. J. Pitt

Ref NHTSA

10044323

Ref 10044323
NHTSA

Chicago, IL
Tel [REDACTED]
June 22, 2004

American Isuzu Motors Inc
16323 Shoemaker Ave
Cerritos, CA 90702-6007
Tel 800-255-6727

Recalls Not
Done

Attn: Owner Relations

RE: 2002 Isuzu Axiom Vin # 4S2CE58X824 [REDACTED] purchased May 24, 2002 at Jerry Biggers Chevrolet-Isuzu 1385 E. Chicago St. Elgin, IL 60120. Tel 847-742-9000 Fax 847-741-2553

When I purchased my 2002 Axiom from Biggers Chevrolet Isuzu, I knew Biggers in Elgin was too far to commute for regular warranty service. Rob Paddor's Evanston Isuzu has been the only dealer to service my vehicle.

If you check my service history, I have had numerous problems with the ABS braking system, left hub bearing, right hub bearing, abs sensors, interior door panels, door weather strips, cargo latches, exterior trim chrome peeling, passenger seat adjustment handle falls off every time someone gets out, driver side rear cylinder boot won't come out as the other five, hood latch wouldn't open.

I have complained to Don the Illinois representative for Isuzu several times Oct 20, 2003, Nov 19, 2003, Jan 2004 and June 10, 2004. On June 10th I told Don that I was refused service June 4th 2004 on my 2002 Isuzu Axiom by Matt Centanno service manager at Rob Paddor's Evanston Isuzu 715 Chicago Ave Evanston IL 60202 Tel 847-869-5700 unless I agreed to pay a \$92.00 diagnostic fee for a test drive around the block to here the knocking noise from under the driver side wheel when ever I turn the wheel to the right. Matt told me that it could have been something that I caused that would not be covered. I asked if someone could take it around the block to hear the noise. Matt response was that he had to pay his technicians.

This is the first time I have ever been asked to sign and pay in advance for warranty work. Matt Centanno was the service attendant on all my service orders except for one. 42058 42344, 43798, 46095, 46630, 50827, 51609, 53966, 55142. When I called to make the appointment June 4th 2004 (48,981 miles) the service representative I described the sound to said it was probably the axle; as if he had experienced this same problem with other vehicles and said that he was told to take in extra work and told me to come right over. When I arrived Matt Centanno started advising me that if the faulty part wasn't under warranty that I would have to pay. I graduated college May 2002 with a 3.61 average. Matt gave me the impression that the dealership was in some type of financial trouble and was going to take advantage of every single unsuspecting person walking thru the door that day. Matt was determined to get money out of me, one way or another. So could I trust Evanston Isuzu to perform warranty work on my vehicle? June 4th 2004; No.

So I called Don Isuzu Illinois rep for Isuzu. Don took the dealer side and told me that I had to sign the service order agreeing to pay for warranty work if the part was not covered. Don not taking into consideration all the time that my truck has been in that shop for repairs due to manufacture defects and even that there are two current recalls that had not been done to my vehicle. Even though there are only 9 service orders, I had to make multiple trips to service due to the dealer not having the parts before order was closed. Evanston Isuzu does not stock parts for the ABS problems and never had parts to correct the problems with my vehicle and had to order them. The service history should show that it took a day to diagnose and order parts and another day to install parts and on several occasions ordered more parts creating a third day at service for one service order. I feel that I have been patient and cooperative with the service department. I would leave the truck and take the train. My truck was in the shop at 9,317 14,717 19,274 24,713 33,621 34,671 41,799 44,843. ALL WARRANTY WORK and the refused service at 48981 on June 4th 2004.

Has Evanston Isuzu ever not been paid by American Isuzu Motors Inc for any work or parts replaced or work performed on my vehicle? My vehicle has been there too many times. I am aware of bulletins and recalls on my vehicle that Evanston Isuzu did not even attempt to correct or perform. Friday June 11th 2004, I went to Evanston Isuzu to drop off my vehicle. I pulled into the service area and Matt came to my truck and said that he could not take my vehicle in for service and that I should take it somewhere else. Matt said take it where you bought it. So I went to the sales manager whom asked who was my salesman. I explained that I bought it at Bigger's Chev in Elgin Il whom assured me that having it serviced in Evanston was ok. Matt humiliated me by making me back out of the entrance to the service bay. What Rob Paddor don't know is that I searched for the vehicle on the internet at both dealers. Bigger's Chev called me the next day and Rob Paddor's sales rep called after I purchased the vehicle at the other dealer. The sales manager told me to talk to Ray Eichenlaub the Service Director who basically told me to go wage my war in China. The beginning..... Evanston Isuzu by refusing to repair my vehicle under warranty and American Isuzu Motors Inc, being aware of; has caused a financial delay in my conducting out of town business due to the fact that I am unable to drive my vehicle out of town in it's unsafe condition.

1. Why I was refused service under the warranty at Evanston Isuzu June 11th 2004 even after agreeing to sign and pay for the road test and diagnostics?
2. If Evanston Isuzu wants me to take my truck to Bigger's Chev Isuzu in Elgin, shouldn't Evanston Isuzu agree to pay for the commute?
3. I also think that Evanston Isuzu should re-word their web page, with the truth.
4. Has Evanston Isuzu ever not been paid by American Isuzu Motors Inc for any work or parts replaced or work performed on my vehicle?

Could you please send a response to me at [REDACTED] Chicago, Illinois [REDACTED]

[REDACTED] Thank you.

Sincerely, [REDACTED]
[REDACTED]

SENDER: COMPLETE THIS SECTION

- Complete Items 1, 2, and 3. Also complete Item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

American Busch Motors Inc
16373 Shoemaker Ave
Cerritos CA
90702-6007

2. Article Number

(Transfer from service label)

7002 2030 0004 5390 7712

PS Form 3811, August 2001

ADDRESSEE: COMPLETE THIS SECTION

A. Signature

[Signature]

☐ Agent

☐ Addressee

B. Received by (Print Name)

Jesse [Signature]

C. Date of Delivery

Aug 6 2 1994

D. Is delivery address different from Item 1?

☐ Yes

If YES, enter delivery address below:

☐ No

3. Service Type

☐ Certified Mail

☐ Express Mail

☐ Registered

☐ Return Receipt for Merchandise

☐ Insured Mail

☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

Domestic Return Receipt

102595-02-1-1544

— Updated CORRECTED COMPLETE

SERVICE HISTORY		2002 Isuzu Axiom Vin: 4S2CE58X824				
Date	Ser Order	Tag #	Mileage	Problem	Service Action	Time vehicle in shop
Sept 26 2002	42058		9317	ABS Light on continuously Complained to Matt Centanno service attendant - ABS not working	Service inspected and ordered parts	Leave all day take train
Oct 7 2002	42344 T600		9873	ABS Sensor Bad wrong part service contacted me parts received. Matt Centanno told me when I arrived to pick up my truck that some how the wrong part was ordered and that an additional part was ordered. ABS still not working I had to drive on vacation from Chicago to Buffalo NY, White Plains NY and South Carolina and then drive back to Buffalo NY and then to Chicago. ABS Braking System Not Working	Service ordered additional parts	Leave all day take train
Dec 4 2002	43798 T364		14717	ABS sensor/hub/bearing right side At this time I asked Matt Centanno, if the right is side worn out why didn't they do the left side also. Matt Centanno said American Isuzu would only warranty the bad parts only. I asked if I could have the bad parts. Matt Centanno said that the bad parts had to be returned to American Isuzu and if I wanted the old parts that I would have to pay for the new part and the labor because Evanston Isuzu would not be re-imbursed for the parts and labor. Note: Part number of the rightside sensor installed 17 090023D 1.1 Part number of the rightside hub unit : Bearing 1 8-97209-985-3	replaced parts-ABS rightside fixed	wait
Mar 14 2003	48095 T100		18274	ABS grinding/arm rest cracked I complained to Matt Centanno that the ABS system was making a grinding noise when I apply brakes on wet or icy pavement and that the vehicle was not stopping properly. Also I told Matt Centanno that I had never heard this noise before in the 14,717 miles driven before the right side ABS sensor and hub was replaced by Evanston Isuzu. The ABS grinding noise was excessive. The ABS came on at almost every other stop, every little bump, every imperfection in the roadway, sewer covers and manholes when applying the brakes when stopping. When the ABS grinding noise happens the vehicle jumps forward increasing the stopping distance. My brother [redacted] name is on the title. [redacted] has never, I repeat never driven it. This is the first vehicle that I've owned that he has never had the second set of keys in case of an emergency—because I consider this truck and the faulty Abs system to be hazardous and un-safe This day the service dept allowed me to drive a new 2003 Isuzu Axiom over sewer covers and bumps in the pavement to show me that the 2003 Axiom made the same grinding noise. It did but I had to jam the brakes to make it happen. This is a very important part of this case. At this time I didn't realize that Evanston Isuzu had switched my 2002 Axiom hubs and ABS system with the 2003 Axiom hubs and ABS system. I discovered Aug 2004 that four auto parts stores (Murray's, AutoZone, Community Auto parts, and Trax Auto parts) have a different shape front disc brake pad and rotor than what's on my 2002 Axiom. I returned the 2002 Axiom front disc pads. Only two of the four stores could match up the outline of the front disc brake pads on my truck. Community Auto stated that I had a 2003 hub and brake assembly on my truck. That is why the 2003 Axiom made the noise also. That is how it was designed. That was not the original design in my 2002 Axiom when I bought it. There was no noise when the ABS came on.	Inspect ordered part	wait

			Service said I was stopping abruptly causing it to come on. So I never stopped abruptly in 14,717 miles.
			I complained to Matt Centanno that the armrest is spitting leather looking material cracking from the winter weather. I am 182 lbs 5 feet 11 inches, I am average weight and height, there is no way that I can cause the trim panel armrest to crack. Its defective material used or not tested for regular use
April 4 2003	46530 T346	24713	Driver door trim panel armrest cracked replaced door trim panel Matt Centanno was the service rep. Driver door trim panel Trim full front
			wait Part # 84 113415 0.4 Part # 1 8-97382-619-7
Sept 11 2003	I received an E-Mail from Ray Eichenlaub Sept 11th 2003 confirming a scheduled service visit for Sept 16 2003 at 8:00 am for ABS system Ray Eichenlaub E-Mail was in response to an E-Mail I previously sent him, which I don't have at this moment I'm trying to locate it on disc.		
Sept 16 2003	50827 T763	33821	ABS Light on continuously, Again Service inspected and ordered parts Leave all day take train Matt Centanno service rep said they will notify me when the parts arrive. I explained as long as the ABS system continues to make the grinding noise and continue to come at every other stop, the sensors will wear out again
			broken cargo cover hooks (clips) Matt Centanno ordered 2 clips Matt Centanno ordered two plastic cargo cover clips. The cargo cover is spring loaded and constantly pulls on the cargo cover clips. The clips are held into plastic rear interior walls with one screw. Not enough support for the constant pulling of the spring loaded cargo cover.
			Left rear coil boot stuck Service said I broke it not covered Service did not remove it or inspect it. Matt Centanno said that the service on spark plugs should not be done until 60,000 miles. I maintain electrical -mechanical equipment at work, I have maintained all of my previous vehicles and my brothers too. I have installed brakes front and rear, disc and drums, callipers, rotors, alternators, starters, regulators, radiators, cooling fans, thermostats, hoses, distributors, cleaned and replaced spark-plugs, replaced fuel injectors. I always do my own oil changes with Pennzoil 10W30. I do not trust the recycled oil and inferior filters that a lot of places are offering. The only way to know your vehicle is going to perform is to do it yourself. The other five spark plug coil boots came out easily with a Phillip screws and hardly no effort at all. The driver side rear boot is defective. Won't come out with the coil
Oct 8 2003	I E-Mailed Ray Eichenlaub to advise him of my visit to service Sept 16 2003. I complained of the driver side rear spark plug boot not coming out with the coil and is stuck on the spark plug. I complained that it should have come out just as the other five did easily. Also I complained of the torn driver side front door molding -that it was worn and had a hole in it. I explained that I was quoted a price of \$67.00 for the service dept to replace 2 plastic cargo cover clips. Also I complained that the ABS system is supposed to prevent the brakes from locking in the event of a sudden stop. It has never worked right, it makes a loud grinding noise when the ABS is working. I explained that I am waiting for parts for the ABS the second time this year. I advised him that I would be going to NY and the to SC Oct 20 2003. I told Ray eichenlaub that my intention is to give this vehicle to my father, just as I did with my Infiniti, but I was not sure of the vehicles durability.		
Oct 18 2003	51609 T136	34671	ABS sensor Hub unit; Bearing left side replaced parts-ABS left side this time Leave all day take train Note: Reason for the replacement was due to high resistance- from ABS constantly coming on

Note: Part Number of the left side sensor 17 090925 0.4
 Note: Part Number of the left side hub unit; bearing 1 8 97383-359-0
 Matt Centanno was service rep

Please Note: The right side sensor and hub unit; bearing was replaced again. This is when the the original 2002 ABS system Hub unit; bearings and brakes were switched to the 2003 ABS system and brakes.
 The part number change also indicates a previous faulty and malfunctioning ABS Hub Unit System
 The fact that the right side was done again suggest that it was replaced to match the changed left side

ABS sensor/Hub/Bearing right side replaced parts-ABS right side again
 Note: Reason for the replacement was due to high resistance from ABS constantly coming on
 Note: Part number for right side sensor 17 090925 0.4 different from part installed in Dec 4 2002
 Note: Part number for right side hub unit; bearing 1 8-97383-359-0 different from part installed Dec 4 2002
 This is when I suspect that the change happened.

Weather strip torn driver side front Service inspected and ordered part

Exterior door trim chrome peeling Matt Centanno said not covered
 Exterior door chrome trim, I ordered paid for and I installed. Simple clean surface, measure, align and stick
 The adhesive and trim is secure in place, but the chrome is peeling away from the plastic. Matt defective
 Matt Centanno estimated that my cost to replace on service order 51606 at \$128.34. I declined charge

Broken cargo cover clips Matt Centanno said clips not covered
 Matt Centanno inspected and ordered two cargo cover clips

Broken driver left rear coil boot stuck service ignored, no action taken
 Matt Centanno noted that my complaint was that the spark plug boot on left rear, did not come off or out
 when the customer myself cleaned my spark plugs. Even though the other 5 came out easily.
 Matt Centanno estimated my cost to replace the boot on service order #5106 at 117.82. I declined charge

Oct 16 2003 Called Isuzu Illinois Case Manager Don to have 2nd door panel approved because dealer declined replacement under warranty

Oct 20 2003 Called Isuzu Illinois Case Manager Don to complain about faulty coil boot and faulty cargo cover hooks having no support

Jan 22 2004 Letter to Evanston Isuzu Service Department informing them of my conversation with Don IL Case Manager 800-255-8727
 I gave the letter to Matt Centanno. Contents of the letter: I have had the ABS light com on continuously twice. Parts were replaced from
 premature wearing from the ABS system coming on excessively, almost at every other stop on wet pavement on any minor imperfection
 in the pavement, painted lines, manhole covers and street patches. The vehicle makes a loud noise and jumps forward increasing the
 stopping distance. I have been afraid to drive the vehicle during snow and wet conditions. The ABS is not working correctly or as designed
 The door trim panel that was installed earlier this year because the armrest leather cracked is cracking again. I brought the vehicle in today
 to have the driver door molding replaced that had been ordered. The hood won't open with the lever. It takes two people to open the hood.
 One outside to pull the hood and the other one inside to pull the lever. The driver side spark-plug boot closest to the driver compartment
 is defective. It didn't come out with the coil, like the other five. And last I informed him of my talk to Don the IL Case Manager at American

	Isuzu Motors. Also that Don want to know when I bring the vehicle in. And said for me to have Evanston Isuzu service dept call him.		
Jan 22 2004	53968 T124	41799 Torn weather strip weather strip Part # 1 8 97234-288-4 Matt Centanno was service rep	replaced again Wait
		Faulty Hood Lock would not open	repaired-tubed and adjusted hood latch
		Door panel cracking again Matt Centanno stated that interior trim was only covered 24 months, American Isuzu IL rep Don approved	Part ordered with Don IL rep approval
		ABS brakes too often / wont stop	service would not acknowledge
		Ray Eichenlaub test drove my vehicle with me after Matt Centanno said service could not find anything wrong and wrote on the Service Order #53968 that they were unable to duplicate. Service order # 63986 states that Ray Eichenlaub will contact John(Isuzu Rep) for further diagnosis. I never heard from either one of them again. No calls, no E-mail, no letters. Even next service visit nothing at all.	
Mar 15 2004	65142 T889	44843 Door panel replacement Driver inside door panel Driver side trim full front Joe Valente was service attendant. He installed a windshield wiper blade that I ordered from parts last visit	replaced 2nd time, third panel since new Part number 30 112811 0-4 Part number 1 8-97382-619-7 Wait
June 4 2004	T846	48981 Knocking noise driver side right turns	Matt Centanno refused to test drive or diagnose my vehicle with out my approving a \$82.00 charge while under warranty Never before requested on any of the above service orders.
June 10 2004	Called Isuzu Illinois Case Manager Don to ask if this was standard procedure, he said approve it, agree to pay most likely it's covered.		
June 11 2004	Matt Centanno service manager refused to service my truck and told me to take it to another dealer or to where I purchased it. All nine service orders were covered under warranty. Eight of them were written by Matt Centanno.		
June 15 2004	Not being able to trust Evanston Isuzu, I had my truck inspected by three axle/frame and alignment specialist: Southwest Spring, Red's Frame and Axle, Marquette Frame and Wheel were not able to determine exactly where the knocking noise under the front end on right turns came from, but said it was no fault of mine and that it should be covered under the Isuzu 10 year warranty		
July 02 2004	ITCS367672 T4008	50016 After not being able to drive the vehicle -unsure of my safety with the knocking noise in the steering, I took the truck to Biggers Chev-Isuzu in Elgin. Service consultant Marty W. Heffron checked all steering/suspension items, acknowledged the knocking noise, but was unable to determine the cause in the three hours that I was there that day and wanted me to bring it back for a full day.	

Not Done

Campaign Number: 03V113000 **Date:** 3/24/2003

Component: STRUCTURE

Defect Summary: AS A RESULT OF INFORMATION OBTAINED FROM A HEAD IMPACT TEST CONDUCTED BY THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA) TO EVALUATE COMPLIANCE WITH FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 201, "OCCUPANT PROTECTION IN INTERIOR IMPACT," ISUZU HAS DESIGNED A MODIFICATION FOR CERTAIN 2002 MODEL YEAR ISUZU AXIOM VEHICLES. THE PURPOSE OF THIS MODIFICATION IS TO ENHANCE HEAD IMPACT CRASH PROTECTION FOR FRONT SEAT OCCUPANTS.

Consequence Summary: THE RESULTS OF THIS TEST INDICATED A POSSIBILITY OF AN INCREASED RISK OF HEAD INJURY IN A CRASH.

Corrective Summary: ISUZU WILL OFFER OWNERS OF THE VEHICLES A FREE MODIFICATION OF THE ROOF AREA OF THE VEHICLE IN WHICH ENERGY ABSORBING COMPONENTS WILL BE INSTALLED. OWNER NOTIFICATION BEGAN MARCH 11, 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT ISUZU AT 1-800-255-6727. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

Campaign Number: 02V213000 **Date:** 8/9/2002

Component: AIR BAGS:FRONTAL

Defect Summary: ON CERTAIN SPORT UTILITY VEHICLES, THE PASSENGER-SIDE AIR BAG INFLATOR MODULES WERE MANUFACTURED AND SHIPPED WITHOUT A NECESSARY COMPONENT KNOWN AS A CHECK VALVE PIN.

Consequence Summary: IN THE EVENT OF A CRASH, THE AIR BAG WILL NOT INFLATE PROPERLY OR SUFFICIENTLY RESULTING IN AN INCREASED RISK OF INJURY TO THE SEAT OCCUPANT.

Corrective Summary: DEALERS WILL REPLACE THE PASSENGER SIDE AIR BAG. OWNER NOTIFICATION IS EXPECTED TO BEGIN DURING AUGUST OR SEPTEMBER 2002. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT ISUZU AT 1-800-643-4070.

Front Variable Intermitt. Wiper/Washer
Rear Intermitt. Wiper/Washer
Rear Window Defogger with Auto-Stripoff
Roadside Assistance 80 Mo./80,000 MI.

36 Mo./56,000 MI. Limited Basic
10 YR./120,000 MI. LIMITED POWERTRAIN*
72 Mo./100,000 MI. Limited Anti-Corrosion
SEE WARRANTY INFORMATION BOOK FOR DETAILS



Destination and Handling	610
TOTAL VEHICLE PRICE	\$27,145

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

16



HIGHWAY MPG

20

ACTUAL MILEAGE will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

13 and 19 mpg in the city and between

17 and 23 mpg on the highway

2002 2WD AXIOM, 9494 CC
ENGINE, 8 CYLINDERS, DOHC
MULTI-POINT FUEL INJECTION,
4-SPEED AUTOMATIC
TRANSMISSION, CATALYST

Estimated Annual Fuel Cost
\$1,251

FOR COMPARISON SHOPPING,
all vehicles classified as
SPECIAL PURPOSE
have been issued mileage ratings
ranging from

11 and 25 mpg in the city and between

15 and 31 mpg on the highway

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE

U.S./CANADIAN PARTS CONTENT: 55%

MAJOR SOURCES OF FOREIGN PARTS CONTENT:

Japan 40%

FOR THIS VEHICLE

FINAL ASSEMBLY POINT: Lafayette, IN USA

COUNTRY OF ORIGIN:

ENGINE PARTS: Japan

TRANSMISSION: France

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL
ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

Gasoline, License And Title Fees State And Local Taxes And
Dealer Installed Options And Accessories Are Not Included
In The Manufacturer's Suggested Retail Price.

Manufacturer's Suggested Retail Price Includes Manufacturer's
Recommended Pre-delivery Inspection.

This Label Has Been Affixed To This Vehicle Pursuant To The
Requirements of U.S.C. 15, §7201 Et Seq. Which Prohibits Its
Removal Or Alteration Prior To Delivery To The Ultimate Purchaser.

* Excludes Fleet or Commercial Vehicles.
Transferable to Immediate Family Only.

DEALER NAME:
BIGGERS ISUZU
1385 E CHICAGO STREET
ELGIN IL 60120

PORT/PLANT: LAFAYETTE

SHIPPED TO: (NAME UNLESS OTHERWISE INDICATED)
11022

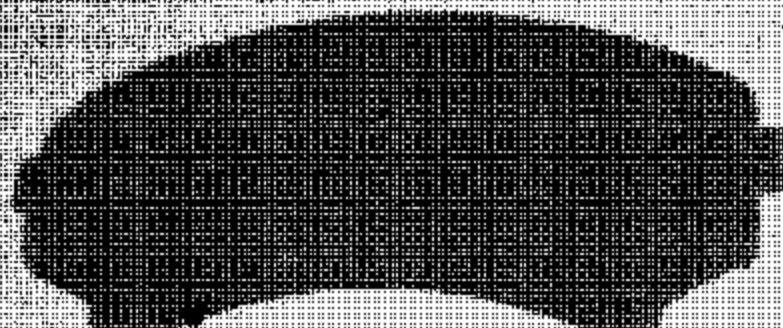
VIN NO. 4S2CE56X824

DEALER CODE: 11022
034429

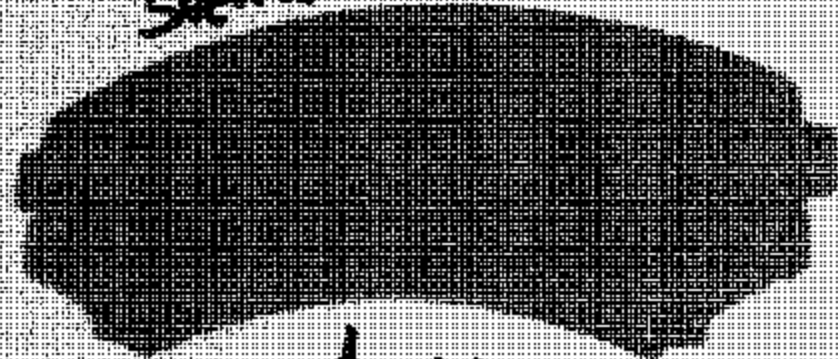


REF # 10044323
NH TSA

2002 AXION 4S2CE58X824



Sumitomo



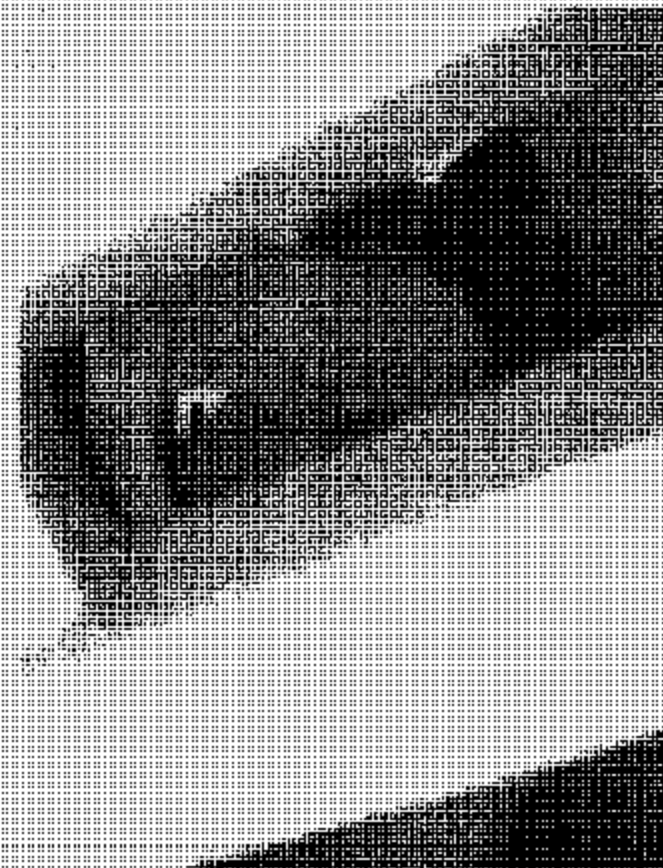
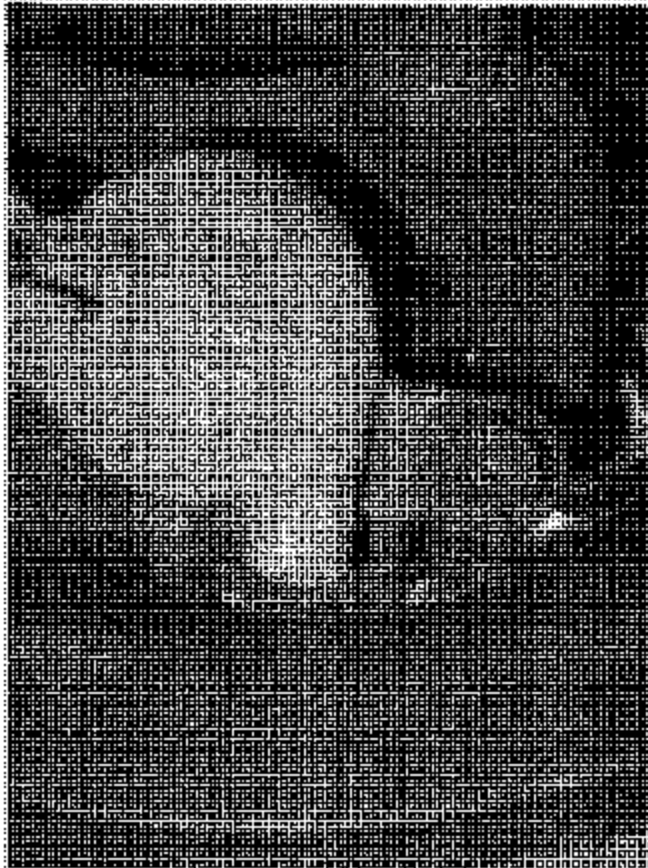
Sumitomo
M9286 FF
G1724
A-FS13WB



This Brake is ON
My Vehicle Now

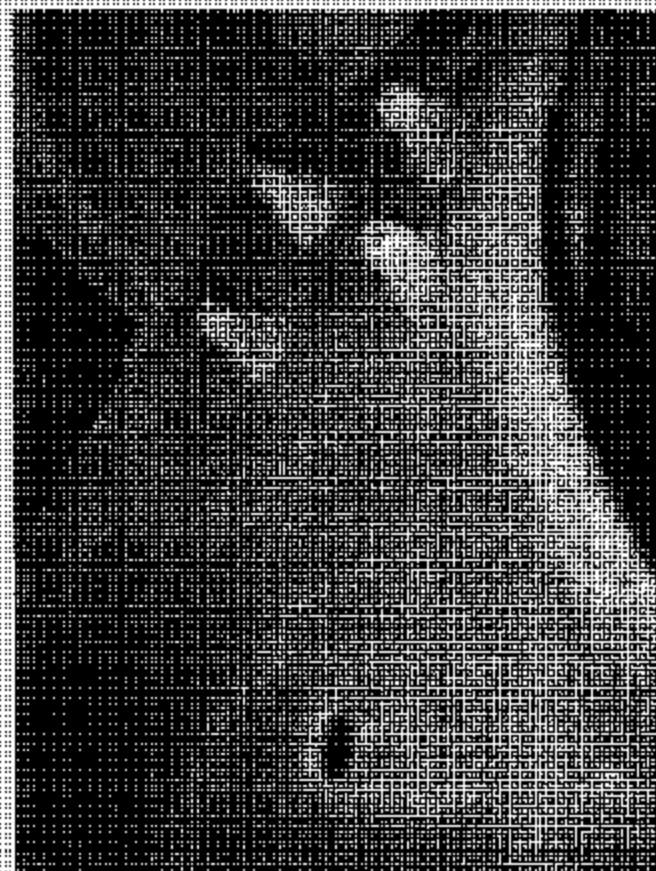
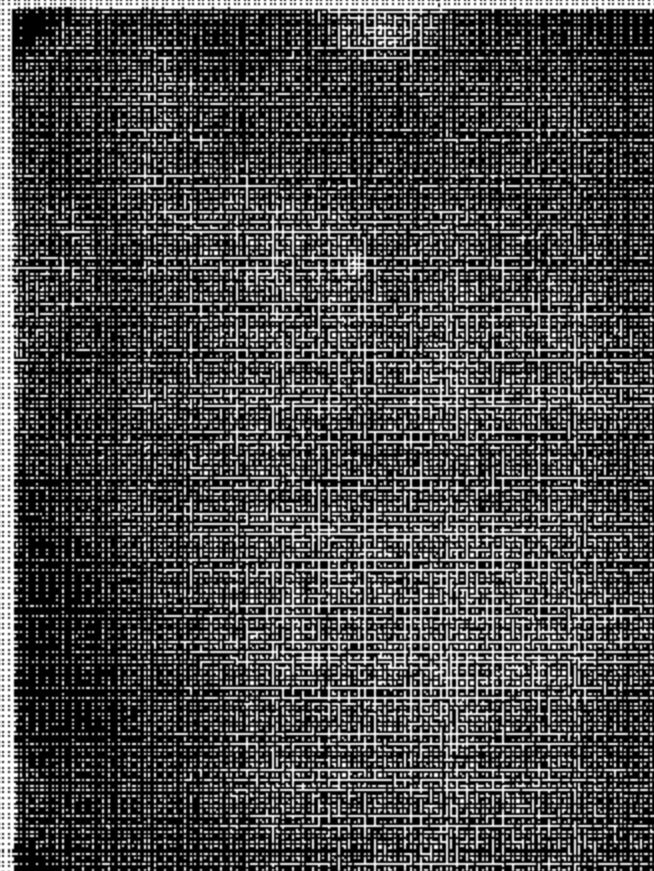
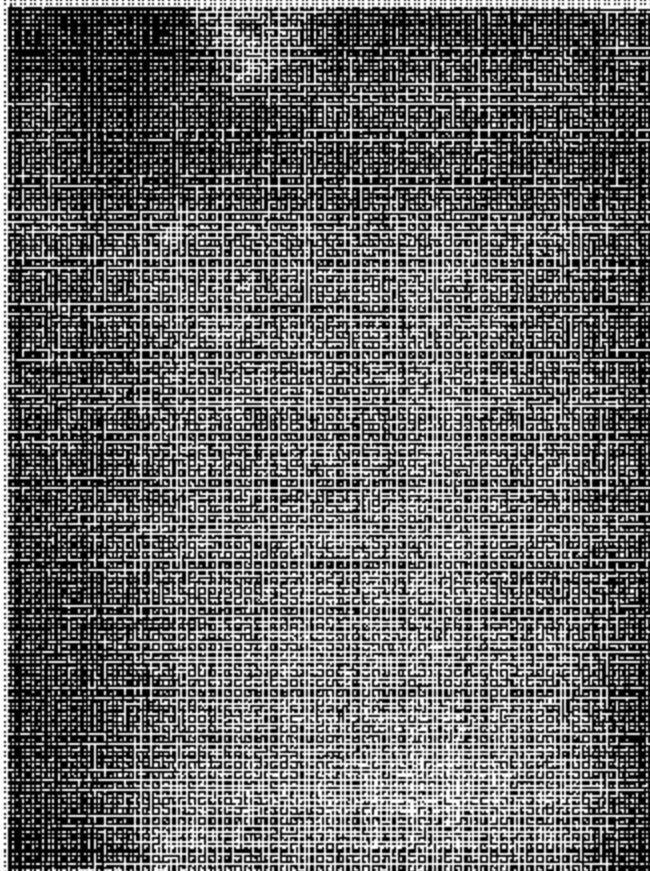
Ref # 10044323
NHTSA

2002 Isuzu Axion
4S2CE58x824



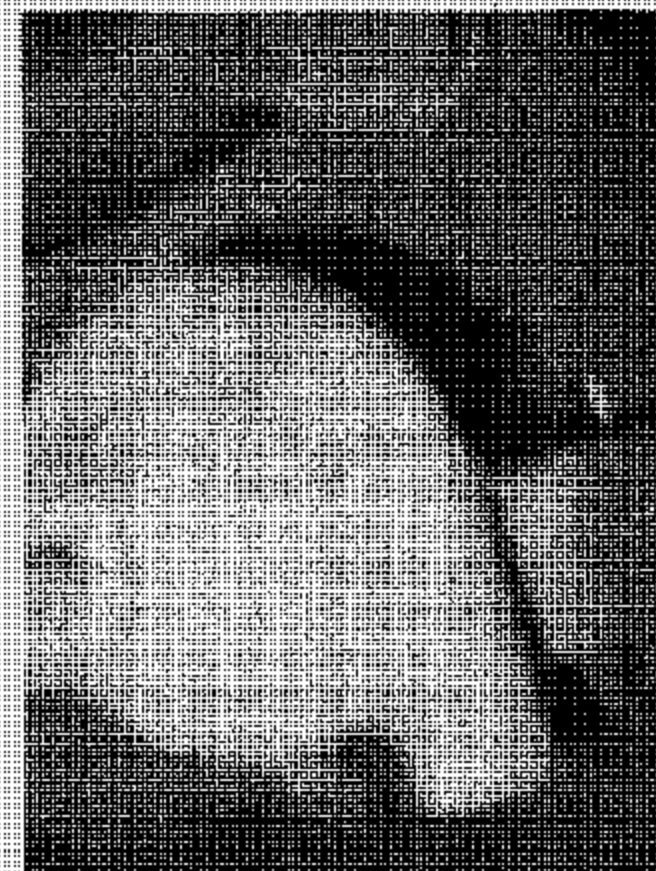
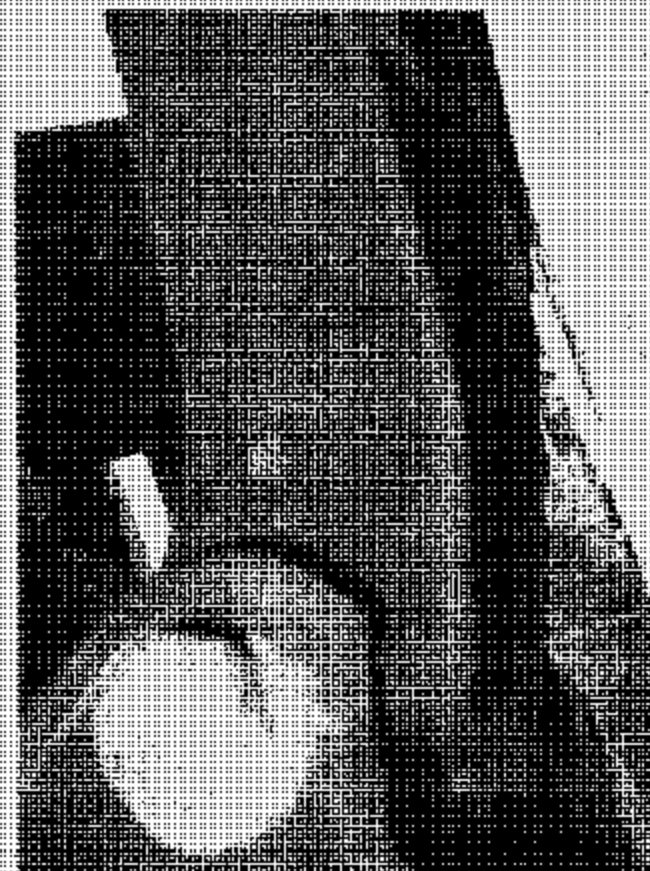
Ref # NHTSA
10044323

2002 Isuzu Axiom
952GE58K824



Ref# NATSA
10044323

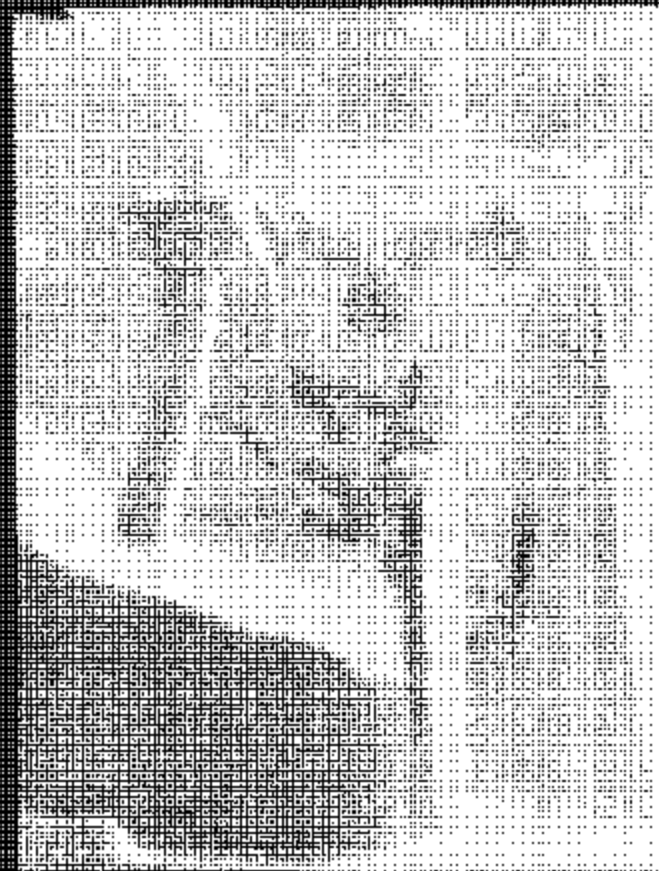
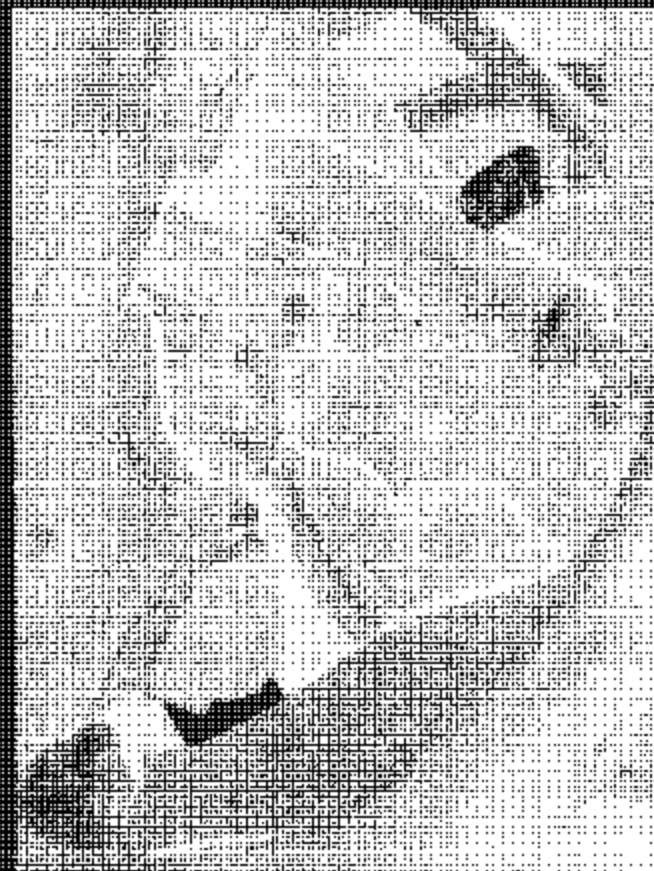
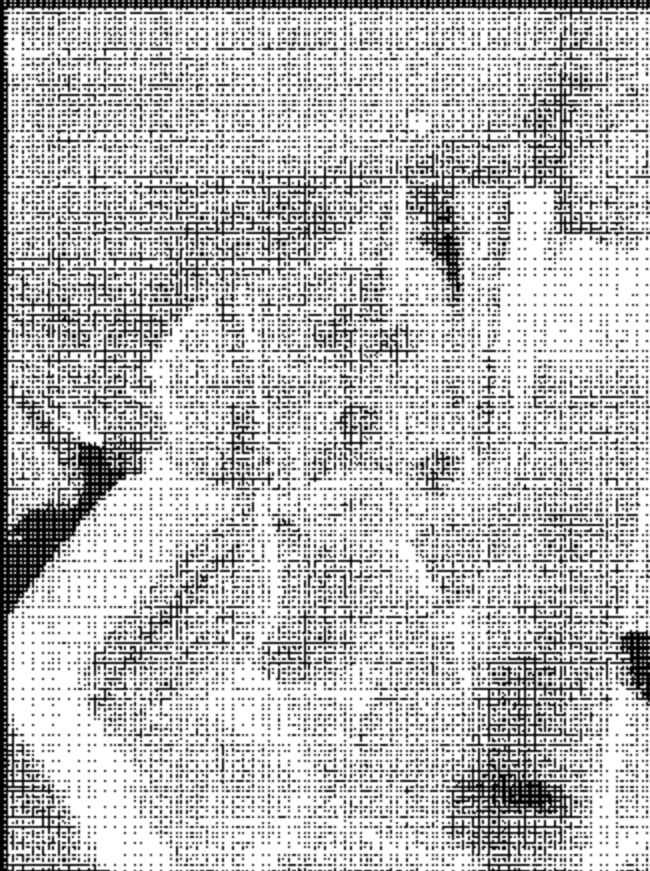
2002 Isuzu Axiom
4S2CE58X824



Pink Dot on Frame indicate a Change for
the mechanism's

Ref # NHTSA
10044323

2002 Suzuki Axion
452LE58X824

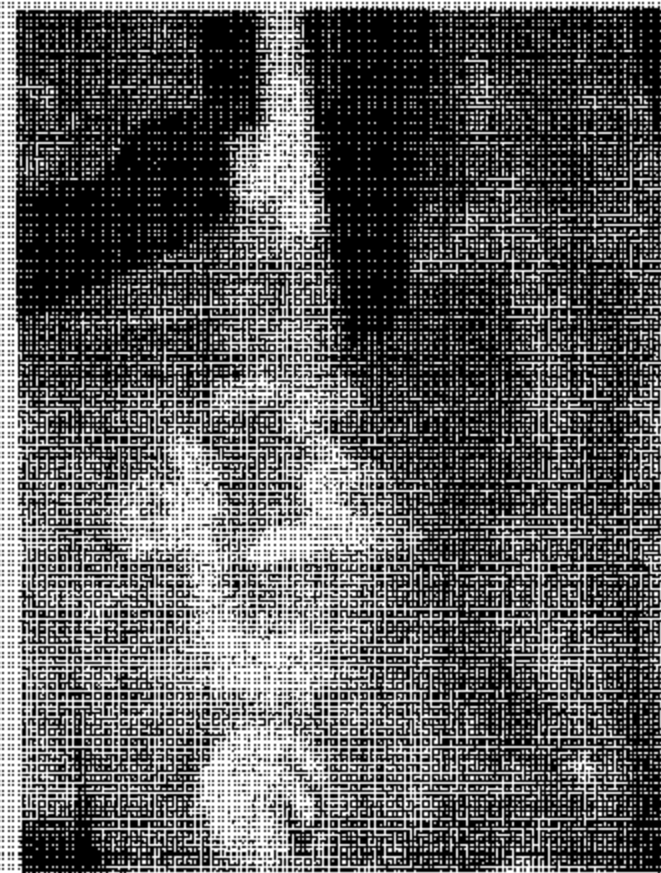
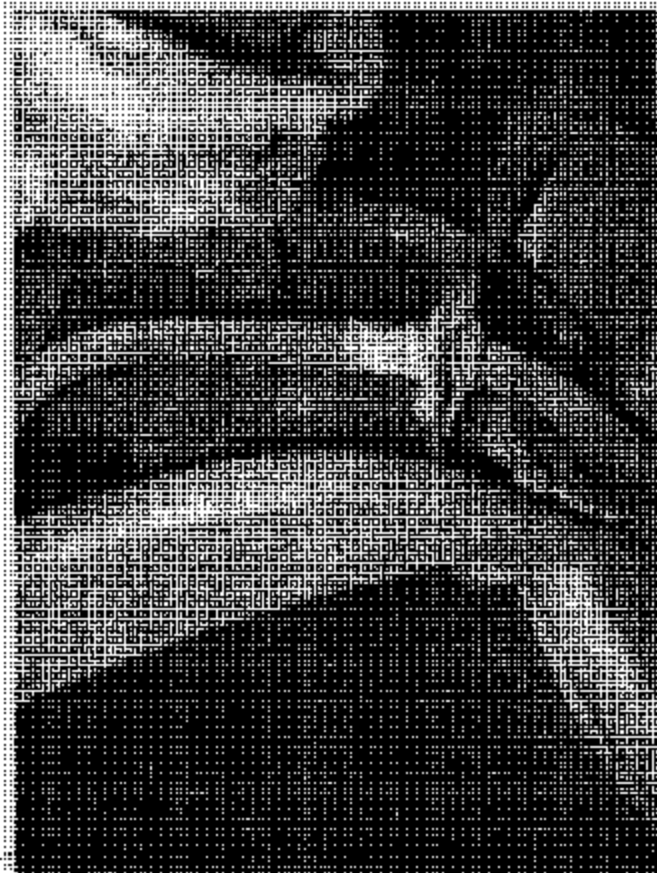


Salvaged parts installed by the dealer
yellow + pink dots on frame

NATSA

Ref# 10044323

2002 Suzuki Axiom
452CE 58X824



Ref 10044 323

Bendix D579

BRAKE PADS BENDIX

D579

Lg: 5.42
Plate: 228



2002 Isuzu Front Brake Pads



Raybestos RPD579

Brake Pads: Raymold



2002 Isuzu Axiom Front Brake Pads

2002 Isuzu Axiom

4S2CE58X814

Beck/Arnley 0871475

Semi-metallic Brake Pads



2002 Isuzu Axiom Front Brake Pads

Ref 10044323

Bendix MKD550

BRAKE PADS BENDIX

MKD550

Lg: 5.48
Width: 2.20



2003 Isuzu Axiom Front Brake Pads

ON MY
Vehicle
Now

Raybestos PGD867QS

Brake Pads: QuietStop; Non-Ferrous



2003 Isuzu Axiom Front Brake Pads

Raybestos PGD867

Brake Pads: PG Plus



2003 Isuzu Axiom Front Brake Pads

Ref 10044323

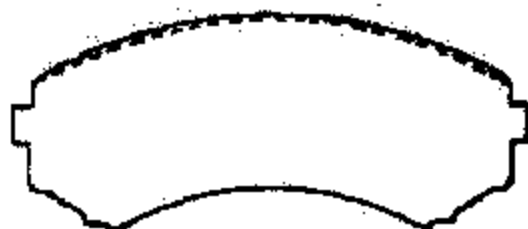
Bendix MKD550

BRAKE PADS BENDIX

MKD550

Lg: 5.48

Plate: .220



2004 Isuzu Axiom Front Brake pads

On My Vehicle
NOW

Raybestos PGD867QS

Brake Pads: QuietStop; Non-Ferrous

2002 Isuzu Axiom



2004 Isuzu Axiom Front Brake pads

Ref 10044323

Raybestos 980081

Brake Rotor: PG Plus

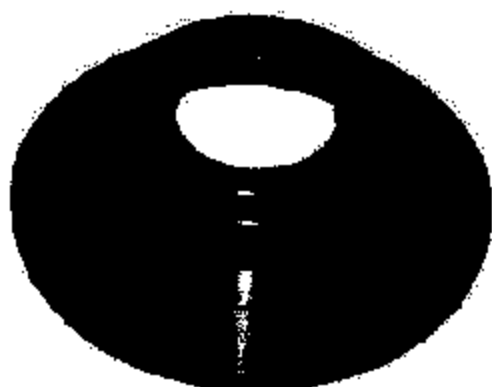
PG PLUS
PROFESSIONAL GRADE



2003 Isuzu Axiom Front Rotor

Raybestos 1096339

Brake Rotor: Raymold



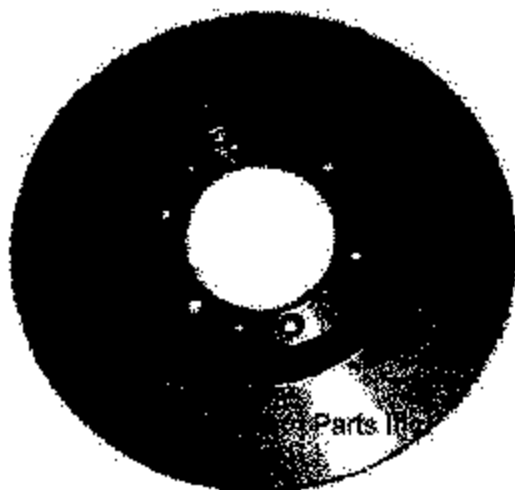
2003 isuzu Front rotor

different
parts
Then what
supposed to
be on my
vehicle

I dont know how to find
or locate parts ?

Ref 10044323
Raybestos 1096336

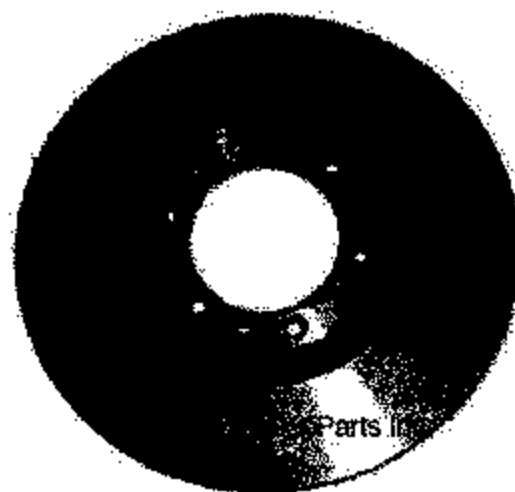
Brake Rotor: Raymold



2002 Isuzu Axiom Front Rotor

Raybestos 96336

Brake Rotor: PG Plus



2002 Isuzu Axiom Front Rotor

different
parts
than what's
supposed to
be on my
vehicle

I don't know how to find
or locate parts?

**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).**