



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

Date Received

20-OCT-2003

Repository ☐

Reference No.
10044323

OWNER INFORMATION (Type or Print)

Name

Address

City CHICAGO

State IL

Zip Code

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?

In the absence of an authorized NHTSA, NHTSA will use your name or address to the vehicle manufacturer.

Signature of Owner

YES

NO

Date 7/15/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4S2CE58K824

Make

ISUZU

Model

AXIOM

Model Year

2002

Date Purchased

5-24-02

Dealer's Name and Telephone Number

Jenny Bugers Chevrolet 847-869-5700

Engine:

No. Cylinders

6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

ELGIN

State

IL

Zip Code

60120

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Rear Wheel Drive
2 Wheel Drive

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK

Multiple Failure:

3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

9-2003
9-2003
9-2003

Failure Mileage

9317, 34700
19274

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: 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).

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, "AK

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. Letter + Supporting documents
are attached - service orders, history, letters for service + American
Bump. 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.

Service History + Service Orders

SERVICE HISTORY

2002 Isuzu Axiom Vin: 4S2CE58X824613755

Date Ready	Serv Order	Tag #	Milage	Problem	Service Action	Time vehicle in shop
Sept 25 2002	42058		9317	ABS Light on continuously	Inspect ordered part	Leave all day take train
Oct 8 2002	E-Mailed Service Dept					
Oct 15 2002	42344	T600	9673	ABS Sensor Bad wrong part	ordered additional part	Leave all day take train
Dec 6 2002	43798	T364	14717	ABS sensor/Hub/bearing right side	replaced parts	Leave all day take train
Mar 14 2003	46096	T100	19274	ABS grinding/arm rest cracked	Inspect ordered part	wait
April 8 2003	46630	T348	24713	Door panel arm rest cracked	replaced door panel	wait
Sept 30 2003	50827	T763	33621	ABS Light on continuously, broken cargo cover hooks Left rear coil boot stuck	ordered parts said weren't covered said I broke it not covered	Leave all day take train
Oct 16 2003	51609	T135	34671	ABS sensor/Hub/bearing left side ABS sensor/Hub/Bearing right side Weather strip torn Exterior door trim chrome peeling Broken cargo cover holders Broken left rear coil boot stuck	replaced parts replaced parts ordered part said not covered decline \$126.34 to replace decline \$126.34 to replace	Leave all day take train
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 Ill Case Manager 800-255-6727					
Jan 22 2004	53966	T124	41799	Torn weather strip Faulty Hood Lock would not open Door panel cracking again ABS brakes too often /wont stop	replaced again repaired ordered part service would not acknowledge	Wait

Mar 15 2004	55142 T689	44843 Door panel replacement	replaced again	Wait
June 4 2004	T646	48981 Knocking noise driver side rt turns	Matt Centanno refused to test drive or diagnose my vehicle with out my approving a \$92.00 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, 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 warranty.			

☒ Repair Order 85142 - 3/15/2004

Performed the following services:

DOORS/WINDOWS - ADJUST/REPAIR

REPLACE WIPERS

Mileage:

Total Cost:

☒ Repair Order 83956 - 1/22/2004

Performed the following services:

DOORS/WINDOWS - ADJUST/REPAIR

DOORS/WINDOWS - ADJUST/REPAIR

Mileage:

Total Cost:

☒ Repair Order 81608 - 10/16/2003

Performed the following services:

DOORS/WINDOWS - ADJUST/REPAIR

BRAKES - ABS

BRAKES - ABS

ENGINE REPAIR NIDON

Mileage:

Total Cost:

☒ Repair Order 80827 - 9/16/2003

Performed the following services:

ENGINE REPAIR NIDON

BRAKES - ABS

REAR WIPER

Mileage:

Total Cost:

☒ Repair Order 48830 - 4/4/2003

Performed the following services:

REAR WIPER

Mileage:

Total Cost:

☒ Repair Order 43796 - 12/4/2002

Performed the following services:

BRAKES - ABS

Mileage:

Total Cost:

☒ Repair Order 42088 - 9/25/2002

Performed the following services:

BRAKES - ABS

DOORS/WINDOWS - ADJUST/REPAIR

Mileage:

Total Cost:

Ref 10044 323
~~Current~~ Recalls that have Not Been 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.

* Look at the number of times my vehicle has been in the shop. They made No attempts and had many opportunities to perform

6-15-04

I HEAR A WHISTLE & A CRACKING
NOISE ON EXTREME R TURNS. AND ONLY
A WHISTLE ON L TURNS.

Current problem



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 28, 2003 at 01:04 AM

TYPE : VEHICLE

YEAR : 2002

MAKE : ISUZU

MODEL : AXIOM

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : 0311S004

Date of Bulletin: AUG 01, 2003

NHTSA Item Number: 10003040

Component: STRUCTURE:BODY:DOOR

Summary:

POOR AND/OR LOOSE DOOR WEATHERSTRIP POSITION. *TT

* Technical Bulletins to the Service Department of the Dealerships

* They made No attempt to perform any of these Notifications



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 26, 2003 at 12:59 AM

TYPE : VEHICLE

YEAR : 2002

MAKE : ISUZU

MODEL : AXIOM

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : 0314S003

Date of Bulletin: JUN 01, 2003

NHTSA Item Number: 10002082

Component: OTHER

Summary:

CONVENIENCE STARTING FEATURE. *TT

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : T8010R5001

Date of Bulletin: FEB 01, 2001

NHTSA Item Number: 619824

Component: OTHER

Summary:

INFORMATION BULLETIN CONTAINING QUICK REFERENCE GUIDE CORRECTIONS FOR VARIOUS 2001 MODEL YEAR VEHICLES INCLUDING THE 2002 MODEL YEAR AXIOM. *TT



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 28, 2003 at 12:50 AM

TYPE : VEHICLE

YEAR : 2002

MAKE : ISUZU

MODEL : AXIOM

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : 0301S002

Date of Bulletin: MAY 01, 2003

NHTSA Item Number: 10001772

Component: ENGINE AND ENGINE COOLING:ENGINE

Summary:

THROTTLE BODY MOUNTING BOLT TORQUE SPECIFICATIONS. *TT



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 28, 2003 at 01:06 AM

TYPE : VEHICLE

YEAR : 2002

MAKE : ISUZU

MODEL : AXIOM

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : 0311S001

Date of Bulletin: APR 01, 2003

NHTSA Item Number: 10001774

Component: STRUCTURE:BODY:ROOF AND PILLARS

Summary:

AXIOM HEADLINER CAMPAIGN. *TT



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 28, 2003 at 12:45 AM

TYPE : VEHICLE

YEAR : 2002

MAKE : ISUZU

MODEL : AXIOM

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : 0309S002

Date of Bulletin: MAR 01, 2003

NHTSA Item Number: 10001434

Component: SERVICE BRAKES, HYDRAULIC

Summary:

2WD FRONT WHEEL SPEED SENSOR REPLACEMENT (SERVICE MANUAL REVISION). VARIOUS MODELS INCLUDING THE 2003 RODEO AND RODEO SPORT. *SCC



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 28, 2003 at 12:51 AM

TYPE : VEHICLE

YEAR : 2002

MAKE : ISUZU

MODEL : AXIOM

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : 0203S001

Date of Bulletin: MAY 01, 2002

NHTSA Item Number: 635636

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION CONTROL

Summary:

CALIBRATION UPDATES. *TT



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 28, 2003 at 01:01 AM

TYPE : VEHICLE

YEAR : 2002

MAKE : ISUZU

MODEL : AXIOM

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : 02045003

Date of Bulletin: APR 01, 2002

NHTSA Item Number: 633944

Component: POWER TRAIN

Summary:

REPLACEMENT ODOMETER PROGRAMING. *JG



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 28, 2003 at 12:57 AM

TYPE : VEHICLE

YEAR : 2002

MAKE : ISUZU

MODEL : AXIOM

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : 02025001

Date of Bulletin: APR 01, 2002

NHTSA Item Number: 633994

Component: FUEL SYSTEM, GASOLINE

Summary:

DIAGNOSTIC TROUBLE CODE P0440 EVAP SYSTEM LEAK DETECTION OR P0442 EVAP SYSTEM SMALL LEAK DETECTED IS SET. *JG



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 28, 2003 at 12:55 AM

TYPE : VEHICLE

YEAR : 2002

MAKE : ISUZU

MODEL : AXIOM

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : 02135002

Date of Bulletin: FEB 01, 2002

NHTSA Item Number: 10002802

Component: EQUIPMENT:ELECTRICAL

Summary:

RADIO EXCHANGE. *TT



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 28, 2003 at 12:48 AM

TYPE : VEHICLE

YEAR : 2002

MAKE : ISUZU

MODEL : AXIOM

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : 0204S001

Date of Bulletin: JAN 01, 2002

NHTSA Item Number: 10002799

Component: ELECTRICAL SYSTEM

Summary:

MID UNIT DISPLAY REPLACEMENT. *TT



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 28, 2003 at 12:53 AM

TYPE : VEHICLE

YEAR : 2002

MAKE : ISUZU

MODEL : AXIOM

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : IB0104S005

Date of Bulletin: JUN 01, 2001

NHTSA Item Number: 621371

Component: EQUIPMENT

Summary:

INFORMATION REGARDING THE MID UNIT - SETTING ERROR IN RESET MODE. *TT

Make : ISUZU

Model : AXIOM

Year : 2002

Service Bulletin Num : IB0113S001

Date of Bulletin: MAR 01, 2001

NHTSA Item Number: 621350

Component: EQUIPMENT

Summary:

SUBJECT REGARDING AXIOM MID UNIT DISPLAY SCREEN. *TT

YOU CAN HELP IMPROVE THE QUALITY OF NEW VEHICLES!

Survey Three Months after purchase



2141 2002 ISUZU AXIOM

CHICAGO IL

(at 9000 miles) Sept 2002

IMPORTANT!

Please mark your response with an "X" as shown below. Use pencil or black/blue ink.

Correct Marking: ☒

Correct Writing: 4 2 7

Dear New Vehicle Driver:

This questionnaire is about the vehicle listed on the label above. Automotive manufacturers are very interested in your opinions and experiences. The information you provide on this survey may help to improve the quality of your vehicles in the future.

All information furnished is confidential. Absolutely no sales effort will be made as a result of your participation in this survey.

The survey may look complicated, but if you follow the directions, it will take just a few minutes of your time.

For your convenience, a pre-paid envelope has been enclosed for you to use to return the questionnaire.

Thank you, in advance for your cooperation. Please accept the enclosed as a small token of our appreciation.

Cordially,

Chris Andrews

Chris Andrews
Automotive Group Vice President
RDA Group

Please have the person most familiar with the vehicle listed above fill out this questionnaire

First, tell us about your new vehicle:

- Did you purchase or lease your vehicle? ☒ Purchased ☐ Leased Lease term: _____ months
Total mileage allowance: _____ miles
- Which of the following do you have on your vehicle?

	YES	NO
Sun/moon roof	☐	☒
4-wheel/all-wheel drive	☐	☒
Cellular telephone	☒ Yes	Is it: ☒ Portable or ☐ Installed in the vehicle
	☐ No	
Automatic transmission	☒ Yes	Is your shift lever mounted on the steering column? ☐ Yes ... ☐ No
	☐ No, have manual	Number of forward-gear positions on your manual transmission? ☐ Four... ☐ Five... ☐ Six
- On a scale from 10 to 1 (reading from left to right), where "10" represents Completely Satisfied and "1" represents Completely Dissatisfied, please rate your satisfaction in Section A. Then move across to Section B and tell us how the item measures up to your expectations. Repeat for each item listed.

(A) SATISFACTION

Completely Satisfied	10	9	8	7	6	5	4	3	2	1	Completely Dissatisfied
----------------------	----	---	---	---	---	---	---	---	---	---	-------------------------

(B) EXPECTATION

Better Than You Expected	About What You Expected	Worse Than You Expected
--------------------------	-------------------------	-------------------------

Overall ownership experience	☐ .. ☐ .. ☐ .. ☐ .. ☐ .. ☐ .. ☐ .. ☐ .. ☐ .. ☒	→	☐ .. ☐ .. ☐ .. ☒ .. ☐
Overall quality of your vehicle	☐ .. ☐ .. ☐ .. ☒ .. ☐ .. ☐ .. ☐ .. ☐ .. ☐ .. ☐	→	☐ .. ☒ .. ☐ .. ☐



Printed On
Recycled Paper

0132005

SVG01-1

PLEASE CONTINUE ...

Please remember: Correct Marking ☒

4. On a scale from 10 to 1 (reading from left to right), where "10" represents Completely Satisfied and "1" represents Completely Dissatisfied, please rate your satisfaction in Section A. Then move across to Section B and tell us how the item measures up to your expectations. Repeat for each item listed.

	(A) SATISFACTION										And to that...	(B) EXPECTATION		
	Completely Satisfied 10	9	8	7	6	5	4	3	2	Completely Dissatisfied 1		Better Than You Expected	About What You Expected	Worse Than You Expected
Selling dealership	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	→	☐	☐	☒
Servicing dealership (if applicable)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	→	☐	☐	☒
Condition of vehicle upon delivery	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Value for the money	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Purchase price	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Warranty terms and conditions	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	→	☐	☒	☐
Operating costs	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	→	☐	☒	☐
Credit/financing/lease terms (if applicable)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	→	☐	☐	☒

5. Please review the following 12 categories of possible trouble items carefully. When you come to any item YOU HAVE HAD TROUBLE WITH at or since delivery, place an ☒ in the box for that item. Then provide any detail you believe necessary to further describe the trouble(s) in the space provided at the end of each of the 12 categories. Please do NOT mark any items YOU HAVE NOT HAD TROUBLE WITH or any troubles that have resulted directly from an ACCIDENT.

WIND NOISE

Around side door/window → ☒ Front side door/window ... ☒ Rear side door/window

☐ Around windshield

☐ Around sun/moon roof

☐ Around back window

☐ Around rear cargo door/liftgate

☐ Other wind noise troubles

Please describe any wind noise troubles you have experienced:

Front Window wind noise on Freeway higher speeds - I purchased for Highway driving

SQUEAKS AND RATTLES

Hinge squeak → ☐ Front side door ... ☐ Rear side door ... ☐ Rear cargo door/liftgate ... ☐ Hood

Door → ☐ Front side door ... ☐ Rear side door ... ☐ Rear cargo door/liftgate

Seal → ☐ Front seal ... ☐ Rear seal ... ☐ Third row seat (if applicable)

Underbody vehicle exterior → ☐ Front ... ☒ Rear

Other vehicle exterior → ☐ Front ... ☐ Rear

☐ Glove box door

☒ Steering wheel, steering column

☐ Overhead console

☐ Instrument panel/dashboard

☐ Center floor console

☐ Around sun/moon roof

☐ Window squeak/rattle/scrape

☐ Other squeaks and rattles

Please describe any squeaks or rattles you have experienced:

Can Shake the Rear Bumper Right Side (Passenger) loose. Steering Wheel Rubs Column when turning around

WATER LEAKS

Around side door/window → ☐ Front side door/window ... ☐ Rear side door/window

☐ Around windshield

☐ Around sun/moon roof

☐ Around back window

☐ Around rear cargo door/liftgate

☐ Other water leak troubles

Please describe any water leak troubles you have experienced:

BODY AND EXTERIOR TRIM

	Side Door		Hood	Rear Cargo Door/Liftgate		Bumper	Fender		Roof
	Front	Rear		Front	Rear				
Dents/dings	☐	☐	☐	☐	☐	☐	☐	☐	☐
Moldings, exterior trim poorly aligned or fit	☐	☐	☐	☐	☐	☐	☐	☐	☐
Moldings, exterior trim loose/missing	☐	☐	☐	☐	☐	☒	☐	☒	☐
Moldings, exterior trim corroded	☐	☐	☐	☐	☐	☐	☐	☐	☐
Fits poorly	☐	☐	☐	☐	☐	☐	☐	☐	☐
Hard to open	☐	☐	☐	☐	☐	☐	☐	☐	☐
Hard to close	☐	☐	☐	☐	☐	☐	☐	☐	☐
Exterior door lock/handle troubles	☐ Manual locks		☒ Power locks		☐ Handle troubles				
☒ Remote/keyless entry			☐ Wheel/hubcap condition						
☐ Exterior mirror troubles			☐ Underbody rust/corrosion						
☐ Fuel-filler door troubles			☐ Other exterior troubles						

Please describe any body or exterior trim troubles you have experienced: Remote doesn't always open driver door. I had to access vehicle from Rear Door - lock out

INTERIOR

	Seat Upholstery	Floor Lining Material	Carpets/Floor Coverings	Cargo Liners	Door Panel	Instrument Panel/Dashboard	Center Floor Console
Holes/tears/snags/cracks/cuts	☐	☐	☐	☐	☐	☐	☐
Loose/poor fit/warped/wrinkled	☐	☐	☐	☐	☐	☐	☐
Blistered/bubbled/peeled	☐	☐	☐	☐	☐	☐	☐
Faded/dischored/soiled	☐	☐	☐	☐	☐	☐	☐
Scratched/scuffed	☐	☐	☐	☐	☐	☐	☐
Excessive wear	☐	☐	☐	☐	☐	☐	☐
Splitting seams	☐	☐	☐	☐	☐	☐	☐
Seat loose	☒ Front seat		☐ Rear seat		☐ Third row seat (if applicable)		
Seat adjustment/operation troubles	☐ Front power controls		☐ Front manual controls		☐ Rear seat(s)		
Interior door lock/handle troubles	☐ Manual locks		☐ Power locks		☐ Handle troubles		
Window opening/closing troubles	☐ Manual		☐ Power				
Sunmoon roof troubles	☐ Fits poorly		☐ Difficult to open/close				
☐ Seat belt coil/uncoil troubles			☐ Glove box door gaps/fits poorly, difficult to open/close				
☐ Seat belt soiled/dirty			☐ Cupholder troubles				
☐ Integrated child safety seat troubles			☐ Interior moldings fit poorly				
☐ Air bag (SRS) troubles			☐ Sun visor troubles				
☒ Ashtray/ash cup troubles			☐ Interior mirror troubles				
☐ Interior odor			☐ Glass broken/chipped/cracked/distorted				
			☐ Other interior troubles				

Please describe any interior troubles you have experienced: The Front Seat - I'm 5'11" and have to drive with the seat all the way back - Not enough leg room. The Ashtray is not deep enough - With windows open Ashes blow every where in vehicle

BRAKES

Vehicle pulls left or right while braking → ☐ Left ☐ Right

☐ Excess pressure required ☐ Noisy brakes

☐ Brake pedal spongy ☐ Parking brake troubles

☒ Brakes grab or lock up ☐ Brake fluid leaks

☒ Vibration or shudder while braking ☐ Other brake troubles

Please describe any brake troubles you have experienced: Brakes grab + Vibration when stopping + Releasing ABS Light is On continuously after 3 months since purchase

Please remember: Correct Marking ☒

5. (Continued) Please review the following categories of possible trouble items carefully. When you come to any item YOU HAVE HAD TROUBLE WITH at or since delivery, place an ☒ in the box for that item.

Then provide any detail you believe necessary to further describe the trouble(s) in the space provided at the end of each category. Please do NOT mark any items YOU HAVE NOT HAD TROUBLE WITH or any troubles that have resulted directly from an ACCIDENT.

STEERING/ HANDLING AND RIDE

- | | | |
|--|--|---------------------------------------|
| Constant pull to one side | ☐ Left | ☐ Right |
| Steering wheel vibration/shimmy | ☐ Below 45 mph | ☐ Above 45 mph |
| Vehicle vibrates while driving | ☒ Below 45 mph | ☐ Above 45 mph |
| ☐ Harsh ride | ☐ Excessive free play/wander | |
| ☒ Mushy ride | ☐ Steering wheel spokes not correctly positioned when front wheels straight | |
| ☐ Improper tire wear | ☐ Steering requires extra or uneven effort | |
| ☐ Steering noise | ☐ Power steering fluid leaks | |
| | ☐ Other steering/handling and ride troubles | |

Please describe any steering/handling or ride troubles you have experienced: Front end Bumpy
Constantly check 27lb pressure of all tires
If I hit a bump on a turn I could loose control of
the vehicle

ENGINE

- | | |
|--|--|
| ☐ Engine would not start | ☐ "Check engine" light troubles |
| ☐ Difficult or slow to start | ☐ Engine idles too fast |
| ☐ Engine stalls | ☐ Engine idles too slow |
| ☐ Engine runs with the key off | ☐ Engine idles rough |
| ☐ Engine hesitates/surges when accelerating | ☐ Engine compartment rust/corrosion |
| ☐ Engine hesitates/surges at steady speed | ☐ Exhaust system troubles |
| ☐ Unusual engine noise while driving | ☐ Excessive oil consumption |
| ☐ Unusual engine noise at idle | ☐ Slow fuel tank fill/spillback |
| ☐ Engine overheats/radiator troubles | ☐ Fuel tank leak/odor |
| ☐ Engine belt breaking/slipping/squealing | ☐ Engine leaks oil |
| | ☐ Other engine troubles |

Please describe any engine troubles you have experienced:

Sometimes I'm able to fast start
I'm Not sure if the vehicle has 230horse power 2
Other times its Stuggish-wont take off
I use only premium gas - I expect a better Response

TRANSMISSION

- | Automatic | Manual |
|--|--|
| ☐ Transmission shifts rough or jerky from park | ☐ Clutch requires too much or uneven effort |
| ☐ Transmission shifts rough or jerky while driving | ☐ Clutch chatters/grabs/slips/jerks |
| ☒ Gear changes take too long to complete | ☐ Difficult to change gears |
| ☐ Shifts occur too early, too late, too often | ☐ Unusual transmission noise |
| ☐ Difficult to operate shift lever | ☐ Transmission/clutch fluid leaks |
| ☒ Unusual transmission noise | ☐ 4-wheel/all-wheel drive troubles |
| ☐ Transmission fluid leaks | ☐ Other manual transmission troubles |
| ☐ 4-wheel/all-wheel drive troubles | |
| ☐ Other automatic transmission troubles | |

Please describe any transmission troubles you have experienced: The Infiniti I drove before
I could always use the passing gear when ever I
Needed it

Doesn't Respond fast enough - I have to wait for
passing gear to engage

EXTERIOR PAINT

	Side Door		Rear Cargo			Fender			
	Front	Rear	Hood	Door/Figets	Bumper	Front	Rear	Roof	
Peeled paint	☐	☐	☐	☐	☐	☐	☐	☐	
Chipped paint	☐	☐	☐	☐	☐	☐	☐	☐	
Scratched paint	☐	☐	☐	☐	☐	☐	☐	☐	
Faded/dull paint	☐	☐	☐	☐	☐	☐	☐	☐	
Sags/runs in paint	☐	☐	☐	☐	☐	☐	☐	☐	
Thin/no paint	☐	☐	☐	☐	☐	☐	☐	☐	
Stained/spotted paint	☐	☐	☐	☐	☐	☐	☐	☐	
Dirt in paint	☐	☐	☐	☐	☐	☐	☐	☐	
Uneven color/color differences between body panels	☐	☐	☐	☐	☐	☐	☐	☐	
Paint spray over body finish	☐	☐	☐	☐	☐	☐	☐	☐	
Body rust/corrosion	☐	☐	☐	☐	☐	☐	☐	☐	

☐ Detail paint or tape stripes coming off ☐ Other exterior paint troubles

Please describe any exterior paint troubles you have experienced:

TEMPERATURE CONTROL

	Slow to clear	Uneven clearing	Does not work
Windshield defrosting/defogging	☒	☐	☐
Back window defrosting/defogging	☐	☐	☐
Side window defrosting/defogging	☐	☐	☐

Air conditioner/heater/defroster odor ☐ Only at startup ☐ Continues while on

Air conditioner ☐ Slow to cool ☐ Not cold enough ☐ Does not work

Heater ☐ Slow to heat ☐ Not hot enough ☐ Does not work

☐ Air conditioner/heater/defroster noise troubles ☐ Register/vent adjustment troubles

☐ Other temperature control troubles

Please describe any temperature control troubles you have experienced:

WINDSHIELD Fogs on the outside of Vehicle if Temperature is colder inside than outside

ELECTRICAL COMPONENTS AND ACCESSORIES

Speedometer ☐ Not working at all ☐ Inaccurate ☐ Noisy

Warning lights ☒ ABS ☐ Door ajar ☐ Air bag ☐ Other

Automatic speed/cruise control ☐ Engagement ☐ Disengagement ☐ Does not maintain consistent speed

Lights not working ☐ Interior ☐ Exterior

Windshield wipers ☐ Front ☐ Rear

Windshield washers ☐ Front ☐ Rear

☐ Headlight aim/alignment ☐ Cellular telephone troubles

☐ Clock ☐ Cigarette lighter/powerpoint troubles

☐ Horn ☐ Fuel gauge

☐ Stereo/radio reception ☐ Ignition switch

☐ Stereo/radio sound quality ☐ Anti-theft/alarm system

☐ Tape player/CD ☐ Dead battery

☐ Speakers ☐ Weak or low electrical power

☐ Other electrical and accessory troubles

Please describe any electrical component or accessory troubles you have experienced:

ABS Light is on indicating problem - I am going to make an appointment Next week to have it serviced

IMPORTANT

6. If you have NOT had any trouble(s) with your vehicle, please check this box - ☐

Please remember: Correct Marking ☒ Correct Writing 4 2 7

7. On a scale from 10 to 1 (reading from left to right), where "10" represents *Completely Satisfied* and "1" represents *Completely Dissatisfied*, please rate your satisfaction in Section A. Then move across to Section B and tell us how the item measures up to your expectations. Repeat for each item listed.

	(A) SATISFACTION										And is that...	(B) EXPECTATION		
	Completely Satisfied 10	9	8	7	6	5	4	3	2	1 Completely Dissatisfied		Better Than You Expected	About What You Expected	Worse Than You Expected
Exterior														
Overall condition of exterior	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Solid and durable construction	☐	☐	☐	☐	☐	☐	☒	☐	☐	☐	→	☐	☐	☒
Door opening/closing efforts	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Rear cargo door/liftgate opening/closing efforts	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Exterior moldings and trim	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☒
Exterior styling	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Paint appearance	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐

	(A) SATISFACTION										And is that...	(B) EXPECTATION		
	Completely Satisfied 10	9	8	7	6	5	4	3	2	1 Completely Dissatisfied		Better Than You Expected	About What You Expected	Worse Than You Expected
Interior														
Overall condition of interior	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Seat comfort	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	→	☐	☐	☒
Front seat roominess	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	→	☐	☐	☒
Rear seat roominess (if applicable)	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Seating capacity	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Ease of entry and exit	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Third row seat accessibility (if applicable) ..	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☐	☐
Third row seat use/operation (if applicable) ..	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☐	☐
Security features (i.e., anti-theft/alarm system)	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Vehicle safety	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	→	☐	☐	☒
Comfort of seat belt	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Seat belt access	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Seat belt ease of use	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Interior styling	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Instrument panel appearance	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Interior quietness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	→	☐	☐	☒
Cupholders	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☒	☐	☐
Cargo capacity	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☒	☐	☐
Interior storage space	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☒	☐	☐

	(A) SATISFACTION										And is that...	(B) EXPECTATION		
	Completely Satisfied 10	9	8	7	6	5	4	3	2	1 Completely Dissatisfied		Better Than You Expected	About What You Expected	Worse Than You Expected
Vehicle Handling														
Overall handling	☐	☐	☐	☐	☒	☐	☐	☐	☐	☐	→	☐	☐	☒
Handling on highway	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	→	☒	☐	☐
Handling in city, parking	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	→	☒	☐	☐
Smoothness of ride	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	→	☒	☐	☐
Fun to drive	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	→	☒	☐	☐
Brakes	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	→	☐	☐	☒
Visibility from driver's seat	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Towing performance (if applicable)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☐	☐

7. (Continued) On a scale from 10 to 1 (reading from left to right), where "10" represents *Completely Satisfied* and "1" represents *Completely Dissatisfied*, please rate your satisfaction in Section A. Then move across to Section B and tell us how the item measures up to your expectations. Repeat for each item listed.

	(A) SATISFACTION										And is that...	(B) EXPECTATION		
	Completely Satisfied					Completely Dissatisfied						Better Than You Expected	About What You Expected	Worse Than You Expected
	10	9	8	7	6	5	4	3	2	1				
Engine/Transmission														
Overall engine operation	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Ease of starting engine	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Quietness of engine	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Engine power and pickup	☐	☐	☐	☐	☒	☐	☐	☐	☐	☐	→	☐	☐	☒
Fuel economy	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Overall transmission operation	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	→	☐	☐	☒
Quietness of transmission	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	→	☐	☐	☒
Smoothness of transmission (Automatic)	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	→	☐	☐	☒
Ease of changing gears (Manual)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☐	☐
Clutch operation (Manual)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☐	☐
Electrical														
Overall electrical components & accessories	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Location of switches and controls	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Ease of understanding controls	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Ease of operating controls	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Illumination of switches and controls	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Audio system	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	→	☒	☐	☐
Headlight effectiveness	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Overall temperature control	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Heater performance	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Air conditioner performance	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Defroster/defogger performance	☐	☐	☐	☒	☐	☐	☐	☐	☐	☐	→	☐	☒	☐
Air circulation/distribution	☐	☐	☐	☒	☐	☐	☐	☐	☐	☐	→	☐	☒	☐

Financing/Leasing Of Your New Vehicle

8. What was the total purchase price of your new vehicle - that is, the total price agreed upon by you and your dealer? (This total would include the dealer price, transportation cost, dealer preparation, sales tax - the total before any trade-in allowance, finance/lease charges, and cost of any extended service contract) .. \$ 24578.00
9. How much is your monthly vehicle purchase/lease payment, including sales tax? .. \$ 484.00 per month
10. Over and above your first month's payment and security deposit, did you make a down payment and/or apply the value of your vehicle trade-in, if any, toward your new vehicle purchase/lease?
- ☒ Yes → What was the amount of down payment and/or trade-in? .. \$ 3000.00
- ☐ No
11. If you purchased this vehicle and borrowed, what was the annual interest rate (A.P.R.) and total length of the loan? .. 11.99% for 60 months

12. How likely would you be to recommend:

Any vehicle from this company/corporation (e.g., DaimlerChrysler Corporation, Honda Motor Corporation, Ford Motor Company) ...
Any vehicle of this make/brand (e.g., Dodge, Honda, Ford) ...
Your particular model of vehicle (e.g., Cherokee, Passport, Explorer) ...
The selling dealership ...

Definitely Would Recommend	Probably Would Recommend	Maybe Would/Not Recommend	Probably Would Not Recommend	Definitely Would Not Recommend
10	9	8	7	6
5	4	3	2	1

13. Thinking about your experience with your new vehicle, please rate your level of agreement or disagreement with the following statements:

It is important to buy vehicles from a manufacturer I have had experience with ...
When I buy a vehicle, I tend to buy the best of its type ...
I love this vehicle ...
I would have purchased a competitor's vehicle if its price had been 10% lower ...
I purchase my vehicle based on the manufacturer that gives me the best deal ...
I will always buy the same make/brand of vehicle (as this new vehicle) ...
I would have purchased a competitor's vehicle if its price had been 5% lower ...
When I buy a vehicle, I tend to prefer one type of vehicle (e.g., a car, a truck, a minivan, or a sport utility vehicle) ...

Strongly Agree	Somewhat Agree	Neither Agree Nor Disagree	Somewhat Disagree	Strongly Disagree
5	4	3	2	1

14. Please complete the following statements using the list below. Please write the number in the spaces provided (Enter 46, if "None" apply. Write in your answer if your choice does not appear in the list):

11. Acura 15. Cadillac 19. Ford 23. Infiniti 27. Kia 31. Mazda 35. Nissan 39. Saab 43. Toyota
12. Audi 16. Chevrolet 20. GMC 24. Isuzu 28. Land Rover 32. Mercedes 36. Oldsmobile 40. Saturn 44. Volvo
13. BMW 17. Chrysler 21. Honda 25. Jaguar 29. Lexus 33. Mercury 37. Plymouth 41. Subaru 45. VW
14. Buick 18. Dodge 22. Hyundai 26. Jeep 30. Lincoln 34. Mitsubishi 38. Pontiac 42. Suzuki 46. None

a.) I consider myself primarily a 23 person.

b.) I would definitely recommend any vehicle from 23.

15. Did you add or replace a vehicle?

☐ Added ☒ Replaced

What vehicle was replaced?

Infiniti J30 1993

16. Besides your new vehicle, are there any other vehicles in your household?

☒ Yes ☐ No

Please enter other vehicles:

Ford Mustang GT 1995

Please Answer - For Statistical Purposes Only:

How many miles in total has your vehicle been driven? 9,000 Miles ... AND ... Average miles per gallon: 17 mpg

Are you... ☒ Male ☐ Female ... AND ... Are you... ☐ Married ☒ Single ☐ Divorced, Widowed, Separated

Please indicate the highest level of education that you have completed.

☐ Grade school ☐ High school graduate ☒ College graduate ☐ Post graduate degree
☐ Some high school ☐ Some college ☐ Some post graduate study ☐ Skilled Tradesman ☐ Other

Please indicate the range which best indicates your annual household income.

☐ Under \$30,000 ☒ \$50,001-\$75,000 ☐ \$100,001-\$150,000 ☐ \$200,001-\$250,000 ☐ \$300,000+
☐ \$30,000-\$50,000 ☐ \$75,001-\$100,000 ☐ \$150,001-\$200,000 ☐ \$250,001-\$299,999 ☐ Prefer not to answer

In what year were you born? 19 56

How would you classify yourself? ☒ African-American ☐ Hispanic ☐ Oriental/Asian ☐ White ☐ Other ☐ Prefer not to answer

Before Mailing in Your Questionnaire...

It may be helpful to learn more about the information you have provided. There is a possibility that a representative from a manufacturer may want to contact you to further discuss the information you have provided. This would not be a sales call. If you do not object to being contacted, please provide your name and telephone number below. Whether or not you include your name and number, please return this questionnaire in the enclosed envelope.

NAME:

E-MAIL ADDRESS:

(AREA CODE)

(PHONE NUMBER)

Please Contact Me

◆ THANK YOU FOR YOUR HELP! ◆ RDA Group • 450 Enterprise Ct. • Bloomfield Hills, MI 48302 ◆

Copy of Letter

Chicago, IL

January 22, 2004

To

Evanston Subaru Isuzu
715 Chicago Ave
Evanston, IL 60202

Service Dept
Evanston Isuzu

Attn :Service Dept

RE: 2002 Isuzu Axiom Vin # 4S2CE58X824613755 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

From:
To:
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 \$67 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 Axiom. 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.

Chicago IL

E-Mail

— Original Message —

From: I
To: ray
Sent: Friday, September 12, 2003 8:50 AM
Subject: Re: service appt.

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

— Original Message —

From: ray
To:
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

Copy of E-Mail To + From
Evanston Isuzu

12/20/03

Copy +

Certified

Chicago, IL

June 22, 2004

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

Receipt to Isuzu

Attn: Owner Relations

RE: 2002 Isuzu Axiom Vin # 4S2CE58X824 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 P.O. Box 10649 Chicago, Illinois 60610-0649. Thank you.

Sincerely, ..

GENERAL INFORMATION

- ☐ Item 4 if Restricted Delivery is desired.
- ☐ Print your name and address on the reverse.

1. Sender's name

American Truck Motors Inc
16373 Shoemaker Ave
Corvitos CA
90702-6007

2. This form identifies recipient's name

3. Service type

- ☐ Certified Mail ☐ Express Mail
- ☐ Registered ☐ Return Receipt for Merchandise
- ☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery (Extra Fee)

☐ Yes

5. Article Number

(Transfer from service label)

7002 2030 0004 5390 7712

July 15, 2004

RE: Fraudulent and Misleading advertising statements on American Isuzu Motors and Evanston Isuzu web sites

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706
Tel 217-782-1090
www.IllinoisAttorneyGeneral.gov

Copy of letter To
ILL Attorney General

Dear Sir or Madam,

Unlike most consumers, I did some research before purchasing a 2002 Isuzu Axiom. Statements on the web sites of Rob Paddons Evanston Isuzu and American Isuzu Motors Inc both contain Fraudulent and misleading advertising information and should be re-worded and changed as not to blatantly deceive the consumer.

1st www.isuzu.com under Service and Maintenance and Preventative Care. The first paragraph "Brutally Tested Isuzu vehicles undergo countless hours of testing to demonstrate that they can withstand even the most brutal conditions. For the highest level of performance and safety from your Isuzu SUV".

2nd www.isuzu.com under 2000-2002 Models Warranty Information "After all, our technicians drive Isuzu SUVs too" Impossible to claim. Blatant fraudulent statement.

Enclosed are supporting documents:

- Copies of American Isuzu Motors web pages "Brutally Tested" and warranty Information
- Copies of Rob Paddons Evanston Isuzu web pages "We get our cars fixed right the first time"
- NHTSA technical Bulletins to the dealer service departments that were created due to complaints
- Current recalls on my vehicle 2002 Isuzu Axiom Vin: 4S2CE58X824613755 purchased May 24, 2002
- Complete Service History and Service Orders - serviced by one dealer Evanston Isuzu
- Copy of My Completed Survey on my 2002 Isuzu Axiom at 9000 miles after purchase
- Letter and E-Mail to Service Department

If you look over my service history and consider the frequent failure of parts, the wearing out of parts and the replacement of parts on the service orders; it suggest to me that this vehicle

CHICAGO, IL

July 15, 2004

was not tested at all. If American Isuzu Motors brutally tested this vehicle for countless hours, then American Isuzu Motors should not have a problem with furnishing and forwarding the interior, exterior, front wheel suspension, anti-locking braking system and mechanical drive train testing reports along with the testing facility's information. My request is for the Testing Reports on my vehicle 2002 Isuzu Axiom because, three months after purchase September 2002 the ABS Braking System failed and wasn't repaired until December 2002. (Not the highest level of performance and safety that they claim). Three months later, In March 2003 the ABS Braking System failed again along with other interior items armrest, door panel, and door weather stripping all noted on the service orders. Due to the frequent malfunctions and countless number of problems eventually caused a refusal of my vehicle for service by the Evanston Isuzu Service Department Manager Matt Centanno and Service Director Ray Eichenlaub. They both grew tired of seeing my vehicle and me. Again if my 2002 Isuzu Axiom was Brutally Tested for countless hours, I would not have been at service and the servicing issue would not have happened.

The Evanston Isuzu Service department web site contains fraudulent false and misleading statements

1st "We get our cars fixed the first time" impossible to do; and in my case they didn't. Blatant deception. It should be changed to read "As much as possible we get our cars fixed the first time".

2nd "Our service department is happy to inspect any vehicle and provide a detailed cost estimate". Not true. The service department was not happy to receive my vehicle even under warranty and refused to service my 2002 Isuzu Axiom June 11, 2004 because I called Don the American regional rep June 10, 2004 to question a \$92.00 charge for a test drive and diagnostic while under warranty.

3rd "Factory certified technicians who work exclusively on Isuzu vehicles. I want to know if the technicians were Isuzu certified who worked on my vehicle service orders 42058, 42344, 43798, 46095, 46630, 50827, 51609, 53966 and 55142.

4th "We treat every customer like guest in our home, every day, every time, without failure, no exceptions". Impossible to do. I was an exception. In my case they didn't when Evanston Isuzu refused to service my 2002 Isuzu Axiom on June 11, 2004 and humiliated me when they made me back out of the service entrance. I am currently working on the breach of the warranty issue. But my main concern through the Attorney General's Consumer Fraud Bureau is to prevent other unsuspecting consumers from being deceived into purchasing Isuzu vehicles because of fraudulent, false, misleading statements. I am sure that the 2002 Isuzu Axiom Test Reports will prove my point. Thank you.

Sincerely,

Isuzu Service Department

Web Site



Our Motto: "We get our cars fixed the first time."

Service Director, Ray Eichenlaub, has a reputation of making sure your car is fixed right the first time. "My goal is to get referrals", Ray said. No other service director in Chicagoland can offer Ray's expertise with your Vehicle.

Ray and his Service Advisor, Abe Martin, have a commitment to customer satisfaction and repeat business. Our service department is happy to

inspect any vehicle and provide a detailed cost estimate. And work will never be completed without customer approval.

Our state-of-the-art service center is staffed with award winning, factory certified technicians who work exclusively on Isuzu vehicles.

No appointments are necessary, we are big enough to handle any job fast. Or if you prefer, call for an appointment and we'll have a factory certified technician ready when you arrive.

Plus, we are conveniently located directly across the street from the "L" train station. From our service department you can jump on the "L" and be downtown Chicago in less than 30 minutes. And we open early every morning and stay late to make it easy on you.

Click on our "Service Specials" menu (to the left) for the latest money saving discounts offered by the factory and Evanston Isuzu.

Information

Hours of Operation

Monday - Friday: 8:00 AM - 6:00 PM

Saturday: 9:00 AM - 1:00 PM

Sunday: Closed

Service Manager: Ray Eichenlaub

Phone: 800-486-9579

Fax: 847-869-5847

reichenlaub@evmsd.com

Welcome to Evanston Isuzu

Welcome,

I'm Rob Paddor owner of Evanston Isuzu. "Everything Speaks" "Little Things Mean A lot", that's our motto here on Chicago Avenue in Evanston.

"Everything Speaks" is our way of doing business everyday. To put it simply, we treat every customer like a guest in our home, everyday, every time, without failure, no exceptions. We are committed to exceeding your expectations with exceptional customer service.

"Everything Speaks" means fresh and sparkling clean restrooms and a clean customer waiting area with all the comforts of home.

"Everything Speaks" means employees are empowered to help you right now, with out delay. We train our staff to put our customers needs first and we will never lose focus that your time is more valuable than ours.

In 1999 we completely remodeled our two indoor showrooms to offer our customers the best buying experience possible. In addition, we opened the Evanston Used Car Express, offering a giant selection of clean North-Shore suburban trade ins, program cars and off lease vehicles that I personally purchase from auto auctions all over the country.

Evanston Isuzu is one of the top volume sales leaders for Isuzu in the state of Illinois. We invite you to call or visit our dealership. We are confident that you will notice the "little things" we do and then you will understand why we say "Our home is your home". Hope to see you soon.

Rob Paddor

Owner

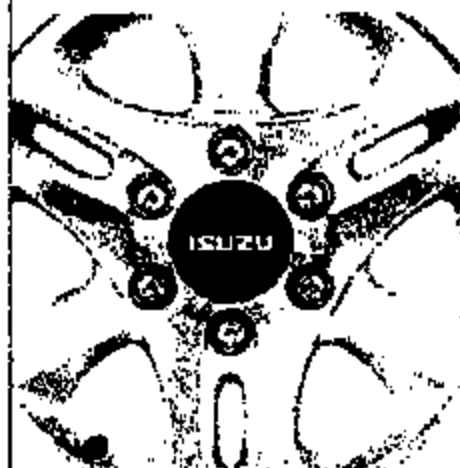
In my case they did NOT

vehicles | price one | owners

ISUZU

warranty information • service/maintenance • driving • accessories

brochure • dealer locator • help

**Brutally Tested**

Isuzu vehicles undergo countless hours of testing to demonstrate that they can withstand even the most brutal conditions. For the highest level of performance and safety from your Isuzu SUV, proper attention to vehicle maintenance is crucial.

**Service and Maint
Preventative Care****Proper Maintenance**

We recommend that all service and maintenance for your Isuzu vehicle be performed at an authorized Isuzu dealer where Isuzu-trained technicians are certified to work on Isuzu vehicles and are most capable in determining the needs of your vehicle. If you service your vehicle elsewhere, document all performed maintenance in a maintenance log or journal, and retain copies of service orders. Be sure to refer to your owner's manual for maintenance requirements.

**service
/ maintenance**

Within this section, you will find maintenance schedules and preventative care tips that are designed to help extend the life of your Isuzu SUV even further. We want you to get the most out of Isuzu vehicle ownership. Just click on one of the topics to get started.

For Ownership and Vehicle Inquiries:
Owner Relations
800-255-6727

To Order Isuzu Service or Owner's Manuals:
Helm, Inc.
800-782-4358
www.helming.com

[company](#) | [legal](#) | [privacy](#)
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PRINT



FAQs

WARRANTY

1. What warranties come with my new Isuzu vehicle?

A. All 2000 model year and newer Isuzu SUVs come equipped with the longest warranty in the business - the 10-year/120,000-mile Powertrain Limited Warranty. In addition, your vehicle is covered with the following protection:

- 3-year/50,000-mile Basic Factory Limited Warranty
- 5-year/60,000-mile Roadside Assistance (1-800-444-0303)
- 6-year/100,000-mile Protection From Corrosion Limited Warranty

*Basic
Warranty*

2. What parts do the warranties cover on my vehicle?

A. Our warranty section includes a part-by-part breakdown of coverage. You may also refer to the Isuzu Owner Warranty Information booklet provided in the glove compartment of your vehicle.

3. How do I access Roadside Assistance?

A. You may contact them at 1-800-444-0303. Roadside Assistance is available 24 hours a day every day of the year for the first five years or 60,000 miles you own your vehicle.

4. Does Isuzu offer an Extended Service Contract?

A. Yes. The Isuzu Protection Plan extended service contract provides peace of mind when the Basic Factory Limited Warranty expires, with low-cost coverage for up to 10 years or 120,000 miles. Get more information on the Isuzu Protection Plan by contacting your local Isuzu dealership or calling 1-800-343-0305 ext. 1.

5. If I had an emergency repair done at an independent facility and later found out that it was a warranty repair, what do I do?

A. Please contact an authorized Isuzu dealer for a review of your request, or call Owner Relations at 1-800-255-6727.

6. How can I find out information regarding my existing Isuzu vehicle warranty?

A. Please contact Owner Relations at 1-800-255-6727.

7. Are tires covered under warranty?

A. The tires on Isuzu vehicles are covered directly by the tire manufacturer. Please refer to the tire warranty booklet included in the glove compartment of your vehicle for tire warranty information.

8. If I have a warranty issue while living outside of the U.S., what do I do?

A. From outside of the U.S., please contact Owner Relations at 1-800-255-6727.

9. If I buy a previously owned Isuzu and the warranties haven't expired, am I covered?

A. Some of the warranties provided with newer Isuzu models are transferable to individuals other than family members; some are not. It is best to refer to the Warranty Information booklet provided in the glove compartment of Isuzu vehicles for details on the specific year/model Isuzu vehicle you are considering. You may also receive assistance from Owner Relations at 1-800-255-6727.

10. Am I responsible for paying any part of warranty repairs?

A. Warranty repairs (parts and labor) will be made at no charge at your Isuzu dealer during the warranty period. Repairs needed due to lack of or improper maintenance are not covered under warranty.

11. Can I take my vehicle to any Isuzu dealer for warranty repairs?

A. Yes. Any authorized Isuzu dealer will perform needed warranty work on your Isuzu vehicle. To find the Isuzu dealer nearest you, use our dealer locator.

12. Will having my regular maintenance performed at a location other than my Isuzu dealer void my warranty?

A. If the maintenance is performed properly, no. However, if it is evident that improper maintenance caused or contributed to a warranty repair problem, your warranty may be affected.

13. Can I transfer my warranty?

A. The New-Vehicle Limited Warranty (including Roadside Assistance) may be transferred to any subsequent owner/lessee of the vehicle within the warranty period.

The Powertrain Limited Warranty is transferable only to the original retail purchaser/lessee's immediate family.

The Perforation From Corrosion Limited Warranty may be transferred to any subsequent owner/lessee of the vehicle within the warranty period.

Consult your Isuzu Owner Warranty Information booklet or call Owner Relations at 1-800-255-6727 for exclusions, exceptions and more detailed information.

Evanston Isuzu
Refused My Vehicle

2000 - 2002 Models

Isuzu's 10-Year/120,000-Mile Powertrain Limited Warranty*

Isuzu's commitment to your satisfaction doesn't end when you leave the dealership. We're in this for the long haul. You may not know where you'll be 10 years or 120,000 miles from now, but you can be confident that we'll be there for you, no matter where you are. After all, our technicians drive Isuzu SUVs too.

False Statement

3-Year/50,000-Mile Basic Factory Limited Warranty

The Isuzu vehicles' natural defenses extend to a Basic Factory Limited Warranty that is worthy of rodeo. It lasts for 3 years or 50,000 miles with no deductible. Isuzu's robust powertrain coverage teamed with this impressive protection, are man's best chance against the onset of worry warts and general gloom.

No deductible

5-Year/60,000-Mile Roadside Assistance:

800-444-0303

A most remarkable offering is Isuzu's 24-hour Roadside Assistance. A dead battery, a flat tire or the absence of fuel can all be remedied with a simple phone call. Over 12,500 facilities nationwide are available every day of the year for the first 5 years or 60,000 miles you own your vehicle.

6-Year/100,000-Mile Perforation From Corrosion Limited Warranty

Isuzu SUVs excel in a plethora of extreme conditions. Scouring salt air. Blistering desert heat. Corroding winter mud. No matter how abrasive the environment, you can feel confident your Isuzu vehicle will hold up. And to be sure, it's covered for 6 years or 100,000 miles against perforation from corrosion.

Protection Plan/Protection Plus

The Protection Plan extended service contract provides peace of mind when the Basic Factory Limited Warranty expires, with low-cost coverage for up to 10 years or 120,000 miles. And the Isuzu Protection Plus prepaid maintenance program protects against the woes of inflation by locking in a reduced rate for scheduled service.

Isuzu's 10-Year/120,000-Mile Powertrain Limited Warranty
for 2000-2002 model-year vehicles excludes commercial or fleet vehicles.
The Powertrain Limited Warranty is transferable to immediate family members
only. See your Isuzu dealer for warranty details.

What is covered:

Engine	Steering
Cylinder head, block & internal parts	Steering gear housing & internal parts
Valve cover	Steering column assembly
Oil pan	Power steering pump, hydraulic cylinder & hoses
Valve train	Seals & gaskets
Timing gears, chain or belt & cover	
Oil pump & cooler	Suspension & Axle
Water pump	Front upper & lower control arms
Fuel pump	Knuckle spindles, hub & hub bearings
Flywheel	Front/Rear differential & internal parts
Engine mounts	Axle shafts & constant velocity joints
Gasoline fuel injection equipment	Seals & gaskets
Seals & gaskets	Propeller shaft
	Torsion bars
Transmission & Transaxle	Ball joints
Case and all internal parts	Stabilizer bars
Torque converter	
Transmission & Transaxle mounts	
Seals & gaskets	

For more information on any of the Isuzu Protection Plans,
contact your local Isuzu dealer or call 888-343-0305.

* What ever the cause of the current
problem with the Knocking Noise on
The Driver side Front End should
defunately be covered under the
10 year Warranty.

**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).**