



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 1387

Date Received

Repository ☐

Reference No.

10050233

OWNER INFORMATION (Type or Print)

Name

Address

City

PEMBROKE PINES

State FL

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? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

VEHICLE INFORMATION

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

4NUE183K

Make

ISUZU

Model

ASCENDER

Model Year

2003

Date Purchased

3-23-03

Dealer's Name and Telephone Number

Magnum Auto Plaza (Service) 954-433-3325

Engine:

No: Cylinders 6

Fuel Type:

Regular Unleaded

Original Owner

☒

Dealer's City

Palm Beach (Archer)

State

FL

Zip Code

33027

Transmission Type

☒ Automatic

Powertrain

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK

Multiple Failure: ☒ Several

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Multiple

Failure Mileage

3733

Failure Speed

Brakes

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P216/65R15)

DOT No. (Example: DOTM19ABC038)

☐ 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

0

Number of Deaths

0

Reported to Police

☒ Yes ☐ No

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).

• THE BRAKE PEDAL WENT TO THE FLOOR AT A RAPID PACE WHEN SLOWING DOWN. THIS RESULTED IN VEHICLE NOT SLOWING DOWN IMMEDIATELY. ALSO, ABS WARNING LIGHT CAME ON. DEALERSHIP REPLACED THE ABS MODULE. *AK June, 2003

• August, 2003: Took the vehicle to the dealer for the same brake problem. Dealership states that the vehicle brakes were design this way.

• November, 2003: Accident due to brake failure as previously complained to dealership. Dealership states that brakes are working normal.

• December, 2003: Isuzu representative says involve dealership reflect the brake. Dealership cannot find brake problem. Vehicle still has brake problem.

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 condensed summary thereof, may be used in support of the agency's action.

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

Also informed the dealership service advisor that the brake pedal goes to the floor sometimes when I turn on the car and press the brake in order to put it in drive. In fact it happens when I was going to leave the dealership so I told the mechanic and called the service advisor over to the car to show him the occurrence of the brake problem. His comment was that I had put too much pressure on the brake pedal.

Note: This vehicle is identical to the GM Envoy and the Chevrolet Trailblazer. It was also manufactured at a GM Factory. Both these vehicles had a recall for a brake problem which caused the brake pedal to travel increase. I made the Dealership + Isuzu Rep. aware of the recall but to my knowledge it was not investigated.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Isuzu could have the same defect. See copy of recall inserted with other documents.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.gov

Pembroke Pines, FL

December 2, 2003

American Iuzu Motors Inc.
Owner Relations
16323 Shoemaker Ave.
Cerritos, CA 90702-6007

Dear Sir or Madam:

I'm the owner of a 2003 Iuzu Ascender. I purchased the vehicle on March 24, 2003. The brakes on the vehicle do not work properly. I have taken the vehicle to Marcone Iuzu in Pembroke Pines, Florida three times for this problem. The problem has not been corrected.

On Wednesday, November 26 I was involved in an accident that would have been avoided if the brakes had worked properly. I need this matter attended to seriously and promptly.

Please feel free to contact me at home at [redacted] or at my cell phone [redacted]

Sincerely,

[redacted]

SENDER:

- Complete items 1 and/or 2 for additional services.
- Complete items 3, 4a, and 4b.
- Print your name and address on the reverse of this form so that we can return this card to you.
- Attach this form to the front of the mailpiece, or on the back if space does not permit.
- Write "Return Receipt Requested" on the mailpiece below the article number.
- The Return Receipt will show to whom the article was delivered and the date delivered.

I also wish to receive the following services (for an extra fee):

- ☐ Addressee's Address
- ☐ Restricted Delivery

Consult postmaster for fee.

3. Article Addressed to:

American Iuzu Motors
Owner Relations Inc.
16323 Shoemaker Ave.
Cerritos CA 90702-6007

4a. Article Number

7 536 365 038

4b. Service Type

- ☐ Registered ☒ Certified
☐ Express Mail ☐ Insured
☐ Return Receipt for Merchandise ☐ COD

7. Date of Delivery

12/5/03

6. Restricted Rec. (Print Name)

[redacted]

8. Addressee's Address (Only if requested and fee is paid)

[redacted]

[redacted]

PS Form 3811, December 1994

10000-00-0-0000

Domestic Return Receipt

Thank you for using Return Receipt Service.

December 10, 2003

[REDACTED]
Pembroke Pines FL [REDACTED]

Dear [REDACTED]

This is in response to your letter concerning the brake concern you have on your 2003 Isuzu Ascender. We regret to hear of the circumstances that prompted this exchange of correspondence.

We have documented your vehicle concern and recommend at this time that the vehicle be returned to any local Isuzu dealer for inspection/diagnosis of the brakes of your vehicle. Isuzu will continue to honor the terms of the limited vehicle warranty for any verified manufacturing non-conformity by any local Isuzu dealer.

We appreciate the opportunity to document, review and respond to your concern.

Sincerely,



Marius Lopez
National Owner Relations Department
3076018

[Redacted]
Pembroke Pines, FL
[Redacted]

December 8, 2003

Maroone Auto Plaza
8600 Pines Blvd.
P.O. Box 848480
Pembroke Pines, FL 33084-0480

Dear Mr. Dan Englett

This letter shall serve to confirm that I purchased a new 2003 Isuzu Ascender on March 24th, 2003. I have taken the Ascender to the Maroone Isuzu Service Department on five (5) separate occasions (June 4th, August 23rd, August 30th, December 3rd, and December 8th, 2003) for continuous brake problems. The problems with the brakes have yet to be corrected. Dwight Carpenter and yourself have refused to provide me with the paperwork for the two times I took the vehicle to the service department in the month of August.

In addition, when I took the vehicle to the Maroone Isuzu Service Department on December 8th, 2003 for said problem, Silvano Ferrari, the Assistant Service Manager, refused to accept the vehicle for service.

I have made the Service Department aware of the danger and my concerns that someone can be seriously injured due to the brake problems with this vehicle on various occasions. On Wednesday, November 26, 2003 I was involved in a car accident due to the brake problems.

I hereby request that the Maroone Isuzu Service Department repair the brake problems immediately.

Sincerely,

[Redacted Signature]
cc: American Isuzu Motors, Inc.

US Postal Service
Receipt for Certified Mail
No Insurance Coverage Provided.
Do not use for International Mail (See envelope)

Sent to American Isuzu Motors, Inc.	
10323 Shremaker Ave	
Cerritos, CA 90022-6000	
Owner: [Redacted]	
Certified Fee	
Special Delivery Fee	
Restricted Delivery Fee	
Return Receipt Showing to Whom & Date Delivered	
Return Receipt Showing to Whom, Date, & Addressee's Address	
TOTAL Postage & Fees	\$4.42
Postmark or Date 12/11/03	

PS Form 3800, April 1995

7002 0860 0007 4123 6325

US Postal Service CERTIFIED MAIL RECEIPT Official use only. Do not use for International Mail (See envelope)	
OFFICIAL USE	
Postage	1.37
Certified Fee	
Return Receipt Fee (Postage not required)	
Restricted Delivery Fee (Postage not required)	
Total Postage & Fees	\$4.42
Postmark 12/11/03	
Sent to Mr. Dan Englett, Maroone Auto Plaza	
8600 Pines Blvd.	
Pembroke Pines, FL 33084-0480	

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☐ The vehicle has been out of service at least 15 days to repair one or more substantial defects.

☒ 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) Brake pedal going to the floor.

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make ISUZU Model Ascender Year 2003
VIN 4INIVIE15116151X13 Date of Delivery 3-24-2003

Name and City/State of selling dealer or leasing company (if applicable) Tom Endicott ISUZU Pompano Beach, FL

Name and City/State of authorized service agent(s) attempting previous repairs Maroon Auto Plaza Pembroke Pines, FL

Consumer [Redacted] Home phone [Redacted]
Address Pembroke Pines, FL Work phone [Redacted]
Signature [Redacted]
Date Mailed 12-16-03

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(1/00)



Office of Defects Investigation

Recalls - Search Results

Recall Date : April 15, 2003

TYPE : VEHICLE

BUILD DATES : July 1, 2002 - September 30, 2002

MAKE : CHEVROLET

MODEL : TRAILBLAZER

Make : CHEVROLET

Model : TRAILBLAZER

Year : 2003

NHTSA CAMPAIGN ID Number : 03V151000

Recall Date : APR 15, 2003

Component: SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS

Potential Number Of Units Affected : 44653

Summary:

CERTAIN SPORT UTILITY VEHICLES WERE BUILT WITH A LEFT-FRONT BRAKE PIPE WITH A CIRCUMFERENTIAL SCORE AT A RANDOM LOCATION ALONG THE LENGTH OF THE PIPE AS THE RESULT OF THE MANUFACTURING PROCESS. IF THE BRAKE PIPE PARTIALLY OR FULLY FRACTURED, BRAKE PEDAL TRAVEL WOULD IMMEDIATELY INCREASE AND FRONT BRAKE PERFORMANCE WOULD BE REDUCED.

Consequence:

IF BRAKING PERFORMANCE IS REDUCED, A CRASH COULD OCCUR.

Remedy:

DEALERS WILL REPLACE THE LEFT-FRONT BRAKE PIPE. OWNER NOTIFICATION BEGAN ON MAY 29, 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 CHEVROLET AT 1-800-222-1020, GMC AT 1-800-462-8782, OR OLDSMOBILE AT 1-800-442-8006.

Notes:

GM RECALL NO. 03025. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

Recalls Summary

Make: GMC
Model: ENVOY
Year: 2003
Recall Number: 03V151000

Summary:

CERTAIN SPORT UTILITY VEHICLES WERE BUILT WITH A LEFT-FRONT BRAKE PIPE WITH A CIRCUMFERENTIAL SCORE AT A RANDOM LOCATION ALONG THE LENGTH OF THE PIPE AS THE RESULT OF THE MANUFACTURING PROCESS. IF THE BRAKE PIPE PARTIALLY OR FULLY FRACTURED, BRAKE PEDAL TRAVEL WOULD IMMEDIATELY INCREASE AND FRONT BRAKE PERFORMANCE WOULD BE REDUCED.

Consequence:

IF BRAKING PERFORMANCE IS REDUCED, A CRASH COULD OCCUR.

Remedy:

DEALERS WILL REPLACE THE LEFT-FRONT BRAKE PIPE. OWNER NOTIFICATION BEGAN ON MAY 29, 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 CHEVROLET AT 1-800-222-1020, GMC AT 1-800-462-8782, OR OLDSMOBILE AT 1-800-442-8006.

Notes:

GM RECALL NO. 03025. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

Close Window

**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).**