



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 1367

Date Received

19-DEC-2003

Repository ☐

Reference No.
10051808

OWNER INFORMATION (Type or Print)

Name

Address

City DALLAS

State GA

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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner Date 1/8/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GGCF19X86854246

Make
ISUZU

Model
HOMBRE

Model Year
1997

Date Purchased

Dealer's Name and Telephone Number

Engine:
No. Cylinders
6

Fuel Type:
GAS

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Vehicle Component Code

136200 VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-DEC-2003

Failure Mileage
110000

Failure Speed

WINDSHIELD WIPER MOTOR

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: DOTM18ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

THE WINDSHIELD WIPERS SUDDENLY QUIT WORKING WHILE DRIVING IN A RAIN STORM, RESULTING IN POOR VISIBILITY, AND ALMOST CAUSED AN ACCIDENT. RECALL 03V210000 WAS ISSUED FOR WINDSHIELD WIPER MOTOR. *AK NO

I WAS IN THE FAST LANE ON I20 IN ATLANTA. IT WAS RAINING HARD & MY WIPERS STOPPED WORKING. I HAD ZERO VISIBILITY IF THERE WAS NOT AN OPENING TO GET OVER & OFF THE EXPRESSWAY. IT WOULD HAVE CAUSED A MAJOR ACCIDENT. I TOOK IT TO AN ISUZU DEALER AFTER MAKING A RECALL FOR THIS EXACT PROBLEM, BUT THEY SAID MY TRUCK WAS NOT IN THE RECALL. I HAD NO CHOICE BUT TO PAY \$2700 TO GET IT FIXED.

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.

I CALLED THE ISUZU SERVICE LINE - THEY KEEP TRANSFERRING ME TO SOMEONE'S VOICEMAIL & NO ONE CALLS ME BACK -

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

THE SUMMARY ON THE RECALL SAYS "ON CERTAIN PICKUP TRUCKS THE WINDSHIELD WIPER MOTOR MAY FAIL DUE TO CRACKED SOLDER JOINTS ON THE CONTROLLED CIRCUIT BOARDS. THE WINDSHIELD WIPERS COULD WORK INTERMITTENTLY OR NOT AT ALL."

THIS WAS EXACTLY WHAT HAPPENED. HOW THEY WOULD NOT COVER THIS IS NOT RIGHT. THEY ARE LUCKY I DIDNT GET INVOLVED IN A CRASH + HURT SOMEONE BECAUSE OF THIS. SHOULD I GET AN ATTORNEY?

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

Highway
Traffic
Safety

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



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and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DOT AUTO SAFETY HOTLINE

QUESTION LINE

201 CR'S

**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).**