



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 100184

Date Received

07-JUN-2004

Repository ☐

Reference No.

10075762

OWNER INFORMATION (Type or Print)

Name

Address

City PENSACOLA

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

VEHICLE INFORMATION

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

JACDH58W7

Make

ISUZU

Model

TROOPER

Model Year

1993

Date Purchased

Dealer's Name and Telephone Number

LEE SUBARU, ISUZU, VOLKSWAGEN 8502433171

Engine

No. Cylinders

Fuel Type

Original Owner

Dealer's City

FORT WALTON BEACH

State

FL

Zip Code

32548

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

181000 VEHICLE SPEED CONTROL-ACCELERATOR PEDAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

07-JUN-2004

Failure Mileage

223000

Failure Speed

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: DOTM19ABC096)

☐ 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

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).

CONSUMER TOOK VEHICLE TO DEALER FOR RECALL REPAIRS BUT THE COMPONENT THAT WAS AFFECTED WAS ALREADY DESTROYED.

DEALER REFUSED TO REPAIR THE DESTROYED COMPONENT, BUT WILL REPAIR THE RECALLED WORK. "AK"

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.

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

LEE ISUZU CALLED THE ISUZU COMPANY AND THEY REFUSED
TO INSTALL A NEW CABLE. THE OLD CABLE WOULD STICK
WITH THE T-HANDLE MACHINES AND ALMOST CAUSED THE TR
WAGON MORE THAN ONCE. LEE ISUZU PUT A PIECE OF
BURNED THAT HAD MELTED AND GOT IT INTO THE OLD
CABLE AND CAUSED THE PROBLEM. I BOUGHT A NEW
CABLE AND INSTALLED IT MYSELF

ATTACH ADDITIONAL SHEETS IF NECESSARY

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
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
Investigative and Compliance

VIN NO.
JACDH58W7

ISUZU

May 24, 2004
Campaign No.: 04V-199

JACDH58W7

PENSACOLA, FL

Dear Isuzu Trooper Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Isuzu Motors Limited has decided that a defect which relates to motor vehicle safety exists in certain 1992-1995 Isuzu Trooper vehicles.

WHAT IS THE CONDITION?

On some vehicles, the accelerator cable dust cover may deteriorate causing the cable dust cover to adhere to the inner throttle cable. This can cause the accelerator throttle cable to delay RPM and vehicle speed reduction for several seconds after the accelerator pedal is released, which in turn, can lead to a crash without warning.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will replace the accelerator cable dust cover. This service will be performed for you at no charge.

WHAT YOU SHOULD DO

To limit any possible inconvenience, we recommend that you contact your Isuzu dealer as soon as possible to arrange an appointment to bring your vehicle in to have this work performed. Present this letter or refer to Campaign Service Bulletin SB04-02-S003. Isuzu estimates that the repair will take approximately 15 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate the nearest Isuzu dealer, or if you have any questions regarding this matter you can visit our website at www.isuzu.com and click on the dealer locator icon and enter your zip code or state or contact our National Owner Relations Department.

If you have any problems obtaining the needed repair or believe that this repair has not been or cannot be made within a reasonable time, you may contact:

National Owner Relations Department
Isuzu Motors America, Inc.
18323 Shoemaker Ave.
Cerritos, CA 90702-8032
1-800-255-8727

After contacting your Isuzu dealer or the National Office with any problems, if you still are not satisfied with the work performed, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590 or call 1-888-DASH-2-DOT (1-888-327-4236).

REIMBURSEMENT

If your vehicle was first purchased or leased after April 19, 1994 and you have already paid for some or all of the cost to have the throttle cable repaired or replaced, you should write to Isuzu Motors America, Inc., 18323 Shoemaker, Cerritos, CA 90702, attention National Owner Relations Department. Please provide the original paid receipt or invoice verifying the repair.

We regret any inconvenience which this action may cause you.

Sincerely,
ISUZU MOTORS AMERICA, INC.

IMPORTANT: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle owner receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessee means a person or entity that is the owner, as reflected on the vehicle title, of any fleet or more leased vehicles.

American Isuzu Motors Inc.
P.O. Box 6007
Artesia, CA 90702-6007

Tear Here

We're looking to the future by recycling today.

ISUZU

Recall Campaign

Change Of

**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).**