

To: U.S. Department of Transportation
From: Romona Pruden 2 AUG 19 AM 3:22

July 07 2005

10122081

On Friday May 20 2005 approximately 3:00a.m. in the morning, I Romona Pruden had a blow out on my Axiom. I proceeded to call the ISUZU Roadside Assistance. The towing technician (Matt) arrived at 2889 Woodfield Drive, Rex GA 30273 approximately 9:00a.m. Upon arrival, Matt took the left rear passenger tire off to replace it with the brand new spare tire that was located at the rear, underneath the SUV. After Matt put the spare on, the spare began to leak air. Matt put his hand behind the tire and noticed a cut. Upon the discovery, Matt notified his dispatcher and stated that the brand new spare tire was defective. The dispatcher told Matt to tow the vehicle to Southtowne ISUZU dealership so that they can replace the brand new spare at no cost to me due to the fact that it was brand new tire.

Matt and I proceeded to Southtowne ISUZU in Riverdale GA. Upon arrival, I explained the situation to service manager (Joe) and also Matt stated that the brand new spare was defected. Joe told Matt to unleash the vehicle and he would take a look at it. After waiting 2 hours, I was informed by Joe that there was nothing that he could do and that I would have to pay \$136.56 to replace the brand new spare. I immediately went to the showroom to see if I could speak to the owner, manager, or assistant manager but no one was available at that time. After 10 minutes of disputing the situation again to Joe, there were no other resolution but to pay the amount because the towing technician had already left and I needed my vehicle because I had already missed one day of work.

Two hours later, I was still waiting for my vehicle. I asked the service assistant (Wileen) what was taking so long to replace a tire. Wileen stated that they were for a tire to come in from warehouse, manufacture, etc. I asked Wileen why didn't someone inform me of this. She stated she did not know. I asked Wileen how much longer would it be and she said she did not know. After waiting another hour, I asked were there a courtesy car that I could use to go home because I was feeling slightly ill-there were no assistance there. Finally, a mechanic technician took me home. Approximately 5:30 p.m., I had a friend to take me to pick up the vehicle. The amount of \$136.56 was paid by a check. Days later, I spoke with a law clerk about the situation. He stated that I could put a stop payment on the check-reasons being to dispute the incident. I called the customer service (hank) and explained the situation and she agreed that a stop payment would be suitable for this incident.

After this incident, I proceeded to file a complaint to ISUZU Motors Inc., US Department of Transportation, and BBB Autoline. ISUZU Motors rep.-Mr. Cloden stated that there was nothing that they could do being that it was said that spare tire was not defected. At this present time I still have an open claim with US department of Transportation and BBB Autoline.

Heather
9/22/05

In conclusion to this statement, the customer service and workmanship was very poor and rudely. And being that I am a valued customer for ISUZU, I am very disappointed and angry to have been treated the way I did. This incident has been turned over to proper officials for resolution.

Thank You,


Purchase Dealership: Southtowne ISUZU

Date: July 17 2003

Sales Consultant: Richard Kemp

Towing Company: Paul's Towing

Towing Tech: Matt

Phone: 770-954-9514



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

25-MAY-2005

Reference No.
10122081

OWNER INFORMATION (Type or Print)

Name

Address

City

MORROW

State

GA

Zip Code

Daytime Telephone Number

E-mail Address

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 7/10/05

VEHICLE INFORMATION

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

4S2CE58X02

Make

ISUZU

Model

AXION

Model Year

2002

Date Purchased
17-JUL-03Dealer's Name and Telephone Number
SOUTH TOWN ISUZU

Engine:

No. Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

RIVERDALE

State

GA

Zip Code

Transmission Type

AUTOMATIC

☒

Antilock Brakes

☒

Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

190000 TIRES:TEMPORARY/EMERGENCY SPARE TIRE

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-MAY-2005

Failure Mileage

33430

Failure Speed

25

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

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

☐ 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).

DT: CONSUMER'S VEHICLE HAD A FLAT TIRE AND CALLED ROAD SIDE ASSISTANCE FOR ISUZU. THEY CAME AND CHANGED THE TIRE, BUT THE SPARE TIRE WAS DEFECTIVE. THE TIRE WENT FLAT ONCE AGAIN. CONSUMER TOOK THE VEHICLE TO THE DEALERSHIP WHERE IT WAS PURCHASED, AND SERVICE MANAGER SAID THERE WAS NOTHING HE COULD DO. CONSUMER HAD TO PAY FOR THE NEW TIRE. THE VEHICLE IS STILL UNDER WARRANTY. THIS VEHICLE IS A ISUZU, AXION.

Tire Size 65R17-Goodyear Integrity

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.

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).