

May 17, 2006

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Attention: Isuzu Motors America, Inc.
Owner Relations
13340 183rd Street
Cerritos, CA 90702

CC: BBB Auto Line
National Institute for Automotive Service Excellence (ASE)
National Automobile Dealers Association
Motorist Assurance Program
International Association of Lemon Law Administrators
DOT Auto Safety Hotline

To Whom It May Concern: My name is [REDACTED] I live in Newport News, Virginia.

I'm writing to you out of a feeling of disappointment and frustration. My story goes like this. I purchased a brand new 2002 Isuzu Rodeo in April of 2002. I was happy with my purchase. It met my every need from comfort, to a sense of style at a reasonable price. In March of 2006, my Rodeo would not accelerate; it was drinking gasoline like it was water. I didn't know what was happening. I took my vehicle to an Isuzu service department and they told me I had a defective gas fuel pump. They replaced the part. Now here is May of 2006 (two months later), I have 48,000 miles on my vehicle, I'm driving down the highway and my vehicles refuses to accelerate, and I'm thinking what is going on? Then I thought maybe the weather is too hot today, and that eventually my truck would run okay. It was okay for a couple of days. Then one morning, a week later, I left for work, I stalled in the middle of traffic, the vehicle refuse to drive. My car is then towed to the dealership and they tell me my transmission went out. I haven't stopped crying sense. Oh sure the warranty covers it BECAUSE I'm under 50, 000 miles? I'm thinking, I can't afford to go but to and from work, vacations to some degree, are out of the question for me (financially), I have 48,000 miles on a car that turned 4 years old one month ago and I have already had two major car incidences, within a two month period of time, why is that?

My question to you is why and what if I could afford to go further than A to B, and I averaged over 50,000 miles within a 4 year period, I would have a garaged car at this point. I worry now about what is going to go out next, and that I have only 2000 miles left of free repair? I am so angry, because my car is all I have right now, I have my struggles financially like most single people, I'm working two jobs and trying to get my credits to meet the Highly Qualified Teacher Requirements for the state of Virginia, and I am pursuing a masters program, I need my car to be reliable.

Had I not been less than 50,000 miles, my daily life routine would have come to a complete stand still. I am a teacher, I am expected to be at school everyday and when

W/ owner
5/31/06

I'm not in school I'm in class myself or working my second job, only because of the convenience of my car. Sir I am asking for answers to why I had to experience these 2 major situations (at least major to me), so early? I would appreciate if you could respond to my question. I am truly fearful that the next failure on that car, is going to be the engine, and I'm sure I'll be over the 50,000 mark, probably by 1000.

Requesting a response please,
Sincerely,

[REDACTED]

Newport News, Virginia [REDACTED]

Contact

[REDACTED]

[REDACTED] home number
[REDACTED] cell number