



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 100148

Date Received

2006 SEP 29 PM 2:15
29-SEP-2006Repository ☐Reference No.
10169604**OWNER INFORMATION (Type or Print)**

Name

Address

City

CHINO HILLS

State

CA

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

JACDS58X417

Make

ISUZU

Model

TROOPER

Model Year

2001

Date Purchased
20-JUL-01

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☐ Antilock Brakes☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATIONIncident Date(s)
01-SEP-2006Failure Mileage
80000Failure Speed
10**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: DOTM19ABC036)

☐ 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*: THE CONTACT STATED WHEN STOPPED DURING VARIOUS ROAD CONDITIONS, THE VEHICLE SHOOK AND ACCELERATED TO 10 MPH. ALSO, ALL POWER FAILED, AND THE VEHICLE STALLED. IT WAS TOWED TO THE SERVICE DEALER, WHO REPLACED THE TRANSMISSION FOR THE THIRD TIME FOR THE SAME PROBLEMS. THE MANUFACTURER WAS CONTACTED.*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 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(ies)

- ① Please see attached documentation provided to the Better Business Bureau Auto line (These were my notes that I used to present my case to the BBB)
- ② Please see attached copy of invoices indicating the repairs made by the dealership.
- ③ Please see a copy of the purchase agreement ATTACH ADDITIONAL SHEETS IF NECESSARY of Vehicle.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

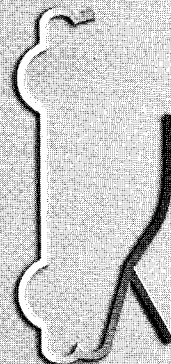
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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-210
400 7th Street, SW
Washington, DC 20590



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



1. My husband and I bought at brand new 2001 Isuzu Trooper at the Santa Ana Dealership on July 20, 2001.

2. Since we purchased the vehicle the transmission has had to be replaced 3 times and I do not feel safe driving this. Vehicle

3. **Based on the Tanner Consumer Protection Act Section 1 & 3 I would like the dealership to by back the vehicle.**

*******The Tanner Consumer Protection Act states the following:*******

A. If a vehicle has been out of service more than 30 calendar days (cumulative) since the delivery by reason of repair of one or more non-conformities by the manufacturer or its agent (such as a authorized dealer).

B. Same non-conformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven and vehicle subject to 2 or more repairs by the same manufacturer.

4. I am requesting that the manufacturer buy back this vehicle for the reasons stated above and the following documentation:

*****[✓](If you could please refer to Page 11 of the documents that was faxed to Better Business Bureau Auto Line)*****

1. On December 2, 2004 my Isuzu Trooper at 54,366.000 ^{toward} miles & (miles) ^{began} shaking, losing power and dumping oil on the ground as I am driving on a main intersection.
2. I contacted my husband to drive the vehicle home since I didn't feel safe driving it. He can barely drive the vehicle as it continues to drip oil at a maximum speed of 5 miles per hour.
3. I contacted Ochoa towing to pick up the vehicle to have it towed to the Isuzu dealership in Santa Ana. → PG #13
4. The dealership stated the transmission was leaking burnt fluid and obtained authorization from the manufacturer to have the transmission replaced.
5. I contacted the manufacturer while the vehicle was in the shop at 562-229-5000 and was told by customer relations that towing is not covered since I did not purchase the extended warrant. *** Please see copy of the **manufacturers warranty booklet** ^{thru} it states that towing us covered for a period of 5 years or 60,000.00 miles and they refused to reimburse me for the towing fees.

(If you could please refer to page #21 of the documents faxed to the Better Business Bureau.)

1. On February 4, 2005 at 57,112.000^{thousand miles} (~~thousand miles~~) I took the vehicle in again because the engine light was coming on. The dealership documented on the invoice that they found a small evaporation leak. They also stated the transmission was ok.

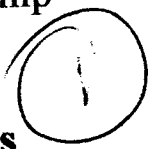
***** (Please refer to page #14 of the documents faxed to the Better Business Bureau.) *****

On August 8, 2005 at 66,675,000 (thousand miles) my husband and I took the Isuzu Trooper back to the dealership because the car started to jolt and had difficulty shifting into gear.

The dealership replaces the transmission again.

(Please refer to page #20 of documents faxed to the Better business Bureau.)

On October 27, 2005 at 69,993.00^{thousand miles} (~~Thousand miles~~) we bring the car again to the dealership stating the transmission is jerking and the ABS sensor in coming on and off. I was told by the dealership that the transmission was ok and that the ABS sensor was not under warranty. Why was this not covered????? Can you please show me in the warranty manuel were it states this is not covered?



****Please refer to page #16 of the documents faxed to the Better Business Bureau****

1. On September 6, 2006 at 82,234,000 ^{thousand} ~~(thousand miles)~~ my Isuzu Trooper was towed again to the dealership.
2. As I came to a stop at each intersection and started to proceed at the green light, the car would start shaking and losing power.
3. I was told by the dealership that the manufacturer only authorized replacing the transmission if I paid for a new radiator. They said the radiator had a low cooling efficiency and needed to be replaced. I was forced to pay 1,414.59 to replace this part. **Why wasn't this covered???? (please see the warranty manual page 7. which states the cooling systems is covered for up to 120,000.00 miles)**

2

In conclusion: I am requesting that the manufacturer buy back my vehicle based on the Tanner Consumer Protection act.

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).