



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 DEC -1 AM 8:40
02-NOV-2006

Repository ☐

Reference No.
10172463

OWNER INFORMATION (Type or Print)

Name

Address

City

SEVERNA PARK

State

MD

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 11/13/06

VEHICLE INFORMATION

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

4S2CM58V3V4

Make

ISUZU

Model

RODEO

Model Year

1997

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Annapolis, Md.

State

Md.

Zip Code

Transmission Type

☐

Antilock Brakes

☒

Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

161000 STRUCTURE:FRAME AND MEMBERS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-SEP-2006

Failure Mileage

59000

Failure Speed

0

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 AT 18,000 MILES, ALL ROTORS AND BRAKE PADS NEEDED TO BE REPLACED. WHEN THE VEHICLE WAS SERVICED FOR AN OIL CHANGE AT A LOCAL SERVICE STATION; THE CONTACT WAS INFORMED THE FRAME WAS RUSTED OUT AND UNSAFE TO DRIVE. AN INDEPENDENT BODY SPECIALIST INSPECTED THE VEHICLE AND DETERMINED THE FRAME WAS BEYOND REPAIR. THE CONTACT WROTE TO THE MANUFACTURER, BUT A RESPONSE HAD NOT BEEN RECEIVED. THE SERVICE DEALER WAS NOT ALERTED. *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.

ISUZU

October 25, 2006

[REDACTED]
Severna Park, MD [REDACTED]

Dear Mrs. [REDACTED]

Thank you for your recent letter concerning the repairs of your 1997 Isuzu Rodeo performed by an independent repair shop.

We have reviewed the difficulties that you encountered with the brakes and rust on your 1997, Isuzu Rodeo. As you probably know, as a vehicle ages, the likelihood increases that the vehicle will require certain repairs and adjustments to ensure proper performance and safety. Such repairs ordinarily become necessary as a result of normal wear and use of the vehicle.

We realize that repairs are not welcome at any time; however, we are certain that you must appreciate that there is a point beyond which any necessary repairs would be the responsibility of the owner. Therefore, due to the age and mileage of your 1997 Isuzu Rodeo, we must decline any financial assistance to you.

Again, thank you for writing and for this opportunity to comment.

Sincerely,

Shashu Watson
National Owner Relations

CASE # 06298011

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).