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November 6, 2006

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Isuzu Motors America, Inc.
Owner Relations
13340 183rd Street
Cerritos, CA 90702-6007

Re: 2002 Axiom

Dear Reader:

In 2003, I purchased a 2002 Isuzu Axiom. I bought this vehicle based on several factors, i.e. its style, the roomy and comfortable interior and most importantly, Isuzu's reputation in the automotive industry. To date, I am sorry that I ever purchased this vehicle. Since driving the car off the dealership lot, I have had to bring the vehicle back for numerous problems. The dealership does a band-aid fix and off you go thinking that the problem has been taken care of. On more than one occasion over the past two years, both my husband and I complained that there was a transmission problem with the vehicle. The service department dismissed our complaints and basically said the car was running fine. Obviously, we were not wrong as the vehicle has just recently had a new transmission put in the car, as well as a new electrical system. At the time my transmission was being replaced, several other 2002 Axioms came into the shop for the exact same problems. Maybe this is why you do not see many Axioms around. There are too many major problems with them and they should have been recalled.

Much to my surprise after doing some research, I have found numerous complaints about the Axioms, all with transmission problems. Having a vehicle that is only 4 years old with such major problems reflects poorly on your company. These are defective vehicles. I was sold a lemon not only by you, Isuzu, but by the dealership, Endicott Isuzu, who boasted about the life of an Isuzu vehicle. I purchased what I thought was a reliable vehicle to get me back and forth to work, as well as transport my children to school and other activities. Was I ever wrong.

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The costs of the repairs to this vehicle are beginning to far outweigh the amount that is owed. I work hard for my money. When I pay thousands of dollars for a vehicle from a reputable company, I do not expect to have problems like the ones I have had and continue to have. I have lost money due to missed work waiting for the vehicle to be repaired and towed because it was not able to be driven. I have had to incur the expense of a rental vehicle. I cannot afford to throw my money away and pay for a vehicle that is in the shop more than it is in my possession.

This vehicle has had problems with the air-conditioner, an evaporator leak, the replacement of a transmission switch. An O2 sensor had to be replaced and most importantly, the replacement of the transmission and electrical system.

By copy of this letter to the Better Business Bureau and the National Highway Traffic Safety Administration, I am putting them on notice that this vehicle is defective.

Your response to this correspondence is appreciated.

Very truly yours,

A solid black rectangular box used to redact the signature of the sender.

Cc: Bryan Haagenon, PA
Better Business Bureau
National Highway Traffic Safety Administration