



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

18-NOV-2010

Repository ☐

Reference No.
10366689

OWNER INFORMATION (Type or Print)

Name
Address
City WEYMOUTH State MA Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number 4S2DM58W714 Make ISUZU Model RODEO Model Year 2001
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:
Original Owner ☐ Dealer's City State Zip Code
Transmission Type ☐ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 25-OCT-2010
☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 022000 SUSPENSION: REAR Failure Mileage 107000 Failure Speed 60

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: DOTMAL9ABC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
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).

TL*THE CONTACT OWNS A 2001 ISUZU RODEO. WHILE DRIVING APPROXIMATELY 60 MPH THE STEERING WHEEL BEGAN TO TURN TO THE LEFT AND RIGHT. THE CONTACT BEGAN TO LOSE CONTROL AND NOTICED THAT THE REAR OF THE VEHICLE WAS DRIFTING INTO A DIFFERENT LANE. THE VEHICLE WAS PULLED ONTO THE EMERGENCY LANE AND SHUT OFF. UPON EXAMINING THE VEHICLE HE NOTICED THAT THE REAR SUSPENSION AND THE ENTIRE FRAME WAS SEVERELY COVERED WITH RUST. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS IN THE PROCESS OF BEING REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 117,000. THE VIN WAS UNAVAILABLE.

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.



How did we do? Receive a \$10 off oil change coupon on your next visit. Please, complete the survey at www.tkcares.com Use password 12942223 00001

MA NATL TIRE & BAT # 568
175 MAIN STREET
WYOMOUTH MA 02188

* FINAL BILL -INVOICE**
Invoice# 43671548 - RI
Order Num 12942223 - WI
Date/Time In..... 10/25/10 08:45:28
Date/Time Promised.. 10/25/10 09:57:57

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2001 ISUZU Rodeo
Tag: [REDACTED] St: MA Mileage: 109365
Engine: [REDACTED] VIN# 4S2DM58W714 [REDACTED]

Customer: 13729010 PO#:

Ship To:

BOSTON MA [REDACTED]
Opening Salesperson 12927600
Addl Repairs may be authorized by

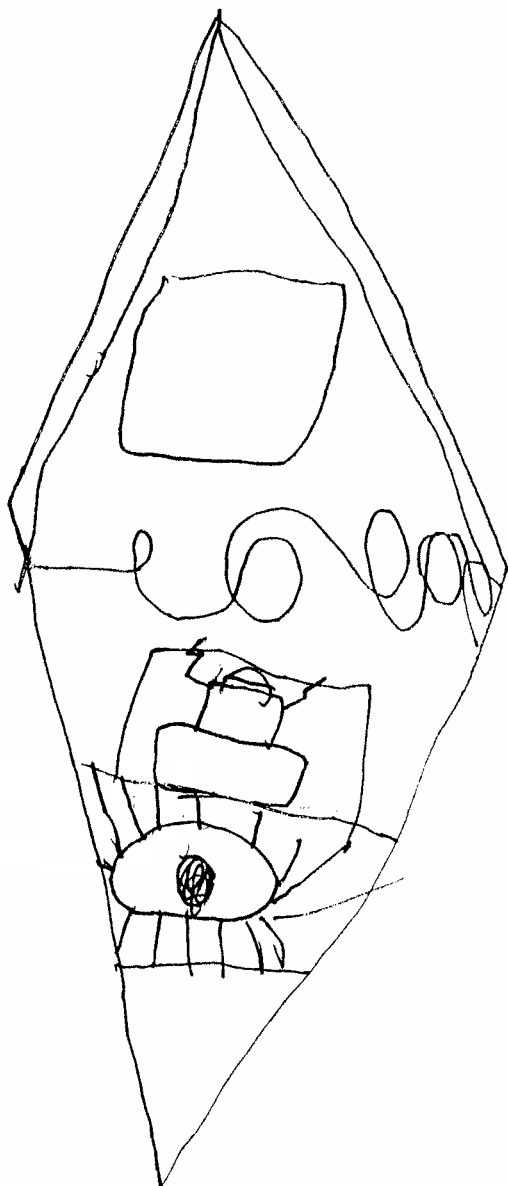
Home# [REDACTED] Work#
Phone#

Item Number	Item Description	Qty	Price Each	Ext
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QC	VISUAL MAINTENANCE INSPECTION	1		
customers frame is broken recommend towing vehicle as this is a severe safety issue, customer is aware and chooses to drive vehicle at own risk, ntb is not liable for these action				

IF YOU HAVE A QUESTION OR CONCERN PLEASE SPEAK
TO OUR STORE MANAGER, MICHAEL N. CAICO
AT (781) 340-9700

PLEASE DISREGARD
THE DRAWING BY
MY 6 YEAR OLD
SON.



Special Credit:	
Total Charges..	
Total Credits..	0.00
Sub-Total.....	0.00
New Tire Fees**	0.00
Shop Fees(*)	0.00
All Taxes.....	0.00
Payments.....	0.00

Net Amount..... 0.00
PLEASE PAY ABOVE AMOUNT.
THANK YOU! Closer: 0289165

I have received the goods and services as represented on this invoice. If this is a credit card purchase I agree to pay and comply with the cardholders agreement with the issuer. *This charge represents costs and profits to the vehicle repair facility for miscellaneous Shop Supply or Waste Disposal.

Customer Signature _____



