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JAN 14 2011

January 5, 2011

EXECUTIVE SECRETARIAT

2011 JAN 14 A 8:30

RECEIVED - NHTSA

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue S.E.

Washington, DC 20590

I am writing to you regarding my 2000 Isuzu Rodeo, VIN# 4S2DM58W0Y4 [REDACTED]. In late November 2009 my 2000 Isuzu Rodeo broke down on Rte. 9 in Framingham, Massachusetts. It was not drivable. The rear bracket was rusted so bad that it detached from the frame. The car stopped driving. It was towed to Exceptional Towing in Framingham, Massachusetts.

When we spoke to the tow company, they told us that this was not the first Isuzu Rodeo that they seen it happen to. We inquired about having it fixed, but he told us since the individual who drives it is only 19 years of age, he would not recommend it. He would not fix it because of the liability.

The vehicle sat at Exceptional Towing for about one month. During that month, we had other mechanics go look at the vehicle and they said the same thing. They said that if they tried to fix it, it would most likely happen again and they did not want to be responsible for the liability.

In December 2009, we told Exceptional Towing to junk the car. Now in November 2010, we get a recall on the vehicle. If we had known that the vehicle was going to be recalled, the end result would have been different than junking it and losing out money. The vehicle was in good condition except for the bottom that fell out. At the time, we had no choice. If we would of know about this recall, we would have had it fixed, then traded it in for a different vehicle. We had to junk the Isuzu Rodeo and received zero dollars and purchase another vehicle and had to come up with thousands of dollars.

I am looking for some reimbursement because we had to get rid of the vehicle. I am enclosing a copy of the letter from Exceptional Towing. Please feel free to contact them. We also have case# 10350010 in with Isuzu Motors.

Ware, MA [REDACTED]

NH
1-19-11
DW



Exceptional Automotive, Inc.

December 22, 2010

To Whom It May Concern:

We at Exceptional Auto Body towed a 2000 Isuzu Rodeo, VIN # 4S2DM58WOY4 [REDACTED] belonging to [REDACTED] at the request of the customer due to the car being taken to the junkyard. The tow was done on January 7, 2010.

Please contact me with any questions. I can be reached at 508-872-9434.

Sincerely,

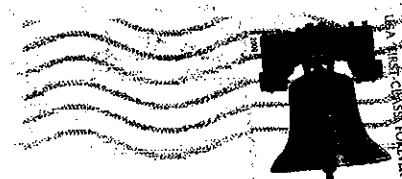
Roman Churn
Towing Department

Case # 10350010

[REDACTED]
Ware, Ma [REDACTED]

SPRINGFIELD MA 011

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