

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

21-JAN-2011

Repository ☐

Reference No.
10378099

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City LITTLETON

State MA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

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 Located at bottom of windshield on driver's side
4S2CM58W0X4 [REDACTED]

Make
ISUZU

Model
RODEO

Model Year
1999

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)
20-JAN-2011

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 022000 SUSPENSION: REAR, 161000 STRUCTURE: FRAME AND MEMBERS

Failure Mileage
135000

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: DOTMAL9ABC036)

☐ 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

Number of Deaths

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 1999 ISUZU RODEO. WHILE THE VEHICLE WAS AT THE DEALER FOR RECALL REPAIRS NHTSA CAMPAIGN ID NUMBER: 10V436000 (SUSPENSION:REAR); THE TECHNICIANS STATED THAT THE VEHICLE WAS UNABLE TO BE REPAIRED DUE TO THE FRAMES SEVERE RUST. THEY WERE UNABLE TO WELD THE BRACKET TO THE FRAME. THE MANUFACTURER STATED THAT THEY WOULD RETURN THE CONTACTS CALL AND HAD NOT DONE SO WHEN THE COMPLAINT WAS FILED. THE APPROXIMATE FAILURE MILEAGE WAS 135,000.

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.

Case # 10378099

February 11, 2011

To: NHTSA
1200 New Jersey Avenue SE
Washington, DC 20590

From: [REDACTED]
[REDACTED]
Littleton, MA [REDACTED]
VIN#: 4S2CM58W0X4 [REDACTED]

Statement of events:

Most drivers don't look under their car. But I restore old cars as a hobby and from time-to time I do take a look under our every day cars, kind off like a dentist always looking at the person's teeth.

This 1999 Isuzu Rodeo was in our family from the day I picked it up from the new car lot in Denver Colorado back in 1999. The car has been taken very good care and still looks and drives pretty good, other then completely rusted inside out frame.

The first time I've noticed the severe rust on a frame about 6 years ago. Slices of metal were pilling off the frame. At that time I've cleaned the rust off the frame to the best of my abilities, treated the frame with rust transforming paint.

About 1.5 years ago my Rodeo was in a shop for a brake change and mechanic accidentally punched a hole in a frame with a screwdriver!!!!!! I gave a frame a closer look and determined that entire frame was rusted from inside out.

Took my Isuzu to Leo S. Cavalier metal fabrication shop where my Rodeo's frame was reinforced with welded plates in multiple locations. As you can see from the attached document that only cost me \$400. But in some placed there was ton enough "meat" to weld to. I've spent many hours trying to rebuild and weld the frame by myself simply because the shop didn't want to deal with it any more. I had to secure rear stabilizing frame bar with chains (see attached pictures) because welding didn't hold.

At the end of December 2010 the recall notice came from Isuzu of America. It was carefully worded to include only "the left and right forward mounting bracket areas of the rear suspensionlower link" and not the frame of the car. According to Isuzu of America bracket is not attached to the frame but has a life of its own.

On January, 21, 2011 I took my car to the Isuzu service dealer in Nashua, NH. As you can see from their observations that are attached to this letter, my Rodeo qualifies for STAGE 4 repair - "DUE TO WIDESPREAD COLLETERAL CORROSION, REASSEMBLY FOLLOWING STAGE 4 PROCESS WOULD BE IMPOSSIBLE AND WOULD RENDER THIS VEHICLE INOPERABLE AND UNSAFE"!!!!!! Dealership was afraid that they would not be able to put car back together. To put it in simple terms "we would be drilling into the sand". And I do agree with the Peters of Nashua service center.

For the past 4 weeks I was in contact with Isuzu of America almost on a daily base. Sometimes on hold for 4 (FOUR!!!!!!) hours. At the end they offered to by my otherwise perfectly fine truck (No rust and I kept every oil change and repair bill) for \$2000.00 ... And there are more than 100,000 other "proud Isuzu owners" that have the same problem with their cars. You can simply read some of the posts here:

<http://townhall-talk.edmunds.com/direct/view/.f1d6728>

and on Facebook:

<http://www.facebook.com/group.php?gid=187031801231&v=wall&viewas=0>

I hope that NHTSA will do their job and get to the bottom of this mess. People responsible for such problem should be held accountable. And unsafe Isuzu Rodeos, Isuzu Axioms and Honda Passports should be removed from the road before somebody got killed.

Thank You.



ODI Complaint: 10378099

Date: Friday, February 18, 2011 9:06:33 AM
Attachments: [emailingrodeorot013rodeorot001rodeorot002.zip](#)
[Dealer_Isuzu_10378099.jpg](#)
[Rodeo_Repair_10378099.jpg](#)
[Case_ISUZU_NHTSA_10378099.doc](#)
[10378099.pdf](#)
[EVOQ_EMAIL_RESPONSE.doc](#)

From: EVOQ (NHTSA)
Sent: Friday, February 18, 2011 8:59 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: 10378099

From: [REDACTED]
Sent: Thursday, February 17, 2011 5:03 PM
To: DataQuality, DataQuality (NHTSA); EVOQ (NHTSA)
Subject: Re: FW: NHTSA: Follow up to ODI Complaint: 10378099

Case # 10378099

February 17, 2011
To: NHTSA
1200 New Jersey Avenue SE
Washington, DC 20590

From: [REDACTED]
[REDACTED]
Littleton, MA [REDACTED]
VIN#: 4S2CM58W0X4 [REDACTED]
Make & Model: 1999 Isuzu Rodeo V6, 4x4

Statement of events:

Most drivers don't look under their car. But I restore old cars as a hobby and from time-to-time I do take a look under our every day cars, kind off like a dentist always looking at the person's teeth.

This 1999 Isuzu Rodeo was in our family from the day I picked it up from the new car lot in Denver Colorado back in 1999. The car has been taken very good care and still looks and drives pretty good, other then completely rusted inside out frame.

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For the past 4 weeks I was in contact with Isuzu of America almost on a daily basis. My case # with Isuzu Customer service is 11020006.

Sometimes on hold for 4 (FOUR!!!!!!) hours. At the end they offered to buy my otherwise perfectly fine truck (No rust and I kept every oil change and repair bill) for \$2000.00 ...

No comment....

And there are more than 100,000 other "proud Isuzu owners" that have the same problem with their cars. You can simply read some of the posts here:

<http://townhall-talk.edmunds.com/direct/view/.f1d6728>

and on Facebook:

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Thank You.



On Wed, Feb 9, 2011 at 2:52 PM, <EVOQ@dot.gov> wrote:



Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

CUSTOMER #: 106574

427779



(603) 886-9300



(603) 889-1166

ISUZU

(603) 889-1166



(603) 886-9333

PETERS of NASHUA

INVOICE

LITTLETON, MA

PAGE 1

280/300 Amherst Street · NASHUA, N.H. 03063

www.petersauto.com

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1237 JEFF LEVESQUE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	99	ISUZU RODEO	4S2CM58W0X4		134826/134826	T7537	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DD			WAIT 20JAN11		0.00	CASH	20JAN11
R.O. OPENED		READY	OPTIONS: DLR:02005 ENG:3.2_Liter_DOHC_Gas				
20JAN11		20JAN11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A WARRANTY CAMPAIGN							
RECALL WARRANTY CAMPAIGN							
	6704	CI				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

136000 PERFORMED FRAME INSPECTION PER MANUFACTURER - CUSTOMER HAS HAD PREVIOUS REPAIRS TO STABILIZE RIGHT SIDE TRAILING ARM - LEFT SIDE DOES NOT PASS PUNCH TEST - VEHICLE QUALIFIES FOR STAGE 4 REPAIR - DUE TO WIDESPREAD COLLATERAL CORROSION, REASSEMBLY FOLLOWING STAGE 4 PROCEDURE WOULD BE IMPOSSIBLE AND WOULD RENDER THIS VEHICLE INOPERABLE AND UNSAFE. PLEASE NOTE THAT CUSTOMER HAS PERFORMED MULTIPLE STABILIZING REPAIRS TO VARIOUS PORTIONS OF THE FRAME. BUMPER IS CURRENTLY ATTACHED WITH CHAINS.

**** PETERS NISSAN/ISUZU ****

" STRIVING FOR EXCELLENCE "

THANK YOU FOR VISITING OUR SERVICE DEPARTMENT

NEW EXTENDED SERVICE HOURS

MONDAY THRU FRIDAY 7:00AM TO 7:00PM

SATURDAY 8:00AM TO 4:00PM

THANK YOU FOR BRINGING YOUR
AUTOMOBILE TO PETERS OF NASHUA.

COMPLETE BODYSHOP AND PAINT FACILITY.
CALL THE BUMP CLINIC (603) 886-9315.

DISPOSAL OF HAZARDOUS WASTE

The State of New Hampshire requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.

Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. I authorize you to contact me by telephone in reference to this repair.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS MISC.	0.00
	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

LEO S. CAVELIER, INC.

P.O. Box 2135 14 Wetherbee St
ACTON, MA 01720
(978) 369-9730

CUSTOMER'S ORDER NO.	PHONE	DATE
		8.19.10
NAME		
ADDRESS		

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D.	PAID OUT
QTY.	DESCRIPTION				PRICE	AMOUNT
	Welding Gun & Rods					400.00

LEO S. CAVELIER, INC.
14 WETHERBEE ST.
ACTON, MA 01720

Merchant ID: 0000000965906
Term ID: 01396465
235219713999

Sale

MC

XXXXXXXXXXXX

Entry Method: Swiped

Apprvd: Online Batch#: 000461

08/19/10 14:08:51

Inv #: 000001 Appr Code: 055042

Total: \$ 400.00

Customer Copy

RECEIVED BY	TAX
	TOTAL

10695

All claims and returned goods MUST be accompanied by this bill.

NEBS To Reorder:
800-225-6380 or nebs.com

THANK YOU







F0070-1
MD210



















