

CL-10403452-1240

MAY 19 2011

EXECUTIVE SECRETARIAT

2011 MAY 18 P 4: 12

RECEIVED - NHTSA

I received a recall notice on my 2002 Isuzu Rodeo I had to take it to Joe Holland in South Charleston, WV which was 1 1/2 hours from my home.

Because it took 3 days I had to get a rental car from Enterprise. I sent in my original receipts to National Owner Relations Dept and received a letter back saying they would not pay it.

I feel they should pay me back the 206.97 I requested because #1. it was because of faulty workmanship that the recall was given, #2. Without a rental car I could not get home or have a way to go anywhere if the need came up, #3. I learned Isuzu had to buy back vehicles that could not be repaired.

With the price of gas going up these costs should not have been made because of Isuzu workmanship. Please help me to get back the 206.97 asap as my 2 year old granddaughter has to have open heart surgery at Ruby Memorial Hospital in Morgantown, WV on May 26th and that 206.97 would help on gas expenses. Please pray for all of us and little [redacted] our granddaughter, Thank You [redacted]

Prinella, WV [redacted]

ET  
05/21  
pw

*Continued from reverse.*

Please note that the brackets, and the tools needed to install them, may not be available until the middle of January 2011. Therefore, if the inspection reveals that the corrosion has progressed to the point where your vehicle needs new brackets, you may need to bring your vehicle back to the service facility after parts become available. In that event, Isuzu or the service facility will contact you when parts are available to arrange for an appointment to perform the repair.

If your vehicle is not drivable, please call the Isuzu Special Assistance Center at 1-877-460-0706 so we can arrange to have the vehicle transported to an Isuzu service facility to be inspected and to receive an appropriate remedy, after the needed parts and tools become available. That transportation will be provided at no charge.

#### **REIMBURSEMENT**

If you have already paid for repairs to address the condition covered by this recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. Among other things, you will need to provide the original paid receipt or invoice verifying the repair and the costs of that repair.

If you have any questions regarding this matter you can visit our website at [www.isuzu.com](http://www.isuzu.com) or contact our Special Assistance Center at 1-877-460-0706.

If you have any problems obtaining the needed repair or believe that this repair has not been made within a reasonable time, you may contact:

**National Owner Relations Department**  
Isuzu Motors America, LLC  
1400 S. Douglass Road  
Suite 100  
Anaheim, CA 92806

1-304-744-1561

If you still are not satisfied, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience that this action may cause you.

Sincerely,  
ISUZU MOTORS AMERICA, LLC

← Tear Here →



1000 D Street - South Charleston, WV 26030  
 (304) 720-9222 - Fax: (304) 720-9214  
 www.JoeHolland.com

SERVICE DEPARTMENT HOURS  
 7:00 a.m. to 5:30 p.m.  
 Monday - Friday

R/O Open Date	R/O Number
4/11/11	601305
R/O Close Date	Status
1/01/11	Open
02000	0000
Jake Perdue/384	
4S20MBRW224	

PLATE NO	WV	VIN	4S20MBRW224
2002	TSUZU	RODEC	4DR LS 3.2L AUTO



#1 - 99C: \*  
 FRAME RECALL  
 Corrected by 119996:  
 Work performed by JASON HANKS (314)  
 Installed 29005D0000 :NOXUDOL 700 ANTI-C Qty: 1  
 Installed 29005D1000 :NOXUDOL 30 ANTI-C Qty: 1  
 PERFORMED RECALL FOR FRAME RUST  
 INSPECTED WITH A PUNCH AND HAMMER-GOOD  
 HAS A LITTLE SURFACE RUST  
 NO REPAIRS NEEDED  
 SPRAYED NOXUDOL 700 INSIDE OF FRAME  
 SPRAYED NOXUDOL 300 ON OUTSIDE OF FRAME  
 LABOR CODE 11996-CONDITION 2

Warranty  
 Warranty  
 Warranty

#2 - 99C: \*  
 CUSTOMER STATES ABS LIGHT IS ON  
 Corrected by DIAGFEE; DIAGNOSIS OF CUSTOMER CONCERN  
 Work performed by JASON HANKS (314)  
 HAS CODE C0235, AND C0236  
 BOTH CODES ARE FOR LOSS OF SIGNAL ON REAR  
 SPEED SENSOR  
 SUGGEST REPLACE REAR SPEED SENSOR AND RETEST  
 CUSTOMER DECLINED REPAIR  
 Sub Total: 79.95

79

#3 - 99C: \*  
 CUSTOMER STATES WHEN THE FAN MOTOR IS ON THERES A  
 ROARING TYPE NOISE  
 Work performed by JASON HANKS (314)

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to inspect the vehicle herein covered and to examine, photograph, copy and use any material in that inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs made.

PRINTED NUMBER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, written or implied, including an implied warranty of merchantability and fitness for a particular purpose, and shall not be further responsible for any defective product or services for a any liability in connection with the sale of said products. Any limitation contained herein does not apply when excluded by law.

LABOR	
PARTS	
REDUCIBLE	
SALES TAX ON TAXABLE	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

206.97

RENTAL AGREEMENT REF# 97001W  
05/011

**RENTED**

**SUMMARY OF CHARGES**

DATE & TIME OUT  
04/11/2011 08:40 AM  
DATE & TIME IN  
04/14/2011 09:17 AM

**BILLING CYCLE**  
24-HOUR

VEH #1 2011 CHRY TC TOUR  
VIN# 2A4RR5DC5BR  
LIC#  
MILES DRIVEN 147

**CLAIM INFO**  
SHOP: JOE HOLLAND CHEVROLET  
PHONE: (304) 744-1561  
ATTN: SVC

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	04/11 - 04/14	3	DAY	\$40.00	\$120.00
REFUELING CHARGE	04/11 - 04/14				\$0.00
<b>Subtotal:</b>					<b>\$120.00</b>
<b>Taxes &amp; Surcharges</b>					
MVTR	04/11 - 04/14	3	DAY	\$1.00	\$3.00
WEST VIRGINIA STATE SALES TAX	04/11 - 04/14			6%	\$7.20
<b>Total Charges:</b>					<b>\$130.20</b>

**Total Amount Due** \$0.00

**PAYMENT INFORMATION**

**AMOUNT PAID** \$130.20  
**TYPE** Mastercard

**CREDIT CARD NUMBER**  
XXXXXXXXXX PENDING

is to Charleston to  
pick up Rodeo  
15.00

gas put back in  
rental car  
32.00

Use to take Rodeo to  
Joe Holland for recall  
29.97

LITTLE GENERAL #3060  
RT. 60  
HAULEY BRIDGE, WV.  
304-632-1593  
P54850184-001 SUND00 0360700200  
CLITE 60  
HAULEY BRIDGE WV 25085

SPEEDWAY  
0009222  
South Charleston  
WV 25303-0000

LITTLE GENERAL #12405  
P.O. BOX 549  
ANSTED, WV 25812  
304-658-4954  
00000030205-01 LITTLE GENERAL #0506  
135 E MAIN STREET ANSTED WV

TRAN#: 1213748  
Pump 04  
Unleaded, Self Serve  
8.206 @ \$3.899/GAL  
GAS TOTAL \$32.00  
TOTAL \$32.00

Descr.	Qty	Amount
<CUSTOMER COPY>		
UNLD CA #03	0.1256	30.54
	@ 3.759/ G	
Sub Total		30.54
Tax		0.00
Additional Loyalty Disc		-0.57
TOTAL		29.97
CREDIT \$		29.97

Descr.	Qty	Amount
<CUSTOMER COPY>		
Prepay CAR07		15.00
Sub Total		15.00
Tax		0.00
TOTAL		15.00
CREDIT \$		15.00

Master Card  
Card Num :  
XXXXXXXXXX  
TERM:  
0050009222001  
APPR#: 04421Z  
SEQ#: 104068113

CARD TYPE: MASTERCARD  
CARD NAME: TILDA/MARTIN  
ACCT NUMBER: \*\*\*\*\*  
EXP. DATE: TRANS TYPE: SALE  
AUTH# 00321Z 00 DOC # 40002

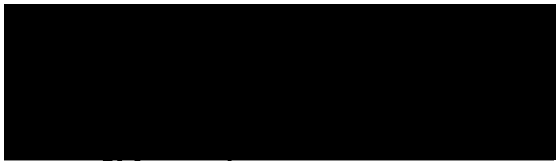
CARD TYPE: MASTERCARD  
CARD NAME: TILDA/MARTIN  
ACCT NUMBER: XXXX XXXX XXXX  
TRANS TYPE: SALE  
APPROVAL: 02113Z INVOICE: 015389  
AMOUNT: \$ 15.00

04/14/2011 08:08:59  
Cardholder agrees to  
pay to issuer total  
charges per the  
agreement between  
cardholder & issuer.  
VISIT US AT  
WWW.SPEEDWAY.COM  
CUSTOMER SERVICE  
1-800-643-1948  
M-F 8:30A-6:30P ST

THANKS, COME AGAIN  
LOYALTY ID#: \*\*\*\*\*562  
FUELINKS

APPROVED 02113Z  
\*\*\*\*\*  
THANKS, COME AGAIN  
REG# 0002 CSH# 006 DR# 01 TRN# 27325  
04/21/11 20:09:42 ST# 3060

REG# 0002 CSH# 006 DR# 01 TRN# 25090  
04/11/11 06:08:40 ST# 2405

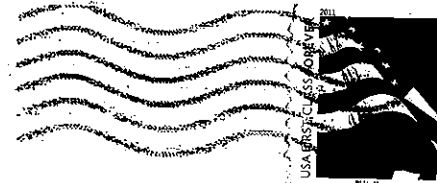


*Rainelle, WV*



CHARLESTON WV 253

12 MAY 2011 PM 2 T



*Administrator,  
National Highway Traffic Safety Admin.  
1200 New Jersey Avenue, SE.  
Washington, D.C.  
20590*