

CL-10406371-5569 NVS-200

JUN 01 2011

May 20, 2011

EXECUTIVE SECRETARIAT

2011 MAY 31 P 4:12

To Whom It May Concern:

RECEIVED - NHTSA

In September of 2010, my daughter (and a passenger) was driving my Rodeo (VIN#4s2cm58w2x4 [REDACTED]) at around 58 M.P.H. when the frame broke, almost wrecking them. They were scared to death. We had the vehicle towed to an auto repair shop close to our home only to find out that the frame was rusted out on both sides, at the rear of the vehicle and at the shock area. We had it repaired and new steel put in at the recall area.

At this time, we did not know that there was a recall in process. We received the recall in 2011.

We have since been dealing with frame issues. No one wants to fix it in our area or feel safe about welding the frame anymore due to weakening the frame more than it is. What are we supposed to do with this SUV?

I drove it to State College, PA to the nearest dealer (within two hours from our house) to Jabco Maggi. I spent \$45.00 in fuel and took off a day's work so I could take it there. Jabco told me it was not worth fixing and that they would turn it into Isuzu. I was told to take it home without any repairs at that time. When I got home, I called Isuzu's Customer Relation Department. They told me to have it towed back up there so the service manager could look at it again and that is what I did. A couple of days later, Jabco called and said it was done and that what they did was put the recall parts on the passenger side and that was all they could do, but there was still frame issues. It would not pass Pennsylvania State Inspection because the frame was in bad condition. I then took off another day of work to go and pick it up and my daughter took off work to drive me up to State College so I didn't get charged for letting it on their lot. This in turn was another 180 miles and \$55 in gas to pick it up.

So it sits in my garage with a bad frame that no one in our area will fix because of weakening of the frame in relationship to safety issues in Pennsylvania. What am I supposed to do now? I understand that Isuzu is out of business now but that does not make it right for my family to be without a vehicle. I am stuck with a rust bucket that no one will fix because of bad steel on the vehicle.

I am submitting copies of my bills for repairs which really did not remedy the situation.

I would appreciate some help in this matter. It is not fair to past customers nor myself because of this recall issue.

Sincerely,

cc: Nat. Highway Traffic Safety Admin.

AM- [REDACTED]

ET
060711
DL

safercar.gov

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Report Date : May 20, 2011 at 11:20 AM

NHTSA Campaign ID number : 10V436000

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HONDA / PASSPORT

ISUZU / AXIOM

ISUZU / RODEO

Model Year(s):

1998-2002

2002

1998-2002

Manufacturer: ISUZU MANUFACTURING SERVICES OF AMERICA**NHTSA CAMPAIGN ID Number:** 10V436000**Mfr's Report Date:** SEP 22, 2010**NHTSA Action Number:** 2 Investigations found
[View](#)**Component:** SUSPENSION:REAR**Potential Number of Units Affected:** 149,992**Summary:**

ISUZU IS RECALLING CERTAIN MODEL YEAR 1998-2002 ISUZU RODEO AND MODEL YEAR 2002 ISUZU AXIOM VEHICLES, AND HONDA IS RECALLING CERTAIN 1998-2002 HONDA PASSPORT VEHICLES, THAT WERE ORIGINALLY SOLD, OR ARE CURRENTLY REGISTERED, IN THE STATES OF MAINE, NEW HAMPSHIRE, VERMONT, MASSACHUSETTS, RHODE ISLAND, CONNECTICUT, NEW YORK, NEW JERSEY, PENNSYLVANIA, DELAWARE, MARYLAND, THE DISTRICT OF COLUMBIA, WEST VIRGINIA, OHIO, INDIANA, MICHIGAN, ILLINOIS, WISCONSIN, MINNESOTA, IOWA, MISSOURI, AND KENTUCKY. VEHICLES THAT HAVE EXPERIENCED SUSTAINED EXPOSURE TO HIGHLY CORROSIVE MATERIALS USED IN SOME JURISDICTIONS FOR ROAD DEICING PURPOSES MAY EXPERIENCE EXCESSIVE CORROSION IN THE VICINITY OF THE FORWARD MOUNTING POINT BRACKET FOR THE LEFT OR RIGHT REAR SUSPENSION LOWER LINK PRIOR TO THE TIME THAT SUCH CORROSION WOULD NORMALLY BE EXPECTED.

Consequence:

EXCESSIVE CORROSION MAY RESULT IN THE LEFT OR RIGHT REAR SUSPENSION LOWER LINK BRACKET BECOMING DETACHED FROM THE FRAME, WHICH CAN AFFECT VEHICLE HANDLING AND POTENTIALLY CAUSE A CRASH.

Remedy:

DEALERS WILL INSPECT THE REAR SUSPENSION LOWER LINK BRACKET AREA. FOR VEHICLES IN WHICH LITTLE OR NO CORROSION IS FOUND, THE AREA WILL BE TREATED WITH AN ANTI-CORROSIVE COMPOUND. FOR VEHICLES IN WHICH CORROSION HAS DAMAGED THE REAR SUSPENSION LOWER LINK BRACKET AND AFFECTED ITS CONNECTION TO THE VEHICLE FRAME, A REINFORCEMENT BRACKET WILL BE INSTALLED. IN THE RARE EVENT THE CORROSION IS SO SEVERE THAT THE REINFORCEMENT BRACKET REMEDY WOULD NOT BE APPROPRIATE, A REPURCHASE OFFER WILL BE EXTENDED TO THE VEHICLE'S OWNER. ALL INSPECTIONS AND REMEDIES WILL BE PROVIDED FREE OF CHARGE FOR VEHICLES THAT ARE 10 YEARS OLD OR LESS. FOR VEHICLES OLDER THAN 10 YEARS, ISUZU WILL OFFER A FREE REMEDY, BUT ONLY IF THE VEHICLE IS PRESENTED TO AN ISUZU SERVICE FACILITY, OR HONDA DEALER (AS APPLICABLE), DEALER WITHIN 12 MONTHS OF WHEN OWNER NOTIFICATIONS WERE ISSUED. THE SAFETY RECALL IS EXPECTED TO BEGIN EARLY DECEMBER 2010. ISUZU OWNERS MAY CONTACT ISUZU AT 1-800-255-6727. HONDA OWNERS MAY CONTACT HONDA AT 1-800-999-1009.

Notes:

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

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Jabco-Maggi Motors, Inc.
dba Jabco-Maggi Mitsubishi
273 Benner Pike • State College, PA 16801
150 Shiloh Road • State College, PA 16801
(814) 237-8895
Toll Free 1-866-699-CARS (2277)
Fax (814) 237-1922



CUSTOMER NO. 8663	ADVISOR SALLY	TAG NO. 151	INVOICE DATE 05/03/11	INVOICE NO. ISCS27663
[REDACTED] ALUM BANK, PA [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 135,736	COLOR
	YEAR / MAKE / MODEL 99/ISUZU/RODEO/			DELIVERY DATE
	VEHICLE I.D. NO. 4 S 2 C M 5 8 W 2 X 4			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 04/12/11	
MO: 135736				

LABOR & PARTS
1 97ISZZ

RECALL
PERFORM RECALL 10V-436-FRAME
INSTALLED SMALL KIT ONLY ON RIGHT SIDE PER JIM AT
ISUZU, STILL HAS ISSUES FOR INSPECTION NOT COVERED BY
RECALL.

UNITS: TECH(S):146

WARRANTY

DISCLAIMER OF WARRANTIES
The seller, hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

ARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
OB # 1	1	8-98181-806-0	SERVICE KIT	
OB # 1	1	2-9005D-100-0	RUST PROOF	
OB # 1	1	2-9005D-000-0	RUST PROOF	

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

TOTALS

[] CASH [] CHECK CK NO. [] *
[] VISA [] MASTERCARD [] DISCOVER *
[] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SERVICE HOURS
Monday, Tuesday and Thursday
7:30am to 5:00pm
Wednesday and Friday
7:30am to 5:00pm

CALLER
5/3/11
(CS)

CUSTOMER REIMBURSEMENT CLAIM FORM

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: 6-19-11

17-Digit Vehicle Identification Number (VIN): 4S2CM58W2X4

Mileage at Time of Repair: 130 220 Date of Repair: 9-9-10

Claimant Name (please print):

Street Address or PO Box Number:

City: ALUM BANK State: Pa ZIP Code:

Daytime Telephone Number (include Area Code)

Evening Telephone Number (include Area Code)

Amount of Reimbursement Requested: \$ 477.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Owner Relations Center
1400 S. Douglass Road, Suite 100
Anaheim, Ca. 92806

Reimbursement questions should be directed to the following number:
1-800-255-6727

Or E mail at customerservice@isza.com

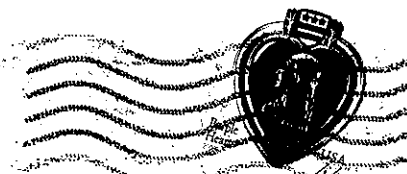
FAX 714-938-0353



Alum Bank, PA

JOHNSTOWN PA 159

23 MAY 2011 PM 2 L



ADMINISTRATOR NATIONAL HIGHWAY
SAFETY ADMINISTRATION
1200 NEW JERSEY AVE. S.E.
WASHINGTON, D.C. 20590

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