

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

EQ-10435489-4954

From: Wells, Cynthia CTR (NHTSA)
To: Eagle, Brenda CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10435489
Date: Wednesday, November 30, 2011 1:41 54 PM
Attachments: Receipt for your PayPal payment to RE Realty Corp.msg
Vehicle Questionnaire.pdf

Report Vehicle Safety Defects



www.safercar.gov

From: Williams, Maritza CTR (NHTSA) On Behalf Of DataQuality, DataQuality (NHTSA)
Sent: Wednesday, November 30, 2011 9:31 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10435489

From: [REDACTED]
Sent: Wednesday, November 30, 2011 9:13 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10435489

**This is purchased Electrical switch/ignition starter that I have replaced myself.
See attachment-vehicle questionnaire for corrected statements.
Also attached it payment info from PayPal which shows I paid for this recently.**

Thank you

[REDACTED]
[REDACTED]
Passaic NJ [REDACTED]
[REDACTED]
[REDACTED] fax

From: EVOO@dot.gov
Print: ☒ Listing summary ☐ Seller's description ☒ Listing images [Print](#)
[Skip to main content](#)

Item: [390333071384](#)

SMP/STANDARD US-765 Switch, Ignition Starter

Ignition Starter Switch

Member id [thegreasesquad](#) (Feedback Score Of 1871)

Item condition: [New](#)
Compatibility: [See compatible vehicles](#)

Price: US \$48.36

Shipping and handling

Item location: Hempstead, New York, United States

Shipping to: United States

Excludes: Alaska/Hawaii, US Protectorates, APO/FPO

<u>Shipping and handling</u>	<u>To</u>	<u>Service</u>	<u>Estimated delivery*</u>
<u>Free shipping</u>	<u>United States</u>	<u>Standard Shipping</u>	<u>Within 5-9 business days</u>
<u>* Estimated delivery dates - opens in a new window or tab include seller's handling time, and will depend on shipping service selected and receipt of cleared payment - opens in a new window or tab. Delivery times may vary, especially during peak periods.</u>			
<u>Domestic handling time</u>			<u>Estimated sales tax</u>
<u>Will usually ship within 4 business days of receiving cleared payment- Seller charges sales tax for items shipped to: NY*(8.625%) . opens in a new window or tab.</u>			<u>* Tax applies to subtotal + S&H for these states only</u>

Return policy

<u>After receiving the item, contact seller within</u>	<u>Refund will be given as</u>	<u>Return shipping</u>	<u>Return policy details</u>
<u>30 days</u>	<u>Money back</u>	<u>Buyer pays return shipping</u>	<u>No returns on electrical parts No warranty on friction wear</u>

Payment details

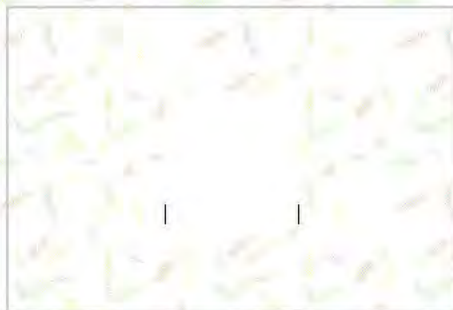
<u>Payment method</u>	<u>Preferred / Accepted</u>
	<u>Accepted</u>
	<u>Accepted</u>

Item specifics

Part Brand:SMP/STANDARD
Seller's description

Manufacturer Part Number:US-765

SMP/STANDARD US-765 Switch, Ignition Starter



SELLER & PAYMENT INFORMATION

Seller name : thegreasesquad
See our other listings

Sent: Wednesday, November 30, 2011 8:32 AM
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10435489

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



From: service@paypal.com
To: [REDACTED]
Subject: Receipt for your PayPal payment to R&F Realty Corp
Date: Tuesday, November 15, 2011 9:22:05 PM



Nov 15, 2011 21:22:01 EST
Transaction ID: [27B210428T1](#) [REDACTED]

Hello [REDACTED]

You sent a payment of \$48.36 USD to R&F Realty Corp (webmaster@thegreasesquad.com)

Thanks for using PayPal. To see all the transaction details, log in to your PayPal account.

It may take a few moments for this transaction to appear in your account.

Seller
R&F Realty Corp
webmaster@thegreasesquad.com

Note to seller
You haven't included a note.

Shipping address - confirmed

[REDACTED]
Passaic, NJ [REDACTED]
United States

Shipping details
The seller hasn't provided any shipping details yet.

Description	Unit price	Qty	Amount
SMP/STANDARD US-765 Switch. Ignition Starter Item# 390333071384	\$48.36 USD	1	\$48.36 USD
			Shipping and handling \$0.00 USD
			Insurance - not offered ----
			Total \$48.36 USD
			Payment \$48.36 USD
This charge will appear on your credit card statement as "PAYPAL "RFREALTYCOR"			
Payment sent to webmaster@thegreasesquad.com			

Issues with this transaction?

You have 45 days from the date of the transaction to open a dispute in the Resolution Center.



Questions? Go to the Help Center at: www.paypal.com/help.

Please do not reply to this email. This mailbox is not monitored and you will not receive a response. For assistance, log in to your PayPal account and click **Help** in the top right corner of any PayPal page.

You can receive plain text emails instead of HTML emails. To change your Notifications preferences, log in to your account, go to your Profile, and click **My settings**.

PayPal Email ID PP843

U.S. Department
of TransportationNational 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

14-NOV-2011

Repository ☐Reference No.
10435489**OWNER INFORMATION (Type or Print)**

Name

Address

City PASSAIC

State NJ

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JR2RJ2863W0Make
ISUZUModel
OASISModel Year
1998

Date Purchased

06/2004

Dealer's Name and Telephone Number

PRIVATE SELLER

Engine:

No: Cylinders

Fuel Type:

4 GASOLINE

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

2.3 L VTEC

☒ Cruise Control

Multiple Failure:

Incident Date(s)

09-NOV-2010
2009**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

Failure Speed

239000
189000

9, 10, 60

ANY SPEED

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: DOTM19ABC035)

☐ 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 1998 ISUZU OASIS. THE CONTACT STATED WHILE DRIVING 60 MPH THE VEHICLE SUDDENLY STALLED WITHOUT WARNING. THE CONTACT TOOK THE VEHICLE TO A LOCAL MECHANIC. AFTER THE DIAGNOSTIC TEST WAS PERFORMED, THE MECHANIC STATED THE IGNITION SWITCH WAS DEFECTIVE DUE TO THE IGNITION SWITCH LOSING POWER. THE MECHANIC STATED THE IGNITION ASSEMBLY SWITCH ASSEMBLY NEEDED TO BE REPLACED. THE CONTACT DID NOT REPLACE THE IGNITION SWITCH ASSEMBLY. THE CONTACT DID NOT CALL THE MANUFACTURER REGARDING THE FAILURE. THE FAILURE MILEAGE 239,000. 189K (BAGGAGE)

1 CORRECTION: I COULD BE STANDING OR DRIVING AT ANY SPEED AND THE CAR WILL SUDDENLY STALL
 2 IGNITION SWITCH ASSEMBLY LOST POWER/ELECTRIC DUE TO WORN OUT CONTACTS DUE TO HIGH ELECTRIC CURRENT. BASICALLY ELECTRICAL CONTACTS WERE VAPORIZED.
 3 I DID CONTACT ISUZU DEALERS BUT ALL STATED THAT THIS MODEL WAS NOT PART OF RECALL WHICH 1998 HONDA ODYSSEY HAD. RECENTLY I REPLACED IT MYSELF - SEE INVOICE

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.

PROBLEM WAS SOLVED BY REPLACING IGNITION SWITCH ASSEMBLY