

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10437870
Date: Tuesday, February 21, 2012 9:51:47 AM
Attachments: [Isuzu recall receipt.pdf](#)
[10437870 \(1\).pdf](#)
[EVOQ EMAIL RESPONSE \(1\).doc](#)
[img045.pdf](#)
[img044.pdf](#)

Report Vehicle Safety Defects! www.safercar.gov

-----Original Message-----

Subject: FW: NHTSA: Follow up to ODI Complaint: 10437870

-----Original Message-----

From: [REDACTED]
Sent: Sunday, February 19, 2012 3:57 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10437870

Dear Mr. Reid or Office of Defects Investigation Enforcement Representative,

On November 17, 2011, I had a 1999 ISUZU Rodeo (VIN No. 4S2CM58W8X4 [REDACTED]) repaired at Norman-David Lincoln Mercury Isuzu Suzuki in Westbrook, Maine. The vehicle was repaired under NHTSA campaign I.D. No. 10V436000.

Unfortunately, the recall repair provided was not adequate because the bracket required by the recall was bolted to a portion of the frame that exhibited excessive salt-related rust. I am disappointed because immediately following the repair my vehicle was declined Maine State Motor Vehicle Inspection and, as such, has been declared unsafe to drive in my state. I have contacted the manufacturer in an attempt to fix the problem. The representatives with whom I have spoken, however, have been dismissive.

To resolve the problem, I would appreciate your help in securing a buyback or other appropriate compensation from the manufacturer. Attached are copies of my records - including the safety recall notice, receipts of repair, this case's Vehicle Owner's Questionnaire, as well as photos of the damage and inadequate repair.

I look forward to your reply and a resolution to my problem. Please contact me at the below address or by phone at [REDACTED]

Sincerely,

[REDACTED]
[REDACTED]
Madawaska, ME
[REDACTED]

On Wednesday, December 14, 2011 at 1:44 p.m. 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

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

30-NOV-2011

Repository ☐Reference No.
10437870**OWNER INFORMATION (Type or Print)**Name Address

City MADAWASKA

State ME

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 INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4S2CM58W8X4

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)

17-NOV-2011

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage
100000Failure 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: DOTM19ABC036)

☐ 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. THE CONTACT STATED THAT THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN I.D. NUMBER: 10V436000 (SUSPENSION:REAR). THE CONTACT DID NOT FEEL THE RECALL REPAIR WAS ADEQUATE BECAUSE A BRACKET WAS BOLTED TO THE FRAME, WHICH EXHIBITED EXCESSIVE RUST. THE CONTACT WAS CONCERNED THAT FRAME WOULD FRACTURE, FRACTURING THE BRACKET AND POSSIBLY CAUSING A CRASH. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 100,000.

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.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary.

Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety.

Also, if available, **include copies of repair invoices**, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ





01/24/2012 20:56



01/24/2012 20:55



01/24/2012 21:00





01/24/2012 20:58



01/24/2012 20:59



01/24/2012 20:57



01/24/2012 20:58

“URGENT SAFETY RECALL - THIRD NOTICE”

Dear [REDACTED]

October 2011

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Isuzu Motors Limited has decided that a defect which relates to motor vehicle safety exists in certain model year (MY) 1998-2002 Rodeo vehicles and certain MY 2002 Axiom vehicles originally or currently registered in the following states (the “Salt Belt”): Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, the District of Columbia, West Virginia, Ohio, Indiana, Kentucky, Michigan, Illinois, Wisconsin, Minnesota, Iowa, and Missouri. According to our records, your vehicle has not yet received the remedy for this defect. Therefore, we urge you to bring your vehicle to one of our service facilities for an inspection and an appropriate repair.

WHAT IS THE CONDITION?

Certain Isuzu 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. In certain extreme cases, excessive corrosion in this vicinity may result in a lower link bracket becoming detached from the frame, which can affect vehicle handling and potentially cause a crash.

WHAT WE WILL DO

An Isuzu service facility will inspect the left and right forward mounting point bracket areas of the rear suspension lower link of your vehicle to determine if corrosion is present in those areas. For vehicles in which little or no corrosion is observed in those areas, the service facility will treat the areas with an anti-corrosion compound to reduce the likelihood of additional corrosion in those areas in the future. In the relatively rare case in which corrosion has damaged the area around either or both of the forward mounting point brackets of the rear suspension lower link and affected their connection to the vehicle’s frame, one of two different types of reinforcement brackets will be installed, depending upon the extent of the corrosion. In the unlikely event that the reinforcement bracket remedy would not be effective, Isuzu will provide an alternative remedy. This service will be performed for you at no charge, subject to the limitations set out in the following paragraph.

Please note that because your vehicle was originally purchased more than ten years before September 22, 2010, which is the date on which Isuzu advised the National Highway Traffic Safety Administration of this recall, Isuzu is not required to provide a remedy at no charge. However, as a courtesy, if you present your vehicle to an Isuzu service facility no later than twelve (12) months from the date of the first owner notification letter, which was mailed on December 13, 2010, Isuzu will voluntarily provide this remedy at no charge. If you wish to obtain the remedy after the expiration of this one-year period, you will need to pay for the necessary parts and labor. The current Manufacturer’s Suggested Retail Price (“MSRP”) of the anti-corrosion compound is between approximately \$27.00 and approximately \$54.00, depending on how many cans of the compound are required. However, if your vehicle requires reinforcement brackets, the MSRP

Continued on reverse.

IMPORTANT: If you have sold or traded your Isuzu vehicle, please enter the owner’s name and address, if known, on the attached “Change of Information” postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this campaign notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

← Tear Here →

We’re looking to the future by recycling today.

Continued from reverse.

of the bracket kits plus the required anti-corrosion compound is currently approximately \$210.00 or approximately \$407.00, depending on which type of bracket is required. Labor charges will be in addition to the cost of the required parts.

For the majority of vehicles, the inspection and the application of the anti-corrosion compound will be all that is necessary, and that work will take approximately ninety minutes. If, however, the corrosion in the area(s) specified above is so extensive that it is necessary to install new reinforcement brackets, the repairs will take approximately three hours or ten hours, depending on which type of bracket is used. Of course, depending upon the service facility's work schedule and/or the need to have the necessary parts delivered to the service facility, it may be necessary for you to make your vehicle available for a longer period of time.

WHAT YOU SHOULD DO

Please call the Isuzu Special Assistance Center at 1-877-460-0706 or visit our website at www.isuzu.com to identify the Isuzu service facility that is closest to you. Then, you should contact the service facility to arrange an appointment to bring your vehicle in to have the inspection and the remedy work performed. Please present this letter or refer to Safety Recall No. 10V-436.

If your vehicle is not drivable due to the conditions noted in this letter, 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. 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 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

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 ↘

1-877-460-0706
10437870
10437870

827-613-4975
Wind Han
655 Respect
Trail
207-872-8536



NORMAN-DAVID LINCOLN MERCURY ISUZU SUZUKI

140 Larrabee Road-Exit 48
WESTBROOK, MAINE 04092
Tel. (207) 856-6715

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
38985	DEAN C ESTES	362	11/17/11	ISC5231321
	LICENSE NO. 0009	VEHICLE 362	COPIES	
	YEAR / MAKE / MODEL	112,107	DELIVERY MILES	
MADAWASKA, ME	99/ISUZU/RODEO/4DR LS 3.2L AT 4WD	SELLING DEALER NO.	PRODUCTION DATE	
	4 S 2 C M 5 8 W 8 X 4	H. O. DATE		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		N	11/15/11	

LABOR & PARTS

J# 1 50LIZ RECALL/CAMPAIGN UNITS: TECH(S):73451 WARRANTY
10V 436 CORROSION INSPECTION
INSPECTED PER RECALL B KIT NEEDED
INSTALLED THE B KIT PER RECALL
HAS RUST IN OTHER AREAS NOT AFFECTED BY THE RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8-98181-814-0	SERVICE KIT TYP		WARRANTY
JOB # 1	1	2-9005D-000-0	NOXUDOL 700 ANI		WARRANTY
JOB # 1	1	2-9005D-100-0	NOXUDOL 300 ANT		WARRANTY
JOB # 1	1	2-90028-700-0	LABEL; RECALL C		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

COMMENTS
WAIT

TOTALS	
MAINE'S FIRST LINCOLN PREMIER CERTIFIED DEALER!!	

* [] CASH [] CHECK CK NO. [] *	TOTAL LABOR.... 0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL PARTS.... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL SUBLET... 0.00
*****	TOTAL G.O.G.... 0.00
BE SURE TO VISIT US AT WWW.NORMAN-DAVID.COM	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00
	TOTAL INVOICE \$ 0.00

ASK US ABOUT TIRES -- WE HAVE GREAT PRICES ON NAME BRANDS!!!

YOU MAY BE RECEIVING A SURVEY FROM THE MANUFACTURER.
OUR GOAL IS MAKING YOU "COMPLETELY SATISFIED" PLEASE LET US
KNOW IF THERE IS ANYTHING WE CAN DO TO EARN THAT RATING!

CUSTOMER SIGNATURE