 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b> DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received <b>MAR 16 2012</b> 12-DEC-2011</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10439422</p>		
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	<p>E-mail Address</p>		
<p>Address [REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City EVART</p>	<p>State MI</p>	<p>Zip Code [REDACTED]</p>			
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4S2DM58W3Y4 [REDACTED]</p>		<p>Make ISUZU</p>	<p>Model RODEO SPORT</p>	<p>Model Year 2000</p>	
<p>Date Purchased <b>11-10-10</b></p>	<p>Dealer's Name and Telephone Number <b>Kirby Auto Sales</b></p>		<p>Engine <sup>DOHC V6</sup> No: Cylinders <sup>24 Valve</sup><b>6</b></p>	<p>Fuel Type: <b>unleaded gasoline</b></p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State <b>MI</b></p>	<p>Zip Code</p>		
<p>Transmission Type <b>automatic</b></p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 01-DEC-2010 <b>Approx 11-12-10</b></p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Codes: 162000 STRUCTURE: BODY, 020000 SUSPENSION</p>			<p>Failure Mileage 137000 <b>Approx</b></p>	<p>Failure Speed <b>35</b></p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2000 ISUZU RODEO SPORT LS. THE CONTACT STATED THAT THERE WAS RUST DAMAGE IN THE REAR OF THE VEHICLE, CAUSING THE REAR FRAME BRACKET TO SEPARATE WHILE DRIVING. A LOCAL MECHANIC REPAIRED THE FAILURE BUT THE VEHICLE WOULD CONTINUE TO SWAY WHILE DRIVING. THE DEALER DIAGNOSED THAT THE REPAIRS WERE SATISFACTORY AND THAT REPAIRS UNDER NHTSA CAMPAIGN ID NUMBER: 10V436000 (SUSPENSION:REAR) DID NOT NEED TO BE PERFORMED. THE MANUFACTURER DENIED ANY ASSISTANCE WITH REPAIRS TO THE DEFECT. THE FAILURE MILEAGE WAS 137,000 AND THE CURRENT MILEAGE WAS 146,000. <b>Approx</b> <b>Approx</b></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>		
<p>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.</p>					



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	Repository <input type="checkbox"/>
12-DEC-2011	Reference No. 10439422

**OWNER INFORMATION (Type or Print)**

Name		
Address		
City	State	Zip Code
EVART	MI	

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 4S2DM58W3Y4		Make ISUZU	Model RODEO SPORT	Model Year 2000
Date Purchased 11-10-10	Dealer's Name and Telephone Number Kirby Auto Sales		Engine: DOHC V6 24 valve No: Cylinders 6	Fuel Type: unleaded gasoline
Original Owner <input type="checkbox"/>	Dealer's City	State MI	Zip Code	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-DEC-2010 Approx 11-18-10

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 162000 STRUCTURE: BODY, 020000 SUSPENSION	Failure Mileage 137000	Failure Speed 35mph
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**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 2000 ISUZU RODEO SPORT LS. THE CONTACT STATED THAT THERE WAS RUST DAMAGE IN THE REAR OF THE VEHICLE, CAUSING THE REAR FRAME BRACKET TO SEPARATE WHILE DRIVING. A LOCAL MECHANIC REPAIRED THE FAILURE BUT THE VEHICLE WOULD CONTINUE TO SWAY WHILE DRIVING. THE DEALER DIAGNOSED THAT THE REPAIRS WERE SATISFACTORY AND THAT REPAIRS UNDER NHTSA CAMPAIGN ID NUMBER: 10V436000 (SUSPENSION:REAR) DID NOT NEED TO BE PERFORMED. THE MANUFACTURER DENIED ANY ASSISTANCE WITH REPAIRS TO THE DEFECT. THE FAILURE MILEAGE WAS 137,000 AND THE CURRENT MILEAGE WAS 146,000.  
Approx 137,000 Approx

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.

# Your New Isuzu

From: **John Kirby** (johnk6400@yahoo.com)

Sent: **Wed 11/10/10 12:49 PM**

To: [REDACTED]

[REDACTED] I can feel your excitement.

I have it all cleaned up for you and I will be here most of the day.

I have this in my business-dealership name still so I will actually file all of your title-work through the state and do your plate work for you.

*— same business (name) as Kirby Auto Body in Bannister, MI that he said he wasn't in*  
So, if you get a chance, please get me the following information so that I can have your paperwork ready when you come to pick it up... it will save you some time.

*business with or affiliated with*

- name
- address
- date of birth
- dri lic number

- insurance company for the vehicle
- policy number (if you want you can just have them send me a proof of insurance to my fax 866-899-3393)

-also, please let me know what year,make, model and vin number of vehicle that you want to transfer the plate from to this one.

I know you have a little drive, so I want to make sure everything is ready when you arrive.

I am going to call dee back in just a few minutes to make sure everything is going ok on her end.

You're almost there!!  
John

--- On **Wed, 11/10/10**, [REDACTED] wrote:

From: [REDACTED]  
 Subject: Re: [REDACTED]  
 To: "John K" <johnk6400@yahoo.com>  
 Date: Wednesday, **November 10, 2010, 10:17 AM**

Thanks for the photos! Looks sharp, like I stated before just WAITING on the BANK!!! Lol hopefully they will HURRY it up, lol so anxious:)

[REDACTED] Blackberry

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

From: John K <[johnk6400@yahoo.com](mailto:johnk6400@yahoo.com)>  
Date: Wed, 10 Nov 2010 09:44:44  
To: [REDACTED]  
Subject:

Interior, sorry for the delay

I would have <sup>+</sup>included  
Correspondence to <sup>+</sup> from Isuzu, but  
they were contacted (2x) by Phone.

F.Y.I.

I never received a recall letter from Isuzu. I  
found it (recall) on the <sup>+</sup>internet, <sup>+</sup>in March (late Feb) 2011.  
Recall was issued <sup>+</sup>in Dec 2010. Now ~~Remember~~ <sup>Remember</sup>, I purchased  
<sup>+</sup>in NOV 2010; That being noted - I found on the  
<sup>+</sup>internet postings from Sept 2010 on Isuzu site  
about problems w/ this... In Sept 2010. This leads  
me to believe that Mr. Kirby did have knowledge  
about the <sup>+</sup>issue w/ the truck I purchased from  
him prior to selling it. I also believe that  
the letter I should have received from Isuzu  
about a recall went to him, even though  
the truck was no longer registered in their  
name. The guy at the dealership I took it into  
said that I was suppose to <sup>+</sup> & should have  
been sent one.

>I have this in my business-dealership name still so I will actually file all of your title work through the state and do your plate work for you.

>

>So, if you get a chance, please get me the following information so that I can have your paperwork ready when you come to pick it up... it will save you some time.

>

>-name

>-address

>-date of birth

>-dri lic number

>

>-insurance company for the vehicle

>-policy number (if you want you can just have them send me a proof of insurance to my fax 866-899-3393)

>

>-also, please let me know what year,make, model and vin number of vehicle that you want to transfer the plate from to this one.

>

>I know you have a little drive, so I want to make sure everything is ready when you arrive.

>

>I am going to call dee back in just a few minutes to make sure everything is going ok on her end.

>

>You're almost there!!

>John

>

>

>--- On Wed, 11/10/10, [REDACTED]

>[REDACTED] wrote:

>

>

>From: [REDACTED]

>Subject: Re:

>To: "John K" <johnk6400@yahoo.com>

>Date: Wednesday, November 10, 2010, 10:17 AM

>

>

>Thanks for the photos! Looks sharp, like I stated before just WAITING on the BANK!!! Lol hopefully they will HURRY it up, lol so anxious:)

>

>[REDACTED] Blackberry

>

>-----Original Message-----

>From: John K <johnk6400@yahoo.com>

>Date: Wed, 10 Nov 2010 09:44:44

>To: [REDACTED]

>Subject:

>

>Interior, sorry for the delay

>  
>I have never had any issues with this so it has to be the way the switch was turned... has to be something simple. Please try it again and let me know. Maybe it burnt a bulb out. Things happen like that sometimes. Please get me a number to an autozone in your town if you have one and I will call to get someone to take care of this for you.

>  
>I never noticed the tail pipe rattling... but if it is rattling please get me a couple numbers of muffler shops in your town and I will call them and get it taken care of for you.

>  
>I don't believe it has ever been in any kind of a bad accident, because all of the paint matches and the panels line up real nice and usually silver is pretty hard to match.

>  
>So, for that reason I really don't believe so.

>  
>Please let me know on a muffler shop, and please check the switch on the headlights so that I know for sure if I need to get someone up there to take care of this for you.

>  
>Enjoy and we will get it figured out.

>  
>John

>  
>  
>

>--- On Thu, 11/11/10, [REDACTED] wrote:

>  
>

>From: [REDACTED] com [REDACTED]  
>Subject: Re: Your New Isuzu  
>To: "John Kirby" <johnk6400@yahoo.com>  
>Date: Thursday, November 11, 2010, 3:19 AM

>  
>

>Hey John, when I talked to u last night I was very sleepy, however I wanted to ask about only having one headlight(dim) and then in Mt. Pleasant I had NO dim lights AT ALL! Bright lighted everyone on the way home, lol-kinda. The rattling sound that the tailpipe makes when idling-how long has it been like that? Has it ever been in a front-end accident? I will give you a call later today when I am at home. Thanks.

[REDACTED] Blackberry

>  
>

>From: John Kirby <johnk6400@yahoo.com>  
>Date: Wed, 10 Nov 2010 09:49:42 -0800 (PST)  
>To: [REDACTED]  
>Subject: Your New Isuzu

>  
>  
>  
>  
>  
>

[REDACTED] I can feel your excitement.

>  
>

>I have it all cleaned up for you and I will be here most of the day.

>

so much!

[REDACTED] s Blackberry

>

>

>From: John Kirby <johnk6400@yahoo.com>

>Date: Thu, 11 Nov 2010 18:42:53 -0800 (PST)

>To: [REDACTED]

>Subject: Re: Your New Isuzu

>

>

>

>

>

>

>I really don't know what made the headlights give out... makes no sense.

>

>But, I would rather just put brand new bulbs in it and know that they are good than to wonder. That J.R. guy at napa was very nice and I think he will help you out with this tomorrow.

>

>Please try if you can to get this done friday if possible? I just want to know that it is done.

>

>Thanks, John

>

>--- On Thu, 11/11/10, [REDACTED]

[REDACTED] com> wrote:

>

>

>From: [REDACTED]

>Subject: Re: Your New Isuzu

>To: "John Kirby" <johnk6400@yahoo.com>

>Date: Thursday, November 11, 2010, 8:14 AM

>

>

>Yes I even stopped to get out and brett and I checked it out, there were no dim lights, weird cause when I left alma I know I had one cause brett let me know there was. One brake light too but that's an easy fix:)

[REDACTED] Blackberry

>

>

>From: John Kirby <johnk6400@yahoo.com>

>Date: Thu, 11 Nov 2010 04:13:44 -0800 (PST)

>To: [REDACTED]

>Subject: Re: Your New Isuzu

>

>

>

>

>

>

[REDACTED] I have never known the headlights to do that. Are you sure that you were using the bright/dim switch right? Was it actually clicking when you switched them?

>

>I know they work good and I have never had an issue at all with them so I believe either the switch was not rolled all the way forward, or turn them on and notice that you can move it forward or backward. One way is just to have brights as you hold it, and the other way is for them to stay on high themselves. But, I bet that switch was not rolled all the way forward.

# Re: Your New Isuzu

From: John K (johnk6400@yahoo.com)

Sent: Sat 11/13/10 8:50 AM

To: [REDACTED]

*Reply to*

Yes, that would be a good idea, then I can see what is going on, lets do it Monday and well meet at a mechanic that I know, he can plug it in and find why the lights on, I will check the other issue you're speaking of, I will see what time he csn get us in, get back w u when I know

[REDACTED] wrote:

>I was curious if you were going to be around this weekend and I could bring the truck down and show you what I mean about this shift/jerk thing its *was like a doing-do* be 100% honest it is starting to concern me and I would like to try *Sway...* the 4wheel dr. But am afraid too. Can you carfax it and if you aren't going to be around over the weekend what about monday? Its just that I don't want *the whole* to get taken and I don't want everyone who said NOT too buy it to be right: *body of* ( I like it, a lot so I hope we can straighten this out. *truck would shift*

[REDACTED] Blackberry

>-----Original Message-----  
>From: John Kirby <johnk6400@yahoo.com>  
>Date: Thu, 11 Nov 2010 19:55:48  
>To: [REDACTED]  
>Subject: Re: Your New Isuzu

>Good, thank you for taking it in.  
>  
>I dont believe it has fog lights. The bumper insert, I know that was filled on the drivers side because the original cover came out. I actually ordered a new cover for that to match the other side. I must have forgot to put that on there.

>I will find it and sent it to you since it is real simple to put in, but I never saw fog lights on it... I think it just has the places for them.

>I will try to find that cover tomorrow

>--- On Thu, 11/11/10, [REDACTED] wrote:

>From: [REDACTED] <[REDACTED]>  
>Subject: Re: Your New Isuzu  
>To: "John Kirby" <johnk6400@yahoo.com>  
>Date: Thursday, November 11, 2010, 10:20 PM

>I will be in B.R. Tomorrow and will stop @parts store. The muffler thing, only heard it when it was idling but I can get #'s if you want them. And the fog light, what happened to the driver's side one-there is a piece of silver cardboard or something coving the hole and it looks like the whole fixture has been "sealed" or something-i hope they work, will help to see deer in the wee hours of the morning when I drive to work:) will get back w/ you. Thanks

*Broke day after sending email (below)*  
*was like a Sway...*  
*the whole body of truck would shift doing this before it rattled the rest of the way & has continued to do so even after Mr. Kirby's "specialist" fixed it - mechanic at dealer ship drove it & also said "you'd definitely have something going on."*  
*That was After repairs*

## Re: Your New Isuzu

From: **John Kirby** (johnk6400@yahoo.com)

Sent: **Sat 11/13/10 10:30 PM**

To: [REDACTED]

[REDACTED] just wanted you to know that the Isuzu made it back and I had them drop it off at a actual frame repair shop. — Kirby Auto Body & Sales — same place I bought it from. Wasn't MY Choice — NOT a FRAME REPAIR shop  
I want someone that is a frame person to tell me what to do with it.

If it turns out that this cannot be repaired properly to give you years of safe driving then we will cross that bridge at that point.

I don't want to jump to conclusions just yet. It has been a great car and so I want to know honest options. was taken to his father's Brother's Auto body shop + NOT somewhere of my choice — wasn't given the option.  
I see the check engine light was one because someone unplugged one of the lines on the motor. It actually was running a little rough also. NO I unplugged anything I was aware of

I plugged the line in and it runs fine, and the light went off.

Hear the rattle of the exhaust, it is the shield and a simple fix.

I just recieved your messages and I understand your frustration. Just rest easy. Please enjoy your weekend, sorry for the inconvenience but just know that I will have answers for you on monday sometime.

John

--- On **Sat, 11/13/10** [REDACTED] wrote:

From: [REDACTED]  
Subject: Re: Your New Isuzu  
To: "John Kirby" <johnk6400@yahoo.com>  
Date: Saturday, November 13, 2010, 4:37 AM

Day 64 it broke  
I was curious if you were going to be around this weekend and I could bring the truck down and show you what I mean about this shift/jerk thing its doing — do be 100% honest it is starting to concern me and I would like to try the 4wheel dr. But am afraid too. Can you carfax it and if you aren't going to be around over the weekend what about monday? Its just that I don't want to get taken and I don't want everyone who said NOT too buy it to be right: (I like it, a lot so I hope we can straighten this out. (S

[REDACTED] Blackberry

**From:** John Kirby <johnk6400@yahoo.com>  
**Date:** Thu, 11 Nov 2010 19:55:48 -0800 (PST)  
**To:** [REDACTED]  
**Subject:** Re: Your New Isuzu

# RE: Your New Isuzu

From: **John Kirby** (johnk6400@yahoo.com)

Sent: **Tue 11/16/10 3:51 PM**

To: [REDACTED]

[REDACTED] thank you for the email.

I have been in training all day. Actually all week and into Thursday.

Yes, my brother owns kirby auto body in bannister. I am not in business with him or affiliated with his business.

I do not know what has happened since I spoke with you on saturday but I have done everything AND more than I said I would.

I sold you the isuzu as is with no warranty. Then, the light bulbs burnt out (as light bulbs do), and I set up an appt with the place of your choice for you to go in and I paid for the bulbs and labor because I wanted to not because I had to.

You called me on Saturday and said there was a problem with the vehicle and it would not move.

I told you that when I pulled up to the stop sign I heard a noise in the back. I then drove it to the hospital (no problems), you test drove it, bought it and then you drove it all the way home plus a few more days.

If there had been a problem with this car that I knew of previously, I simply would not have sold it PERIOD! -no need to yell.

Asside from that, if this link mount was broke when you purchased it do you think it would have driven around for all of those days? No it would not have. It would have done just what it did when you were driving it Saturday... it would have stopped moving.

It broke on Saturday when you were driving it, NOT when I had it. I can see that you are getting frustrated but why are you upset with me?

I sent someone all the way up north on Saturday to pick it up so that I could have it looked at for you by someone that knows about cars, to find out what was actually wrong with it.

I then asked them to get on this right away on SUNDAY for you because I knew that it was a major inconvenience for you being without a vehicle.

They called me Sunday and said there is some rust on the frame (typical for a 12 year old vehicle in michigan). However, the frame is NOT broken or F\*&\$\$ like you implied to me. The problem is actually where the rear link mount mounted, NOT a broken frame. I asked him if they could fix it properly so that it is safe and right. He said yes without a doubt.

Again, I did this because I wanted to NOT because I had to.

*Why? Didn't know about it till AFTER it broke on me - then he mentioned;*

*it did*

*Frame Specialist*

*But that's the "actual frame repair shop" he chose to take it to. And afterwards - his dad was the only one that would talk to me.*

*may not have bought it previously known*

*it did, steel doesn't go to shit in 2 days w/o prior problems*

*Said though after I bought it b-4 this e. met. he thought he heard something break - but didn't say anything*

*w/o my consent or knowledge of exactly what was wrong*

*reflect as much "12 yr old rust" as you would think after looking @ the frame!*

*(the repairs were better done)*

*Rest Are repeats*

understand that you have everyone screaming in your ear as you said because you purchased a vehicle without asking anyone or whatever. And why was I not informed of where @ the time so I (the new owner) could look @ damage & choose or Be grateful that they care for you, but the negativity seems to be creating alot of toughts and doubt that just should not be.

*at least be aware of what it looked like*

Let me ask you, if you had sold me a car as is with no warranty, and then these things happened COMPLETELY OUT OF YOUR CONTROL AND 100% NOTHING THAT YOU EVER SAW A PROBLEM WITH PREVIOUSLY, would you have helped me like I have helped you?

*If that serious - YES - more so!*

My phone has been down since saturday so please forward me your number and I will call you tonight or in the am.

John

On Tue, 11/16/10, [redacted] wrote:

From: [redacted]  
Subject: RE: Your New Isuzu  
To: johnk6400@yahoo.com  
Date: Tuesday, November 16, 2010, 11:59 AM

Hey John, when I called you saturday and told you that something broke on the rodeo, you asked front or back and i replied " felt like the front but sounded like in the back" You then told me that when you pulled up to a stop sign on your way to Alma that you heard a sound in the back like "something could have broke". Why didn't you say anything to me about it, so that I was aware of a potential problem, that night when we got to the hospital to meet you? Its been bothering since Saturday evening after I was sitting around thinking about what was happening and talking to you. When you asked me rear or front I have to admit I was thrown off a little, then you mentioned hearing a breaking noise, in the back, yourself on the way to Alma coming up to a stop sign. If you thought you heard something break why would you let someone test drive it or NOT tell the person inquiring to buy it about the noise. That doesn't make sense to me, and a lot of other things are beginning to make me wonder about some things also. You are the same Kirby Auto Sales I found in Banniser, MI on the web right? If so, (not trying to piss anyone off) your add says HONEST and RELIABLE. Please hold true to that.

[redacted]

Date: Sat, 13 Nov 2010 19:30:15 -0800  
From: johnk6400@yahoo.com  
Subject: Re: Your New Isuzu  
To: [redacted]

[redacted] just wanted you to know that the Isuzu made it back and I had them drop it off at a

## WebForm Email Copy on LABOR

From: **Dave.Camp@mail.house.gov**

Sent: Tue 10/25/11 1:11 PM

To: [REDACTED]

PREFIX: [REDACTED]

FIRST: [REDACTED]

MIDDLE: [REDACTED]

LAST: [REDACTED]

SUFFIX: [REDACTED]

ADDRESS: [REDACTED]

CITY: Ewart

STATE: MI

ZIP: [REDACTED]

ZIP4: [REDACTED]

PHONE: [REDACTED]

CELLPHONE: [REDACTED]

ISSUE: LABOR

EMAIL: [REDACTED]

--- Message ---

To Whom it may concern,

I am trying to get PUBLIC ATTENTION to the matter of Isuzu SUV frames being junk and UNSAFE. I have a 2000 Isuzu Rodeo that looking at the body of the vehicle you wouldn't think there is much wrong with it; The interior is like new and some minor expected body rust (see attached photos please). However, when you look under the vehicle, the frame looks like Swiss cheese. I can literally take my finger and poke a hole into it. There was a recall on the "mounting bracket" which when I talked to an Isuzu representative I was told that was NOT part of the frame, except it is what mounts the rear axle to the frame. I was driving home from work one day and the mounting bracket on my Isuzu happened to break while going down the road. Talk about scary, I was thankful my two children happened to not be with me at the time. At the time I was unaware of any recall, since it happened before a recall was put out. The car lot that sold me the car picked it up and was asked NOT to repair it,!

(my boyfriend is an auto body mechanic and said it was the frame and that it should be scrapped), so that we could look at it prior to anything being done and see if it was even worth it. Unknown to me at the time that these places have access to most recalls before the public, went ahead and "cobbled" it back together w/o my knowledge and coated it (heavily) with some type of black undercoating, masking the area of repair. I talked to lawyers and was told there is nothing I could do or that it wasn't worth the time or money. I never received any kind of notice of a recall on the vehicle I just started to look for recalls on Isuzu vehicles and found the mounting bracket recall. So I called the nearest dealer (Grand Rapids) and took my truck down. This was very unsettling driving the truck down the road as far as Grand Rapids. They looked at the truck and said that the repairs that had been done to it were basically what they would have: welded a new bracket to the frame. And, provided that Isuzu would have me sent a recall notice I would have had the option of them towing my truck free of charge. That would have been really nice to know. They also took it for a test drive, by my request, because of how the truck "shifts" or "sways" when accelerating or letting off the accelerator which is what it did when it broke while driving it. The mechanic agreed but said it wasn't covered under the recall.

This however is the problem with their solution: You can't weld anything to rust and expect it to hold. The bracket is not the problem it's the junk steel that the bracket is "welded" to that is the issue. The Isuzu

representative actually told me that the recall was due to rust where the weld (itself) of the bracket to the frame is located. Really?!? It's more like the stuff that was being welded together was deteriorating and rotting out causing the bracket to give.

I went to a chat site for Isuzu owners and found that there are literally hundreds of other Isuzu owners out there with the same dilemma; Truck that looks nice and runs great but unsafe to drive due to a rotted out frame.

Toyota had this issue a few years ago with their trucks and SUV's, recalled them and replaced the frames or exchanged vehicles or refunded the value of the truck. I believe that Isuzu should also own up to their mistakes and do what is right by their truck and SUV owner's.

My predicament goes a bit further. I a  
Thank-you,

[REDACTED]

--- End Message ---

Not sure where the  
rest of the message  
is/went. I apologize

# WebForm Email Copy on TRAN

From: **Dave.Camp@mail.house.gov**

Sent: Wed 11/30/11 5:07 PM

To: [REDACTED]

PREFIX: [REDACTED]  
FIRST: [REDACTED]  
MIDDLE: [REDACTED]  
LAST: [REDACTED]  
SUFFIX: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: Ewart  
STATE: MI  
ZIP:  
ZIP4:  
PHONE:  
CELLPHONE:  
ISSUE: TRAN  
EMAIL: [REDACTED]

--- Message ---

Hi again, Mr.Camp.

I received your letter and let me say thank you for at least responding. I have taken the issue about my frame up with Isuzu, as well as dealerships and lawyers, all of which seem less than willing to help. Isuzu doesn't seem to take this seriously. Their response has been "That isn't part of the recall" or "it was the weld itself that was bad, not the steel." Yeah, ok. If it was the weld itself, then why did it break around the weld?! Lawyers tell me it isn't worth it and the dealerships have said "You do seem to have some other issues going on but that doesnt fall under the recall code." I have also tried filing a complaint with the NHTSA and have found it difficult to submit when I keep getting a "undeliverable" message or that I'm forgetting info some where and to try again. *Did Finally receive "Portable Form" from NHTSA -*  
I'm becoming rather frustrated with the situation and the increasing lack of morale. Every where I turn for help I get turned in another direction. As a strong advocate for consumer safety, why won't you help me bring public attention to the matter? I know you have the people and resources to do so, more so than I do. They didn't listen to me when I tried, so far no one has. I'm hoping our elected representatives will. Isuzu may take the issue more seriously if you or some body(ies) would bring attention to it.

*Thank you*

I guess I was under the impression that our elected officials were able and willing to help their constituents and to stick up and fight for our rights.

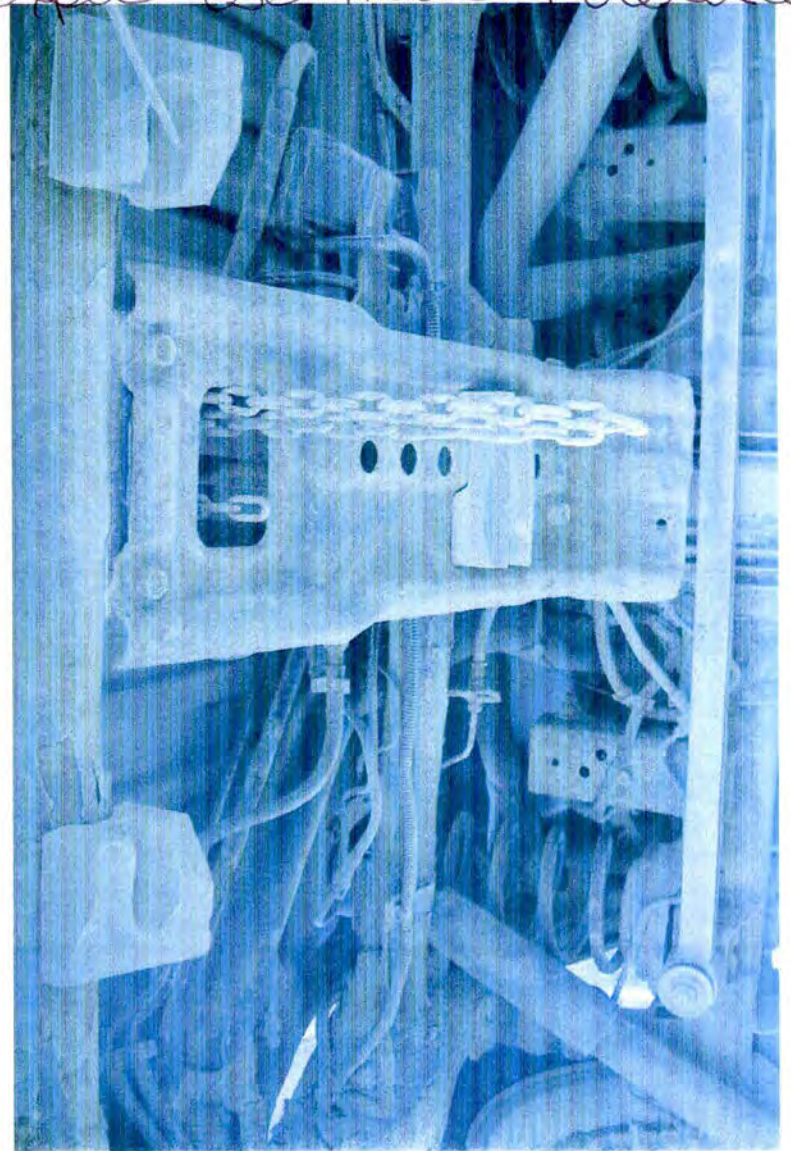
Now even more concerned,

[REDACTED]

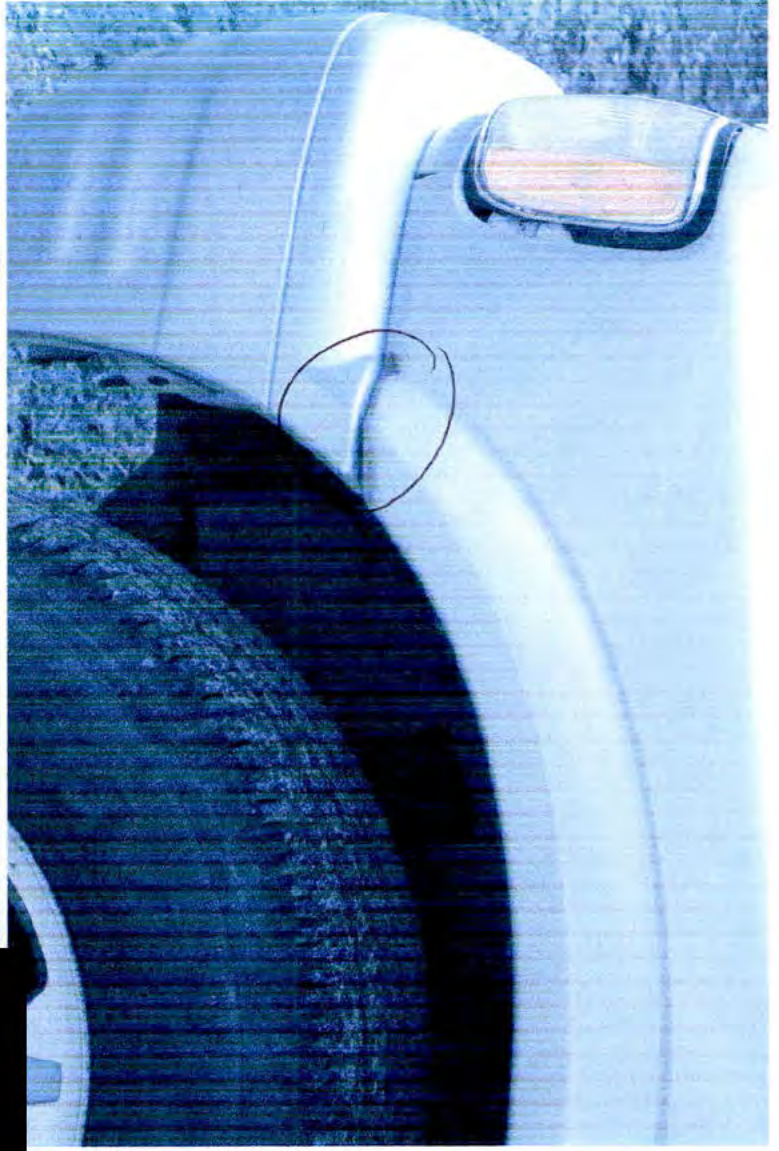
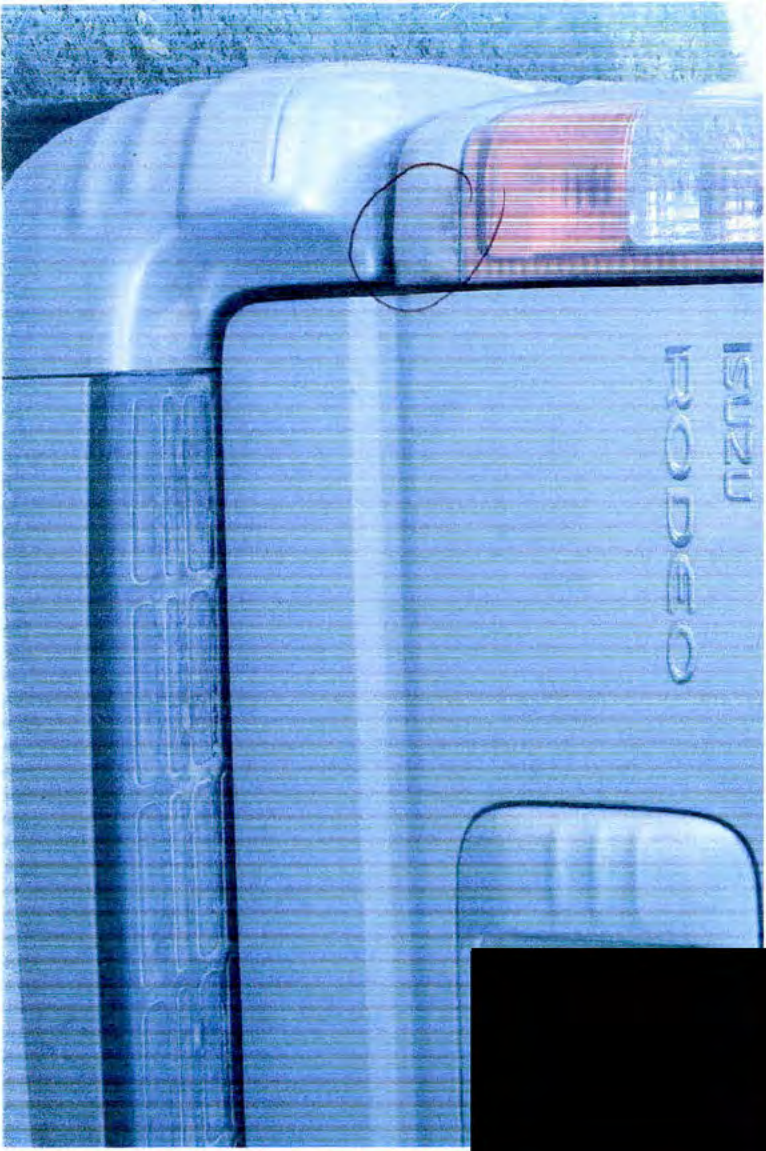
--- End Message ---

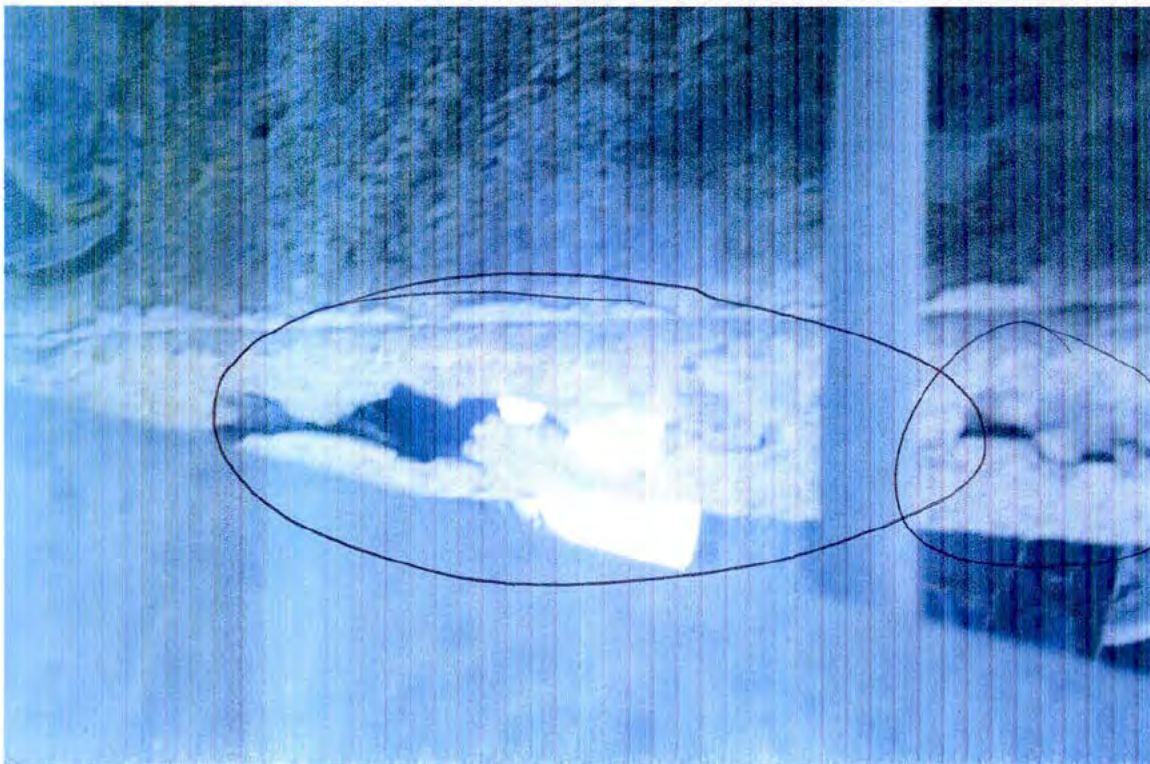


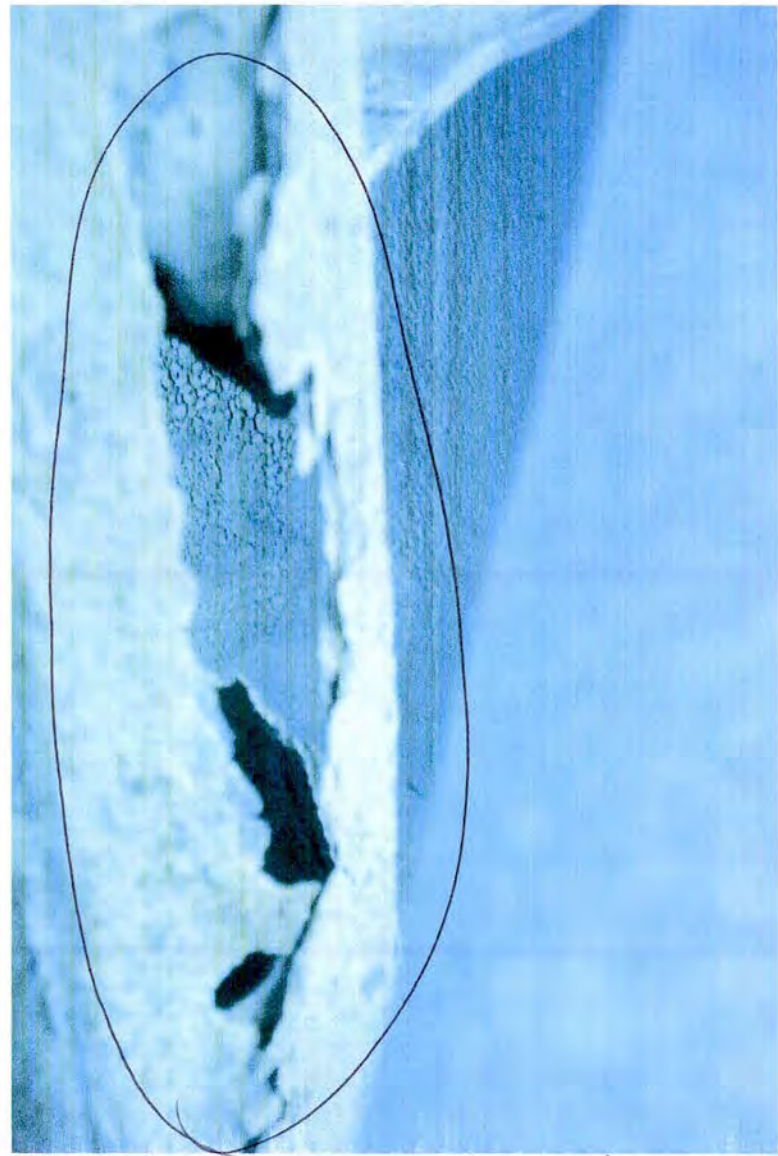
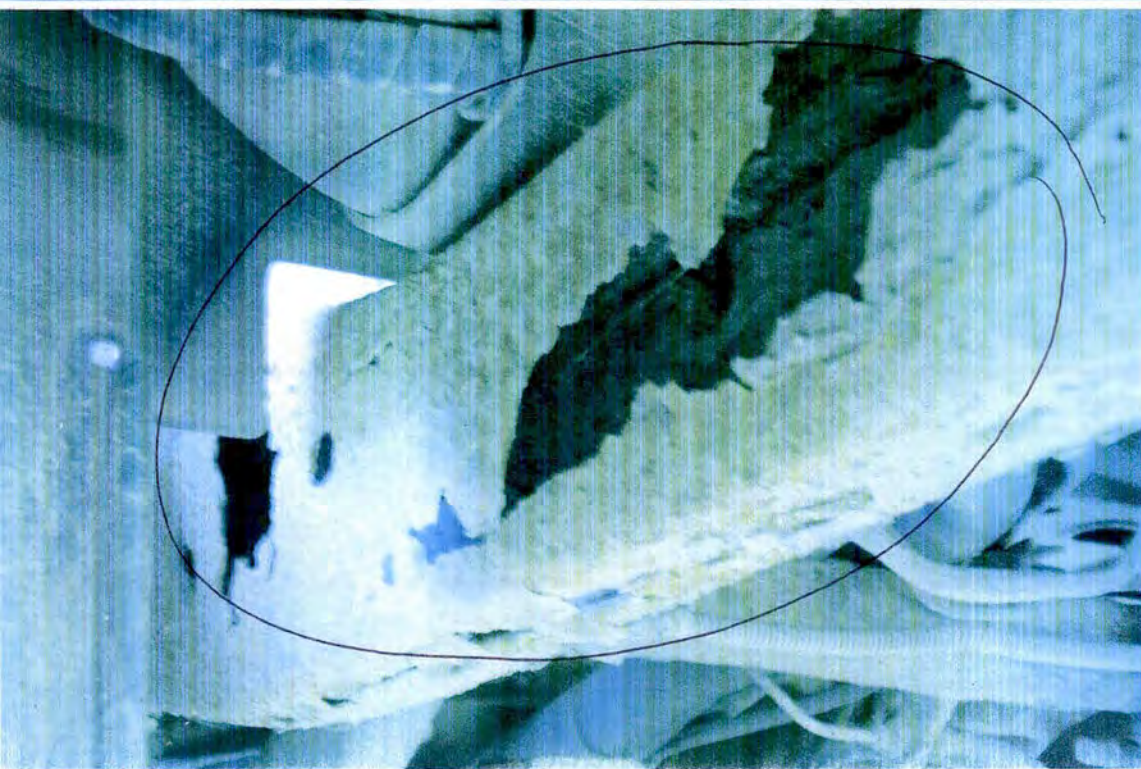
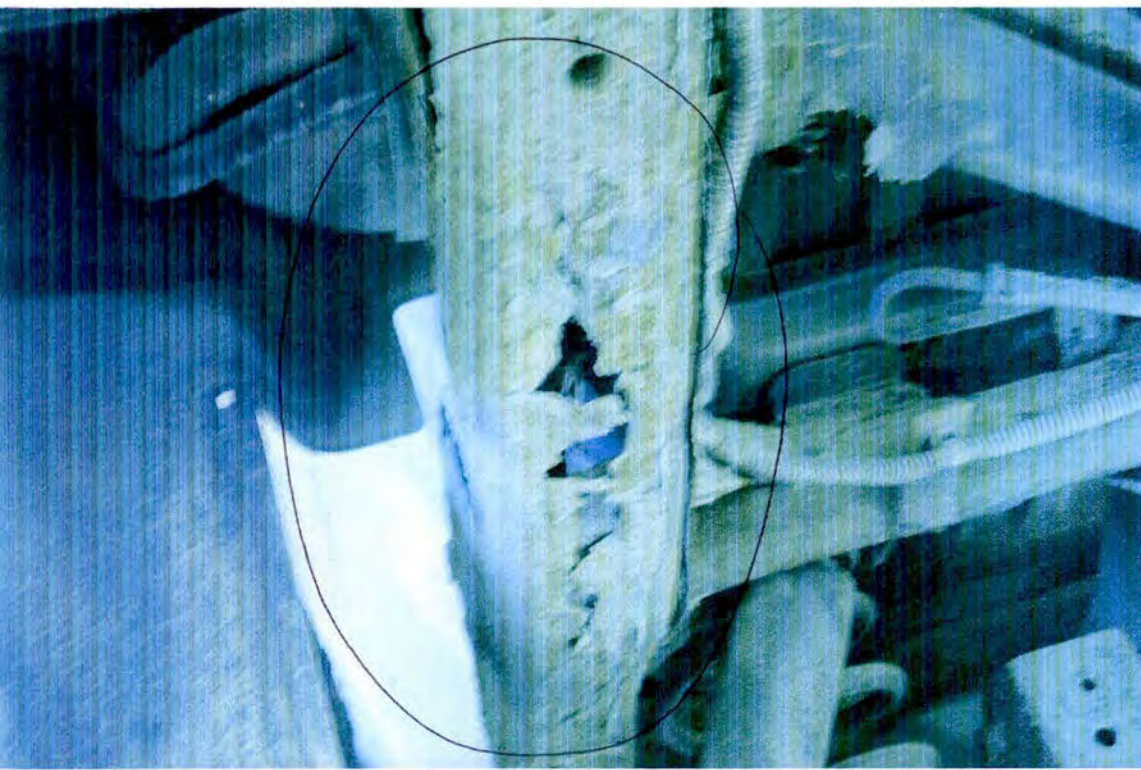
Looking at the truck's body you would NOT expect so much deterioration



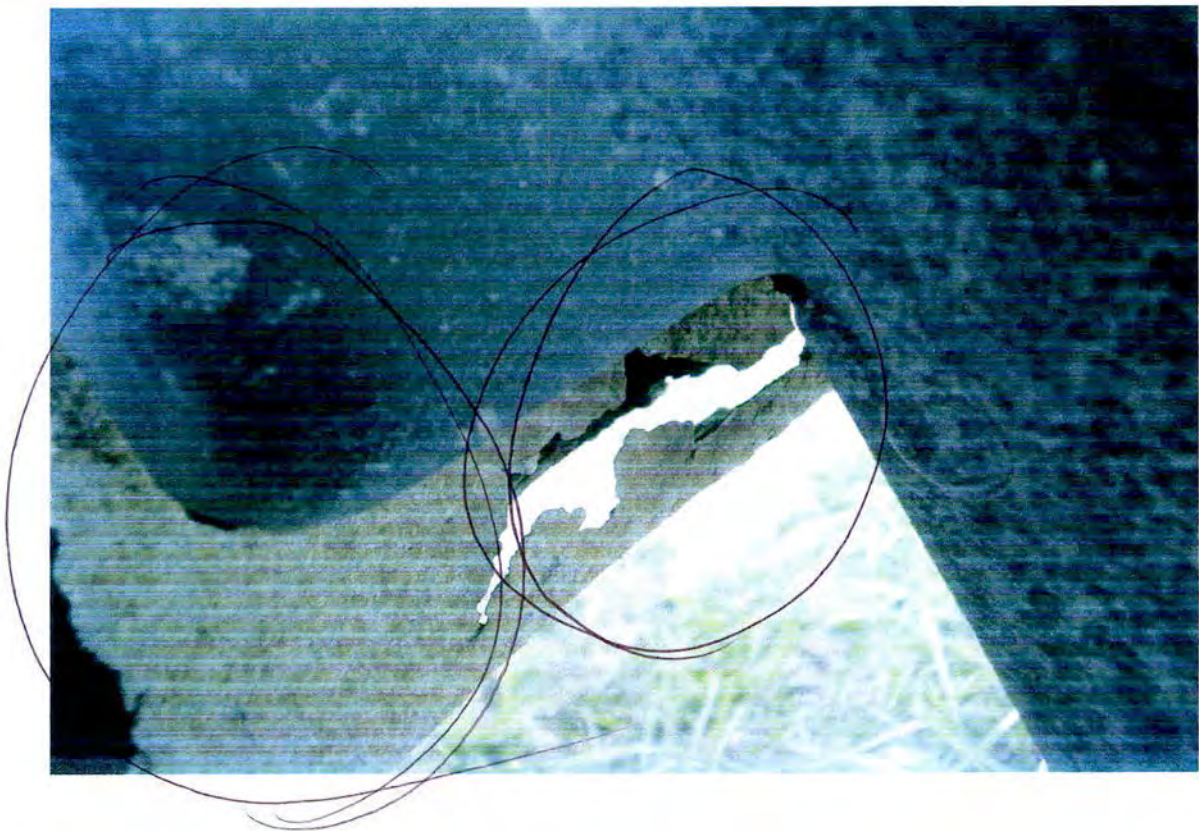
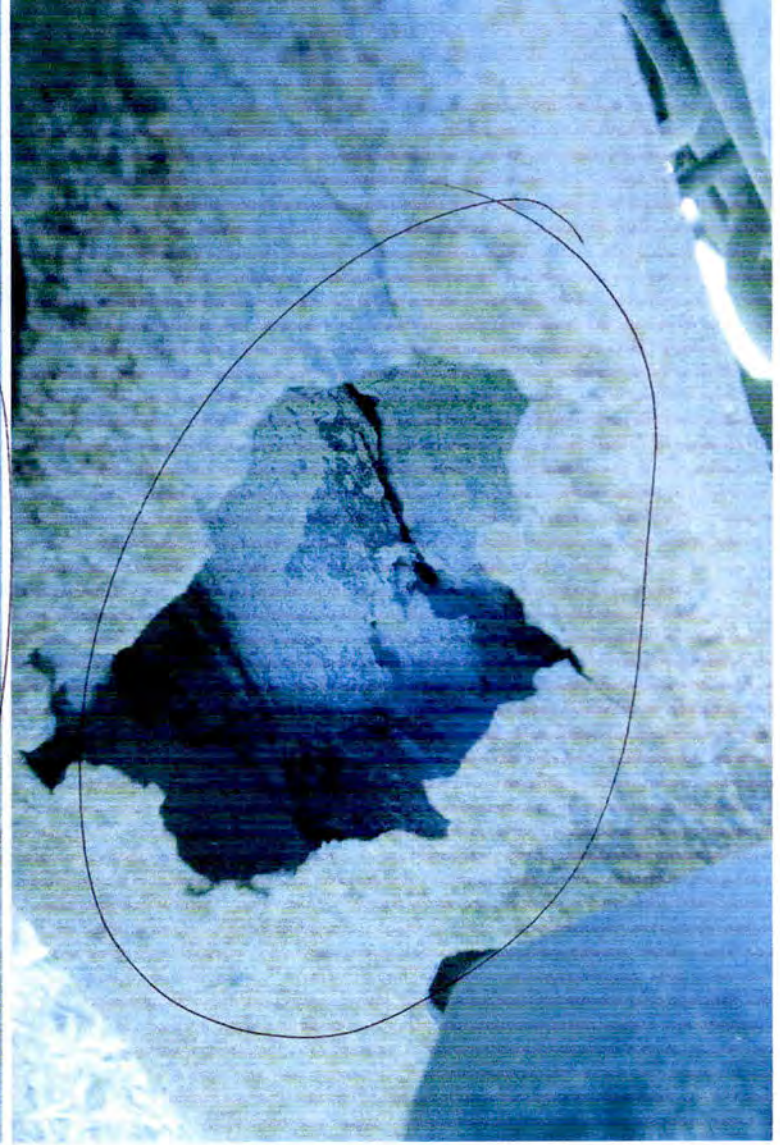
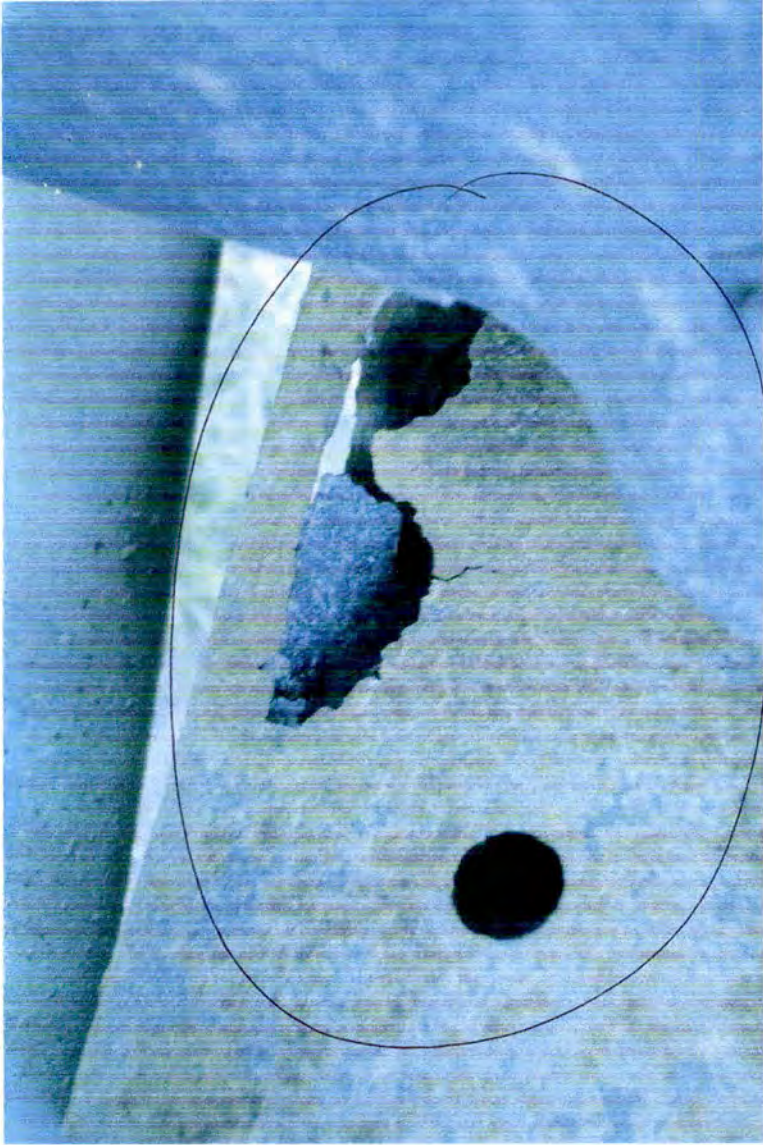
ation under it. I've lived in Michigan my whole life & have never seen a frame that looked like this 😞







These photos are of  
the wear-end, near  
area or the area where  
bracket is/was welded



I have also included pics of a  
1987 Chevy truck. This truck  
is 13 years older than mine &  
(mine's a 2000 recall) DOES NOT  
reflect the rust damage that a  
12 year old truck (mine) shows in  
the pics of my Isuzu; that Chevy  
is 25 years old & looks (frame  
wise) nothing at all like Swiss  
Cheese as does the Isuzu that  
is only 12 years old. Both are  
Michigan trucks so how/why is  
the difference that extreme?!  
Remember, Toyota had same issue with  
their trucks just a few years ago, the  
difference being Toyota did something  
about it. Isuzu should have  
to as well.





I decided to also include another set of photos of an even older truck - also from Michigan.

It is a 51" Chevy body on a 1973 Chassis. The frame is over 30 yrs old and it also does not reflect the same extensive rust damage that a (my) 12 yr old vehicle displays (the Isuzu) that has spent LESS time

in the elements than the other 2 trucks!

I'm not an engineer or an auto mechanic but I'm pretty sure that kind of damage is NOT normal for such a "young" Michigan vehicle (in reference to the Isuzu of course).

I've been told (I am sick of hearing) that the difference is "one is good old American steel & the other is that foreign crap". Well, my reply to that is Poppycock! If it's sold in America then they should have to follow the rules & regulations of Consumer rights (protection).  
Foreign or NOT!



