



State of Wisconsin
Governor Scott Walker

MAR 14 2012

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

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

March 6, 2012

ZIMBRICK INC
1601 W BELTLINE HWY
MADISON WI 53713

CL-10453034-7346

RE: File 545009 (Refer to this number when contacting our agency)



MADISON WI

Dear Sir/Madam:

I received a complaint from [REDACTED] concerning an unsatisfactory transaction with your business. A copy of the complaint is enclosed for your review.

The complaint suggests you may have violated the indicated provision(s) of Wis. Admin. Code, ch. ATCP 132:

***A warranty or service agreement offered by your shop was not honored.
Wis. Admin. Code § ATCP 132.09(4)(c)***

***The customer was falsely told that specific repairs had been performed by your shop.
Wis. Admin. Code § ATCP 132.09(2)(d)***

Violations of this law can result in civil or criminal prosecution by the State of Wisconsin. Also, any person who suffers a monetary loss because of Wis. Admin. Code, ch. ATCP 132 violations may sue for double damages, court costs, and reasonable attorney fees. Copies of Wisconsin rules and statutes are available on the Wisconsin State Legislature website: legis.wisconsin.gov.

I am providing you with an opportunity to review [REDACTED] complaint and comment on this matter before I investigate further. Please reply to me in writing within ten days about the facts and allegations of the complaint. Attach any documents that you think are relevant in supporting or explaining your position. Be sure to include a statement of your position concerning the resolution of the complaint.

Agriculture generates \$59 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

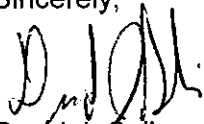
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ZIMBRICK INC
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Your written response will assist me in making the correct enforcement decision. In addition, your response will document your side of the story and be included in the Department's records.

Thank you for your cooperation.

Sincerely,



David J. Solie

Consumer Specialist

BUREAU OF CONSUMER PROTECTION

Fax: 608-224-4939

Email: David.Solie@wisconsin.gov

Enc.:

C: NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590



WDA/ICP Departamento de Agricultura, Comercio y Protección al Consumidor

FEB - 1 2012

Division of Trade & Consumer Protection

Formulario de Queja

Por favor adjunte dos copias (de ambos lados) de toda documentación que apoya su queja, como facturas, recibos, contratos, cheques cancelados, avisos publicitarios/catálogo del artículo pedido, documentos de alquiler, facturas ó recibos telefónicos.

1. ¿Cómo nos comunicamos con usted? Alquín en su casa habla inglés? (Circule la opción correcta) Si No

Nombre: (Sr. Sra. Srta.)
(circule la opción correcta) (primer nombre) (segundo nombre) (apellido)

Teléfono del hogar: () Teléfono laboral: () ext. Cell
Correo

Llámemme entre las 8:00 A.M. y las 4:00 P.M. al: (circule la opción correcta) Hogar Trabajo Cell Electrónico:

Dirección: Apt.# Caja Postal:

Ciudad: Fitchburg Estado: WI Código Postal: Condado: DANE

2. ¿Contra qué compañía quiere presentar una queja?

Nombre de la compañía: Zimbreck ISUZU, ISUZU Honda CIG.

Dirección: 1601 W. Beltline Hwy Suite # Caja Postal:

Ciudad: Madison Estado: WI Código Postal: 53713 Condado:

Teléfono: (608) 271-0078 Nombre de la persona con la que habló: Tim Sandoz Cargo: conserje de servicios

Información sobre su queja: - con este señor hablé después que fue el enero 5/12.

3. ¿Cuál de las siguientes opciones describe mejor su primer contacto con la compañía? (marque una)

- Persona de la compañía vino a mi hogar
- Persona de la compañía me llamó
- Compañía me envió información por correo
- Yo asistí a una convención o demostración
- Internet
- Yo fui a la compañía - Zimbre ISUZU
- Yo llamé por teléfono a la compañía - ISUZU Honda
- Yo respondí a un aviso en la radio ó la televisión
- Yo respondí a un aviso publicitario impreso
- Correo electrónico

4. ¿Cuándo ocurrió el primer contacto? mes: día: año:

5. ¿Qué edad tiene la persona que estuvo en contacto con la compañía? Edad: (marque una con un círculo) 0-17 18-61 62 o más

6. ¿Qué producto ó servicio compró? (por favor sea específico/a) 1 COVIO truck ISUZU Rodado más 2,000.

7. ¿Salió en un aviso publicitario? (marque uno) No Sí Fecha: Dónde:

8. ¿Firmó un contrato? (marque uno) No Sí Fecha: Número de contrato, póliza ó recibo

9. Si lo firmó, ¿dónde estaba usted cuando firmó el contrato?

10. Cantidad pagada: \$ por: (circule la opción correcta) efectivo cheque tarjeta de crédito financiado otro plan

11. Dónde pagó a la compañía: (marque uno)

- En mi hogar
- Por teléfono y tarjeta de crédito
- Por correo
- En el lugar de la compañía
- En una convención ó demostración
- En el hogar de otra persona
- Internet

12. ¿Se comunicó con la compañía sobre su queja? Sí No ¿Cuándo? ¿Qué pasó?

13. ¿Ha presentado esta queja ante otra agencia? Sí No ¿Nombre de la agencia? ¿Qué pasó?

14. ¿Se ha comunicado con un abogado privado? Sí No ¿Ha comenzado su acción en la corte? Sí No

1º En el año 2010, no recuerdo el mes ni la fecha que salió un Comercial por televisión, de ISUZU Honda Company, comunicaban a todos los que tenían carros de esa marca, en los años 1998 - 2002, estos tenían desperfectos por lo que se debía llevar a local más cercano de esta CIA, distribuidora para una inspección, así lo especifica el reporte adjunto -

2- Llame en esa ocasión a ISUZU Honda para decirles que compre un carro de esa marca y del año 2,000- que debía presentar a llevar mi carro a una inspección? - A través de un intérprete me dijeron que recibiría una notificación por correo para presentarla al taller de servicio más cercano en donde vivo. -

En esta ocasión fui con esa nota a Zimbre ISUZU en Madison,

⇒ no recuerdo la fecha en q. recibí la notificación por correo porque la entregue al hombre q. recibe los carros en el taller mecánico de ISUZU Zimbre, el es quien determina los precios y los fechas para citas como en mi caso.

⇒ No se la fecha ni el día de diciembre de 2,010 que fui a Zimbre department mechanical service, para una cita de inspección, pero sí recuerdo q. me dijeron q. me llamarían para darme una fecha porque tenían inspecciones de otros carros y era otra persona la encargada de hacer esa inspección y trabajo.

⇒ Enero 18/2011, lleve mi carro para un cambio de aceite de transmisión, y fue en esa fecha q. me notificaron que tenía que llevar el carro uno o dos días antes al taller de servicio, para inspeccionar mejor, ya que en tiempo de nieve hay que dejar un día antes en el parking para el carro para q. seque lo mojado de la nieve. -

(2)

→ 3º La Fecha fue para el 31 de enero 2011, (pero lleve) día lunes.
Lleve fui con mi hijo mayor un domingo enero 30/2011, a dejar el carro en el parkin del taller de servicio de zimbre, para que todo ese día y la noche del domingo secura bien el chassis - Las llaves de mi carro las deposite en una caja que ellos tienen cuando los fines de semana están cerrados, no hay servicio.

4º El día lunes por la tarde fui de nuevo con mi hijo a recoger el carro, firme una factura de servicio para cobrarlo ellos a ISUZU Company. - Mi hijo preguntó que trabajo hicieron en el carro y si inspeccionaron todo el chassis? - El sr. de turno, ese día lunes, le dijo a mi hijo q. todo estaba bien y solo necesitaba unas piezas reemplazadas, como es un taller reconocido y con garantía, y donde he llevado mi carro en otras ocasiones, confiamos en la palabra del señor q. nos entregó las llaves del carro.

5º He usado el carro durante todo el año 2,011 - En diciembre de 2,011 - lleve el carro a Toby's, body shop, ubicado en la dirección: 221 Benne Road, Cottage Grove, WI, 53527, con telef. # 839-5301 - Fax 608-839-8331, para me inspecciona el chassis, el cual quería pintarlo con pintura anti corrosión. El sr. Toby's, revisó por bajo el chassis y me ha comunicado que está muy dañado, con hoyos y picaduras en la parte trasera de ambos lados del chassis, y porque - reemplazaron piezas nuevas en zimbre, sabiendo que el chassis estaba muy dañado, cuando pudieron ellos reemplazar el chassis. - Hay que reemplazar todo el chassis del carro, fue la respuesta del sr. Toby's.

⇒ observación. - Puede haber tenido un accidente si saber que corría en el carro con mi familia dentro, pues tengo

(3)

dos metros (bebés), que los he llevado a varios lugares en Madison y Fuera de Madison junto con mi esposa con quien viajamos al trabajo, exponiendo a quedarnos votados o quebrarse el chasis en la carretera.

6) El día jueves cinco de enero del presente año, lleve el carro a Zimbric service, el gerente de servicio ^{de Zimbric} Sr. Tim Soudy, estuvo ahí inspeccionado el carro, a través de un interprete q. ahí trabaja me dijo que ese chasis era viejo, q. el la nieve y la sal destruian esas partes, que ISUZU Honda no reemplazaba esos chasis por lo que el, como gerente de servicio de Zimbre ISUZU no podia ayudarme.

7) Le dije al interprete q. es un mecanico y trabaja en ese taller de servicio. - Que no podia haberse destruido el chasis en un año, de enero a diciembre del 2011, esos desperfectos ya estaban cuando en Zimbric, inspeccionaron el carro, porque son picaderos y boyos de mucho tiempo atras y no recientes.

18) He llevado el carro a otro taller mecanico particular aqui en Madison, "Sanchez Motors, que está ubicado en 2050 east Johnson st, su telef. 608-240-1640. - El Sr. Ernesto Sanchez, observo el chasis y dijo, que no era necesario inspeccionarlo por saber lo dañado que está, no debieron reemplazar piezas nuevas en un chasis en mal estado, exponiendo al conductor y su fam. a un accidente de consecuencias graves, si el chasis se quebrava manejanado el carro
→ Tengo el temor de quedarme en la calle al quebrarse ese chasis, manejo el carro con precaución y considerando



Department of Agriculture, Trade and Consumer Protection

Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

at you?

Name: (Mr. Mrs. Miss Ms.) (circle one) [redacted] (first) [redacted] (middle) [redacted] (last)

Phone: Home () [redacted] Work () [redacted] ext. [redacted] Cell ([redacted])

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Cell Email: [redacted]

Address: [redacted] Apt.# [redacted] PO Box: [redacted]

City: FITCHBURG State: WI Zip: [redacted] County: DANE

2. What business is your complaint against?

Name of business: ZIMBRICK ISUZU AND ISUZU HONDA CIO[?]

Address: 1601 W BELTLINE HWY Ste.# [redacted] PO Box: [redacted]

City: MADISON State: WI Zip: 53713 County: [redacted]

Name of person you talked to: TIM SOMDAY Title: SERVICE MANAGER

Phone: (608) 271-0078

*I SPOKE WITH THIS PERSON LATER, WHICH WAS ON 1/5/12

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- Person from business came to my home []
Person from business called me []
Business sent me information in the mail []
I attended a convention or trade show []
I went to the business *ZIMBRICK ISUZU [X]
I telephoned the business *ISUZU HONDA [X]
I responded to a radio or TV ad []
I responded to a printed advertisement []
Internet Email []

4. When did the first contact occur? month: [redacted] day: [redacted] year: [redacted]

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) ONE ISUZU RODEO TRUCK YEAR 2000

7. Was it advertised? (circle one) No Yes Date: [redacted] Where: [redacted]

8. Did you sign a contract? (circle one) No Yes Date: [redacted] Number on contract, policy or receipt [redacted]

9. If yes, where were you when you signed the contract? [redacted]

10. Amount paid: \$ [redacted] by: (circle one) cash check credit card financed other plan

11. Where did you pay the business: (check one)

- At my home []
Over the telephone by credit card []
By mail []
At the company's place of business []
Away from company's place of business []
At a convention or trade show []
Internet []

12. Did you contact the business about your complaint? [X] Yes When? [redacted] What happened? [redacted]

13. Have you filed this complaint with another agency? [X] Yes Agency name? [redacted] What happened? [redacted]

14. Have you contacted a private attorney? [X] Yes Have you started court action? [X] Yes [] No

IMPORTANT: More questions on the back page (over)

15. Describe your complaint in detail. PLEASE SEE ATTACHED DESCRIPTION

16. How do you feel your complaint should be resolved? *(please be specific)* THEY SHOULD REPLACE THE CHASSIS, BUT IN AN AUTO SHOP OTHER THAN ZIMBRICK ISUZU.

B) THAT THE PERSON IN CHARGE OF MY CASE TAKE INTO CONSIDERATION THE DANGER THAT MY FAMILY AND I HAVE BEEN EXPOSED TO WITHOUT KNOWING IT.

C) IF THEY DON'T WANT TO RECOGNIZE THESE DAMAGES, I HAVE HOPE THAT YOU WILL GET ME JUSTICE. AS YOU RESPRESENT US AS CONSUMERS

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: _____ Date: 2/1/12

[TRANSLATED 3/5/12 BY KRISTY NIETO, COMMUNICATIONS SPECIALIST – SPANISH, WI DATCP]

1. In the year 2010, I don't remember the month or day in which the television announcement from the Isuzu Honda Company was aired, they announced that their vehicles, years 1998-2002, had defects, and they were to be taken to the closest distributor location for an inspection, as specified in the attached report.
2. I called Isuzu Honda to tell them that I had purchased a vehicle of that make and it was a 2000. I asked if I needed to take my vehicle in for inspection. Through an interpreter they told me that I would receive a notification by mail telling me to take it to the service location closest to my home. On that occasion I went to Zimbrick Isuzu in Madison with the notification.
 - I don't remember the date on which I received the notification by mail because I gave it to the man at the Zimbrick Isuzu mechanic shop. He is the person there who determines the pricing and dates for appointments such as the one in my case.
 - December 2010, I don't know the date; I went to Zimbrick service shop, for an inspection appointment. I remember that they told me that they would call me to give me an appointment because they had other inspections to do and someone else was in charge of doing my inspection and work.
 - January 18, 2011, I took my car in for a transmission fluid change, and it was on that date that they notified me that I would need to bring my vehicle in one or two days early in order to help them better inspect it because when there is snow you have to leave the vehicle in the parking lot a day before so that the snow melts and dries off.
3. The appointment was set for January 31 2011 on Monday. I went with my eldest son on Sunday, January 30, 2011 to leave the car, in the Zimbrick service shop parking lot, so that all day that day and all night the chassis could dry off. I deposited my keys in a drop box they have for use on the weekends when they are closed.
4. Monday afternoon I went out there with my son again to pick up my car. I signed a service bill so that they could charge Isuzu Honda. My son asked what work they had done on the car and if they had inspected the entire chassis. The man working that shift, that Monday, told my son that everything was fine and that it only needed some parts replaced, and as this shop is well known and guaranteed, and I had taken my car there before, I believed what that man told me and he handed over the keys.
5. I used the car for the rest of 2011. In December 2011 I took the car to Toby's Body Shop on 221 Bonnie Road, Cottage Grove, WI 53527, phone 608-839-5301, fax 608-839-8331 so that he could inspect the chassis, which I wanted to rust proof. Mr. Toby inspected the chassis and told me it was very damaged, with rust and holes on the back end of both sides of the chassis. He asked why Zimbrick had replaced only parts of the chassis, knowing that the chassis was so damaged, instead of just replacing the whole thing like they could have. Mr. Toby said that the entire chassis had to be replaced.
 - Observation: I could have had an accident without knowing the danger of driving with my family in the car. I have two grandchildren (babies) who I have taken to various places in Madison and outside of Madison along with my wife, with whom I also commute to work, exposing ourselves to the danger of an accident the chassis breaking on the freeway.

6. On Thursday, January 5 of this year I took the car to Zimbrick service. The service manager, Tim Sondoy, inspected the car. Through an interpreter who works there he told me that the chassis was old and that the snow and salt destroyed the parts and that Isuzu Honda didn't replace those parts, for which reason he, as the service manager of Zimbick Isuzu, could not help me.
7. I told the interpreter, who is a mechanic and works in that shop, that the chassis could not have been ruined in one year, from January to December 2011, that damage was already there when Zimbrick inspected the car because the rust and holes are from a long time ago and they are not recent.
8. I took my car to another private mechanic shop in Madison, "Sanchez Motors," which is on 2050 East Johnson St., telephone 608-240-1640. Mr. Ernesto Sanchez took a look at the chassis and said that it wasn't even necessary to inspect it in order to see how damaged it was, and that they should not have replaced new parts on a chassis that was in such bad shape, exposing the driver of the car and his family to danger of accidents and serious consequences, if the chassis were to brake while the vehicle was moving.
 - ➔ I am afraid of being left on the road when this chassis breaks. I drive everywhere with caution and I am considering looking for another car.

- Complete Collision Repair
- Frame Work



TOBY CELL
(608) 445-4043

221 Bonnie Road
Cottage Grove, WI 53527

P (608) 839-5301
F (608) 839-8331

tobysautosalescottage@hotmail.com

100% Satisfaction Guarantee

- Alignment Service
- Detailing

Car Sales in Madison
(608) 251-4042

year 1998-2002 Isuzu Rodeo and model is recalling certain 1998-2002 Honda old, or are currently registered, in t, Massachusetts, Rhode Island, vania, Delaware, Maryland, The Indiana, Michigan, Illinois, Kentucky. Vehicles that have corrosive materials used in some ay experience excessive corrosion in bracket for the left or right rear

suspension lower link prior to the time that such corrosion would normally be expected. 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 (continued next page)

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, Isuzu and Honda will develop an appropriate remedy. 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 manufacturer has not yet provided an owner notification schedule. Isuzu owners may contact Isuzu at 1-800-255-6727. Honda owners may contact Honda at 1-800-999-1009. 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>.

DEFECT: 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. 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 (continued next page)

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, Isuzu and Honda will develop an appropriate remedy. 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 manufacturer has not yet provided an owner notification schedule. Isuzu owners may contact Isuzu at 1-800-255-6727. Honda owners may contact Honda at 1-800-999-1009. 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>.



2011 Service Bulletins

Campaign 10V-436

Issue Date: SEPTEMBER 2011 ✓

Campaign SB10-11-S002A Corrosion Affecting the Forward Rear Suspension Lower Link Brackets Regional Safety Recall 10V-436

This bulletin supersedes bulletin SB10-11-S002. This updated bulletin provides additional important information and updated service procedures. Please discard bulletin SB10-11-S002.

AFFECTED VEHICLES

- 1998 – 2002 Model Year Isuzu Rodeo (UE)
- 2002 Model Year – Isuzu Axiom (UP)

SERVICE INFORMATION

CONDITION

Isuzu Motors America, LLC has announced a Safety Recall on 1998-2002 Rodeos and 2002 Axioms originally or currently registered in the following states: Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin, Kentucky, and the District of Columbia (the "Salt Belt States"). This recall applies to the forward rear suspension link bracket area of the subject vehicles. The subject 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.

CORRECTION

The repair involves an inspection process, followed by one of 4 available repair procedures, depending on the extent of corrosion damage to the lower link bracket area. Isuzu expects the vast majority of vehicles will only require a process in which the affected area is cleaned and coated with a specific sealer and/or rust treatment. In some cases, it may also be necessary to install additional support brackets to the affected area.

SERVICE FACILITY RESPONSIBILITY

Whenever a subject vehicle is presented to the Service Facility for service work, the Service Facility must take the necessary steps to ensure that this campaign has been completed prior to releasing the vehicle. Service Facilities are to inspect all eligible vehicles per the procedure attached. For vehicles in which there is little or no corrosion evident, the Service Facility should treat the affected area as noted in this bulletin (Conditions One and Two). For vehicles in which corrosion has damaged the area around either of the forward mounting point brackets of the rear suspension lower link or affected their connection to the frame, Service Facilities should treat the affected area and install the appropriate reinforcement brackets, as further explained in this bulletin (Conditions Three and Four).

For subject vehicles up to 10 years old as of September 22, 2010, all Service Facilities should provide this inspection and the appropriate repair free of charge.

For subject vehicles over 10 years old as of September 22, 2010, all Service Facilities should provide this inspection and repair free of charge until December 13, 2011, which is one year from the date of the first owner notification letter.

* It is the Service Facility's responsibility to validate the eligibility of each specific vehicle by using the Isuzu Communications System (ICS), isuzuone.com, or by calling the Dealer Support Line at 1-800-533-0244 (option 2).

Service Facilities will also be provided an Affected Vehicle Campaign Report (AWS123) via the Isuzu Communications System. (ICS) This report contains VIN and detailed owner information obtained from state motor vehicle registration records. The use of such motor vehicle registration data for any other purpose is not allowed and improper use may violate State and Federal laws.

If any Service, Parts, or Warranty personnel at your Facility have questions or do not understand the requirements of this Regional Safety Recall, they are encouraged to contact one of our National Operation Managers at our Dealer Support line (1-800-533-0244, Option 2).

OWNER NOTIFICATION

Isuzu Motors America, LLC will be notifying owners of subject vehicles that were originally registered OR are currently registered in the Salt Belt States of this safety recall. Sample letters for owners of vehicles that were up to 10 years old as of

September 22, 2010 and for owners of vehicles that were over 10 years old as of September 22, 2010 are attached to this bulletin below.

VEHICLES INVOLVED

1998-2002 Rodeos and 2002 Axioms originally or currently registered in the following states: Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin, Kentucky, and the District of Columbia.

PARTS INFORMATION

An initial supply of parts likely to be necessary for most vehicles was sent to each Service Facility. This initial shipment was calculated to provide the Facility with the minimum parts necessary to begin repairs and was based on vehicles assigned and the geographical location of the facility. Subsequent parts required to complete this campaign are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a Daily Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

IMPORTANT NOTICE: Not all of the initial parts shipments will include the bracket kits since most of the subject vehicles are expected to be in Conditions One or Two, which do not require brackets. Should you need those kits, it will be necessary for an order to be placed with AIPDN.

Part Number	Description	Application	Qty
2-9005D-100-0	Noxudol 300	All	As Required
2-9005D-000-0	Noxudol 700	All	As Required
8-97175-885-0	Hole Plug	All	As Required
8-98181-806-0	SERVICE KIT ; Type-A1	1998-2000	As Required
8-98181-813-0	SERVICE KIT ; Type-A2	2001-2002	As Required
8-98181-814-0	SERVICE KIT ; Type-B	All	As Required
2-90028-700-0	Campaign Label	All	As Required
2-90SVA-003-0	Photo Card	All	As Required

SERVICE PROCEDURE

REQUIRED TOOLS:

Below are the tools that will be required to complete all procedures in this bulletin. Tools marked with an asterisk** will be or have been provided by Isuzu. All others may be substituted with equivalents.

IMPORTANT NOTICE: The tools indicated by an asterisk * will be or have been provided at no charge to the Service Facilities in the area covered by this Regional Campaign. If your facility is outside the defined area for this campaign, and an inspection reveals the need for a Category Three or Four repair procedure, please contact the Dealer Support Line immediately for assistance (1-800-533-0244 Option 2).

REPLACEMENTS FOR LOST OR BROKEN TOOLS WILL BE CHARGED TO THE SERVICE FACILITIES OPEN PARTS ACCOUNT.

Tools required for all repairs:

- Wire Brush
- Scraper
- 12-16oz. Hammer
- 3/16" X 9" Flat Punch
- Air blow gun


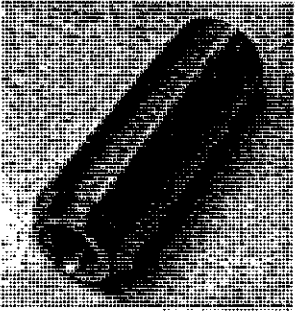
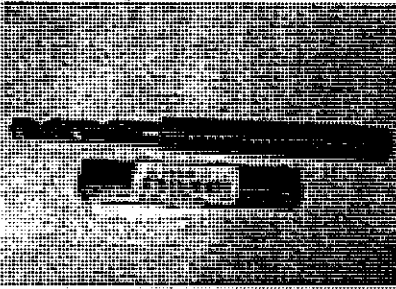
Tools required for Conditions

Three and Four repairs:

- Reciprocating saw and blades (14TPI or greater)
- Ratcheting Straps (2)
- 3/8" and 1/2" drill motor
- 1/4" Drill Bit
- 9 inch "C" clamps (2)

- *1/4" drill bit guide or equivalent (optional method SnapOn E1521 with 3/16" drill bit)
- *33/64 Silver/Deming Drill HSS.118 Degree (Grainger P/N 2BT43)
- *Pop Nut Installer w/regulator
- 4" X 4" X 7" wood blocks (2) and 4" X 4" X 10.25" wood blocks (2)

TOOL PHOTOS:

	
Reciprocating Saw 14 TPI blade	* Pop Nut Installer w/ regulator
	
* 1/4" drill bit guide	* 33/64" Drill Bit Grainger P/N 2BT43

INSPECTION:

1. Raise the vehicle. When placing the lift points, be sure to keep the rear lifting points at least 300mm (12 inches) ahead of the rear lower trailing link front mounting bracket. This spacing is necessary for inspection and repair accessibility.
2. Visually inspect the Rear Lower Trailing Link Front Mounting Bracket inspection area. Use the Visual Comparison Photo (P/N 2-90SVA-003-0) or Figure 1 for reference. If most of the frame coating is still in place and very little surface rust is present, apply Noxudol 300 (Go to "Condition One: Apply Noxudol 300" in this bulletin). If most frame coating is missing and excessive rust is present go to the next step.

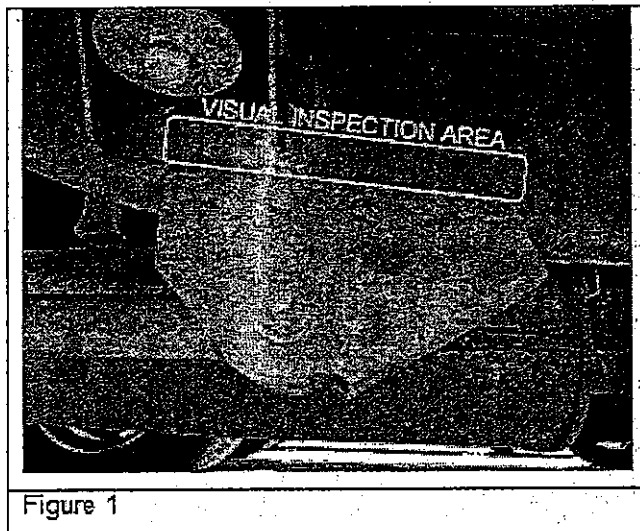


Figure 1

Note: If the vehicle is equipped with side steps/running boards, it is necessary to remove them in order to complete the following steps.

3. Using a 3/16 flat punch and a 12-16 oz. hammer, hammer on the locations identified with an "X" in Figure 2. Swing the hammer 10 to 12 inches to be sure enough force is applied to the punch. If no hole is created, apply Noxudol 700 and Noxudol 300 (Go to "Condition Two: Apply Noxudol 700 and Noxudol 300" in this bulletin). If, however, the flat punch creates a hole in any one location, go to the next step.

4. Using a 3/16 flat punch and a 12-16 oz. hammer, hammer on the locations identified with an "X" in Figure 3.

a. If no hole is created, continue to "Condition Three: Reinforcement Bracket Type "A" Installation" in this bulletin.

b. If the flat punch creates a hole in any one location, continue to "Condition Four: Reinforcement Bracket Type "B" Installation" in this bulletin.

IMPORTANT NOTICE: If there are questions at any point during the Inspection or Repair procedure, please contact one of our National Operations Managers by calling the Dealer Support line. (1-800-533-0244, Option 2.) Please have your dealer code and repair order information available when you call.

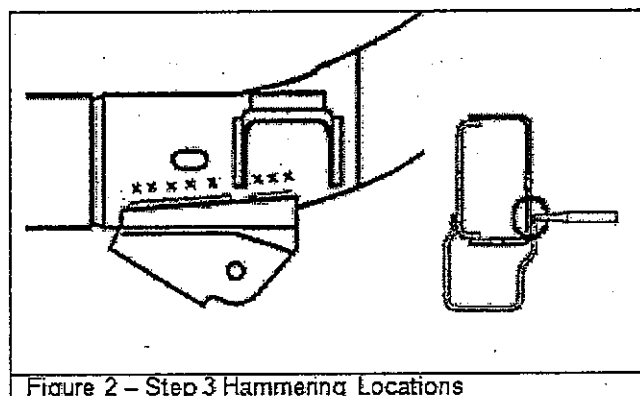


Figure 2 - Step 3 Hammering Locations

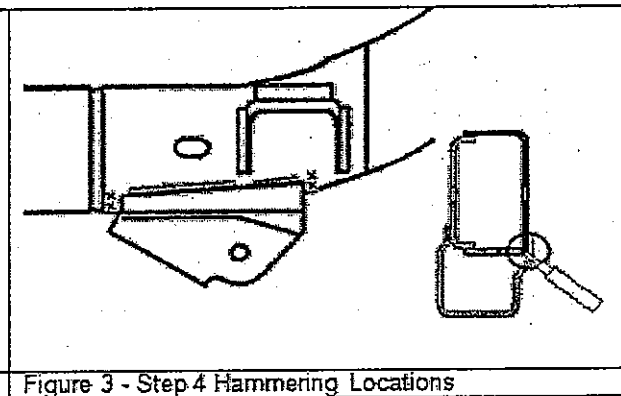


Figure 3 - Step 4 Hammering Locations

Condition One: Apply Noxudol 300

1. Using a wire brush and scraper remove any loose coating material and rust from the outside frame and rear lower trailing link front mounting bracket area on both driver and passenger sides in the location shown in Figure 4.

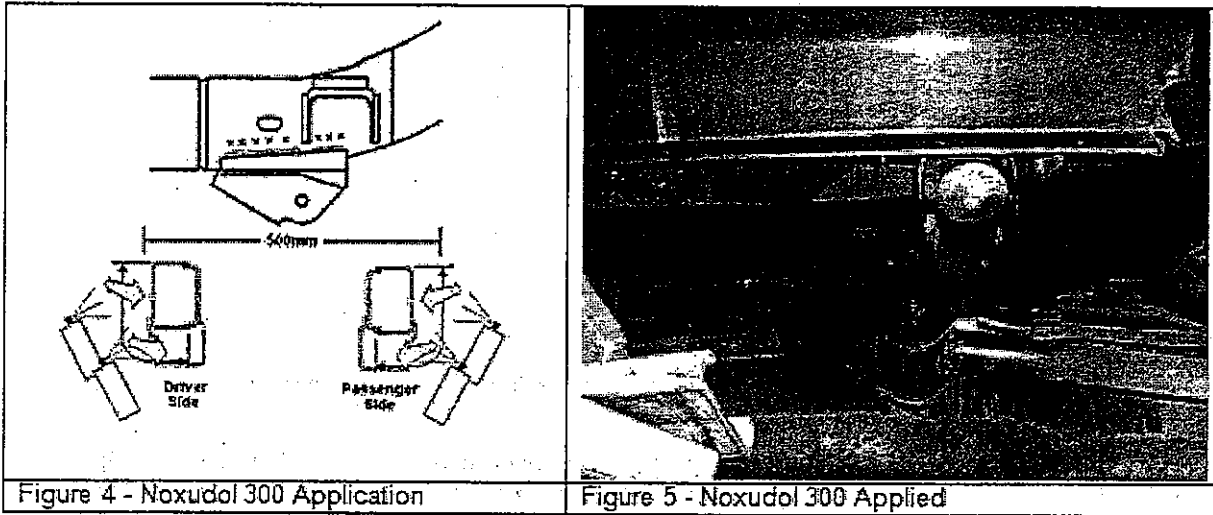
2. Using a dry rag remove any remaining dust or debris. If the application area is wet, use a blow gun to remove any water.

CAUTION: Noxudol propellant is highly flammable. Keep away from sources of ignition ~ no smoking. Keep at temperature not exceeding +50°C.

IMPORTANT: Wear hand and eye protection to avoid direct contact. Application should be performed in an area with adequate ventilation. See manufacturer's information for more details.

3. Spray one coat of Noxudol 300 onto both driver and passenger side shown in Figures 4 and 5. Be careful not to overspray onto the exhaust system or body painted areas. See Figure 4.

4. Apply the campaign label (see "Applying the Campaign Label" on page 20 of this bulletin).



Condition Two: Apply Noxudol 700 and Noxudol 300

1. Remove the side frame hole plug from the driver and passenger side frame rails. See Figure 6. Save these plugs. They may be reinstalled at step 13.

2. Using a hammer, knock on the outside of the frame rail in the area indicated in Figure 4 to loosen any rust on the inside of the frame.

3. Using a blow gun, through the side frame hole, blow any rust debris to the front end and to the rear end of the frame away from the area indicated in Figure 4.

4. Using a wire brush and scraper remove any loose coating material and rust from the outside frame and rear lower trailing link front mounting bracket area on both driver and passenger sides.

5. Using a dry rag remove any remaining dust or debris. If the application area is wet, use a blow gun to remove any water.

6. Locate the long spray nozzle for Noxudol 700 and place a mark (tape or pen) 300mm (12 inches) and 200mm (7 inches) from the spray end of the nozzle. This mark indicates how far you will insert the long nozzle for some of the following steps. See Figure 7. Install the long spray nozzle onto a can of Noxudol 700.

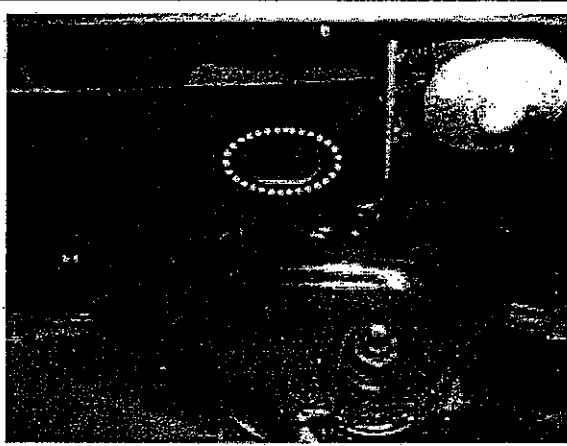


Figure 6 - frame hole plug



Figure 7 - Noxudol with long and short spray nozzles

NOTE: During these next steps place a drain pan below the frame's drain hole. Excess Noxudol 700 will run out of the frame's drain hole. This should be expected and considered normal.

CAUTION: Noxudol propellant is highly flammable. Keep away from sources of ignition ~ no smoking. Keep at temperature not exceeding +50°C.

IMPORTANT: Wear hand and eye protection to avoid direct contact. Application should be performed in an area with adequate ventilation. See manufacturer's information for details.

7. Insert the long spray nozzle with NOXUDOL 700 into the drain hole located on the bottom of frame up to the 300mm (12 inches) mark. Then spray NOXUDOL 700 while drawing out the nozzle. Spray two times. See Figures 8 and 9.

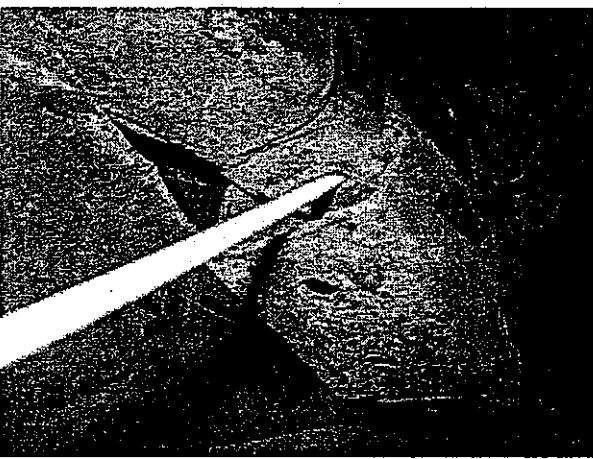


Figure 8 - Drain Hole

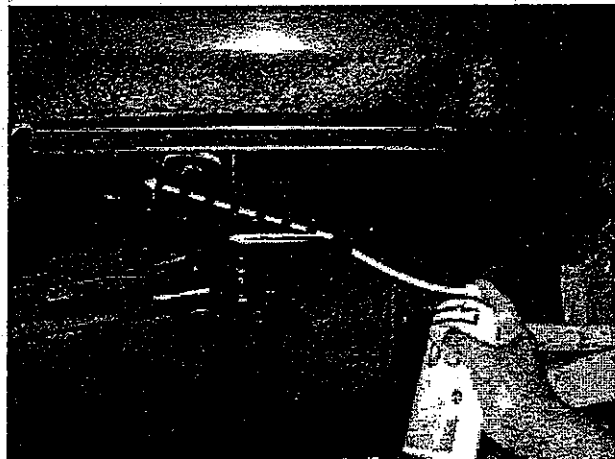
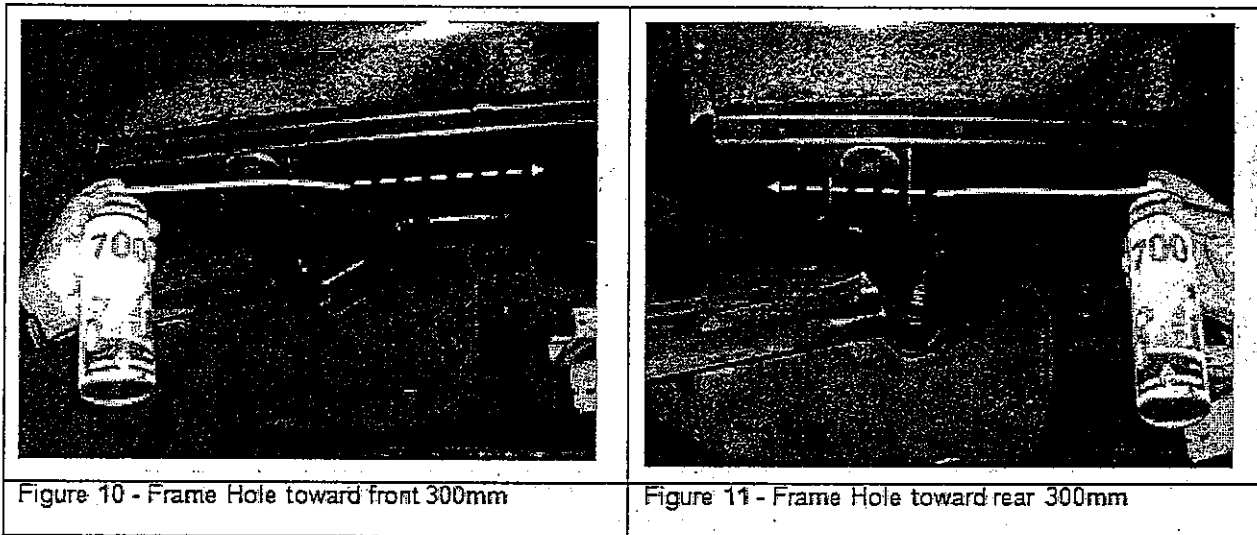


Figure 9 - Nozzle path 300mm

8. Insert the long spray nozzle with NOXUDOL 700 into the side frame hole toward the front of the vehicle up to the 300mm (12 inches) mark. Then spray NOXUDOL 700 while drawing out the nozzle. Spray four times. See Figure 10.

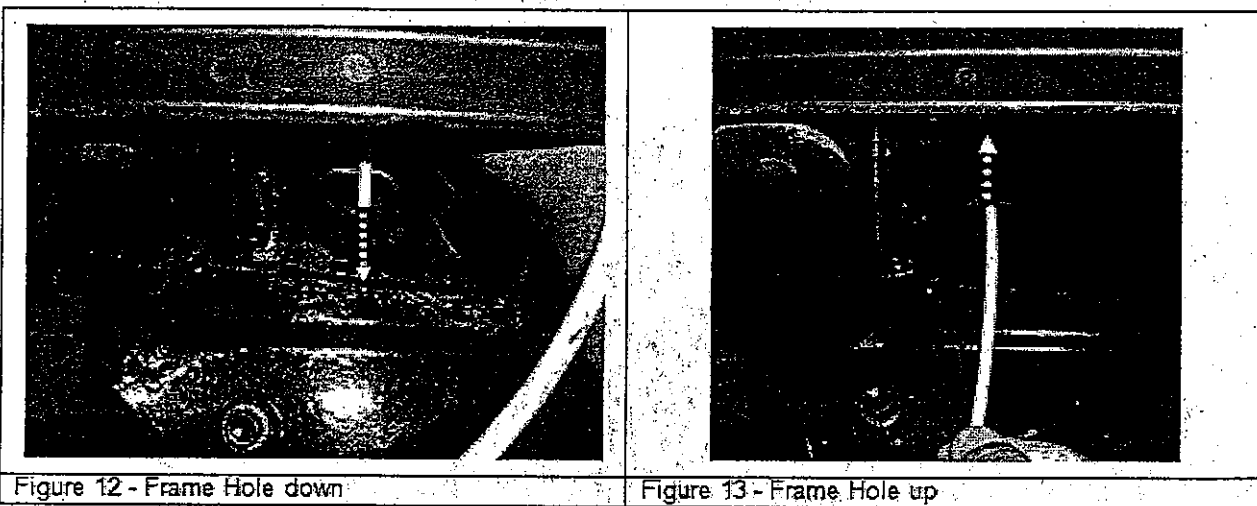
9. Insert long spray nozzle with NOXUDOL 700 into the side frame hole toward the rear of the vehicle up to the 200m (7 inches) mark. Then spray NOXUDOL 700 while drawing out the nozzle. Spray four times. See Figure 11.



10. Insert long spray nozzle with NOXUDOL 700 through the side frame hole up and down. See Figures 12 and 13. Then spray NOXUDOL 700 with drawing out the nozzle. Spray two times in each direction.

11. Switch from the long spray nozzle to the short spray valve shown in Figure 7 and spray one coat of Noxudol 700 onto the outside of both driver and passenger side in the area indicated in Figure 4. Be careful not to overspray onto the exhaust system or body painted areas.

12. Using the short spray nozzle, spray Noxudol 300 onto both driver and passenger side as indicated in Figures 4 and 5. Be careful not to overspray onto the exhaust system or body painted areas.



13. Install the side frame hole plug. If the plug's locking tabs were damaged during removal or are missing, replace it (P/N 8-97175-885-0).

14. Apply the campaign label (see "Applying the Campaign Label" on page 20 of this bulletin).

Condition Three: Reinforcement Bracket Type "A" Installation

1. Remove the Rear Trailing Link Front Mount mounting nut from both driver and passenger side. See Figure 15.

2. Remove lower half of body mount # 4 from both driver and passenger side. See Figures 15 and 16.

3. Using a ratcheting strap, lash up the rear axle. Start by attaching one end of the strap to the upper link mount. Then route the strap around the rear axle, taking care not to cover any brake piping, and continue forward under the vehicle, attaching the other end of the strap to the transmission mount cross member. Apply enough forward tension on the rear axle to allow the lower link mounting bolt to be moved by hand (see Figure 14).



Figure 14
Ratchet strap installed -

4. Using a hammer, knock on the outside of the frame rail to loosen any rust on the inside of the frame.
5. Using a wire brush and scraper remove any loose coating material, welding splatter and rust from the outside frame and rear lower trailing link front mounting bracket area on both driver and passenger sides.
6. Temporarily install both Type "A" reinforcement brackets using the original lower link mounting nut, "C" clamp and new stud and nut. See Figures 15 and 16

IMPORTANT: For details on installation variations depending on model years, please see Figures 26, 27, and 28 provided on step 19.
When placing the "C" clamp on the passenger side; be sure not to contact the brake lines on the inside of the frame rail.

Note: It will be necessary to remove the fuel tank protector mounting bolt on the driver side for 2001 and 2002 model year vehicles. Save the bolt for reuse. It will be required for final installation of the reinforcement bracket on the driver side.

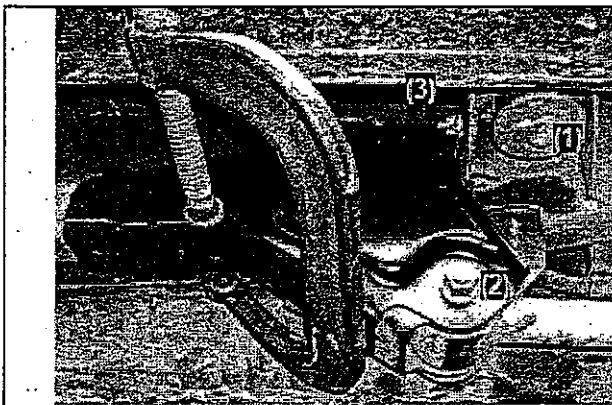


Figure 15: Driver side temporary installation (1998-2000 models)

1. # 4 body mount.
2. Trailing link mounting nut.
3. Stud and nut

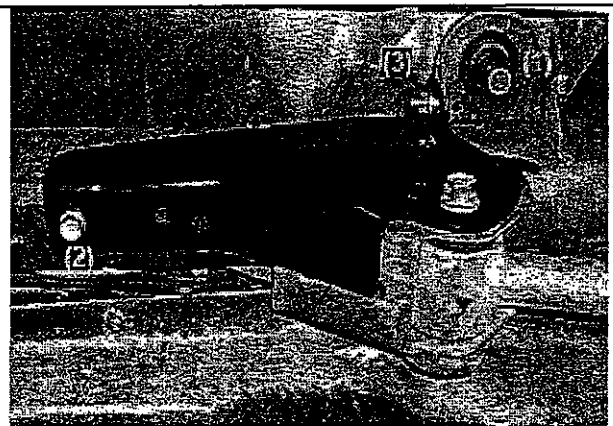


Figure 16: Driver side temporary installation (2000-2002MY only)

1. # 4 body mount lower half removed.
2. Weld nut already in frame for some 2000MY vehicles and all 2001 through 2002MY vehicles
3. Stud and nut

7. Using the 1/4" drill bit guide or equivalent, drill 1/4" pilot holes for 6 new Pop-nut locations (See Note and Figures 17, 18 and 19 for reference).

NOTE: Some 2000MY vehicles' frames already have a nut welded into the driver side frame at location 2 in Figures 16 and Figure 17. For 2001 and 2002MY vehicles this location is for the fuel tank protector. DO NOT DRILL THIS LOCATION IF A WELDED NUT IS PRESENT

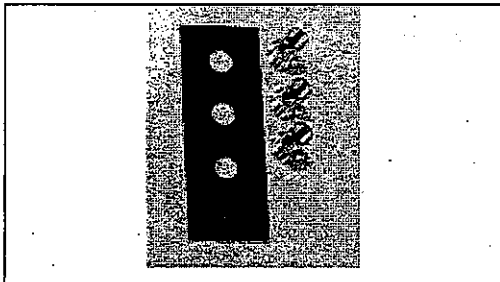


Figure 20
Pop-nut test plate and extra Pop-nuts
(provided in kit)

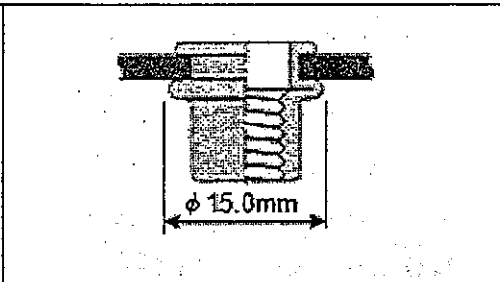


Figure 21
Pop-nut on test plate

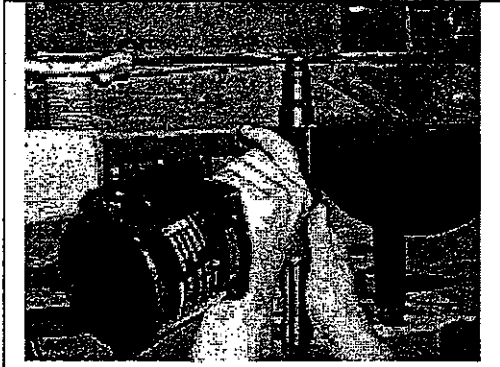


Figure 22
Pop-nut Installer ready for use.

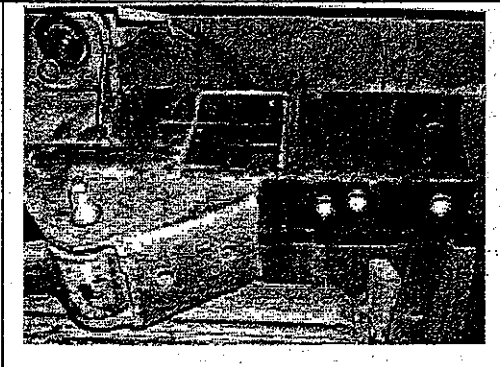


Figure 23
Passenger side Pop-nuts installed.

12. Using the $\frac{3}{4}$ " round labels provided in the service kit, mask off the Pop-nuts. Use tape to mask off other related bracket mounting locations highlighted in Figure 24. This is required to inhibit Noxudol chemicals from coating the bracket mounting surfaces.

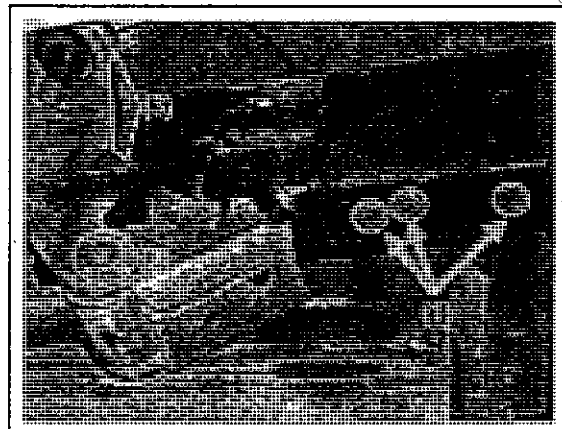
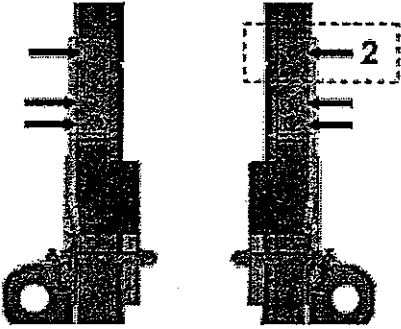
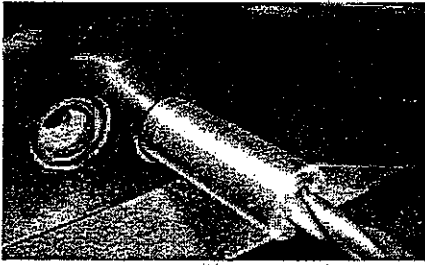
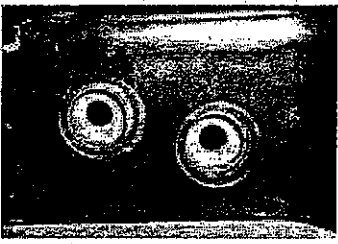


Figure 24
Masking Locations for Bracket Type "A"
 1. $\frac{3}{4}$ " round labels.
 2. Mask over mounting bolt/nut location.
 3. Mask both sides at #4 body mount for stud and nut location.

13. Follow steps 6 through 12 in the section of this bulletin entitled "Condition Two: Apply Noxudol 700 and Noxudol 300"

14. Remove all masking.

15. Remove the passenger side lower link mounting bolt.

		
<p>Figure 17 Drilling Locations [2. This location has welded nut on some models –</p>	<p>Figure 18 Drill guide and bracket</p>	<p>Figure 19 1/2" holes</p>

8. Remove both Type "A" reinforcement brackets. Save the body mount stud and nut for final installation. Discard the original rear trailing link front mount mounting nut. A new one is provided in the kit for installation.

9. Drill final holes for Pop-nuts using a 33/64" drill bit. Some 2000MY vehicles' frames already have a nut welded into the driver side frame at location 2 in Figure 16. For 2001 and 2002MY vehicles this location is for the fuel tank protector. **DO NOT DRILL THIS LOCATION IF A WELDED NUT IS PRESENT.**

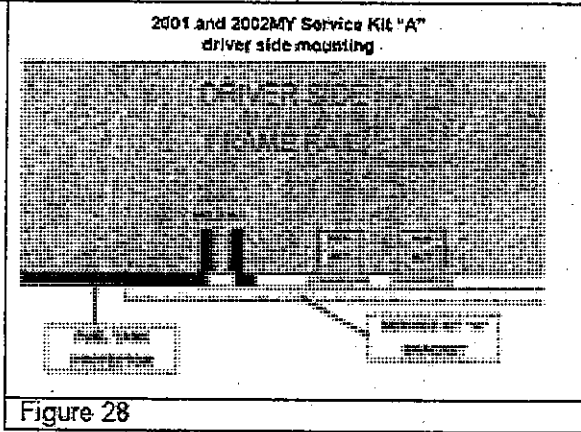
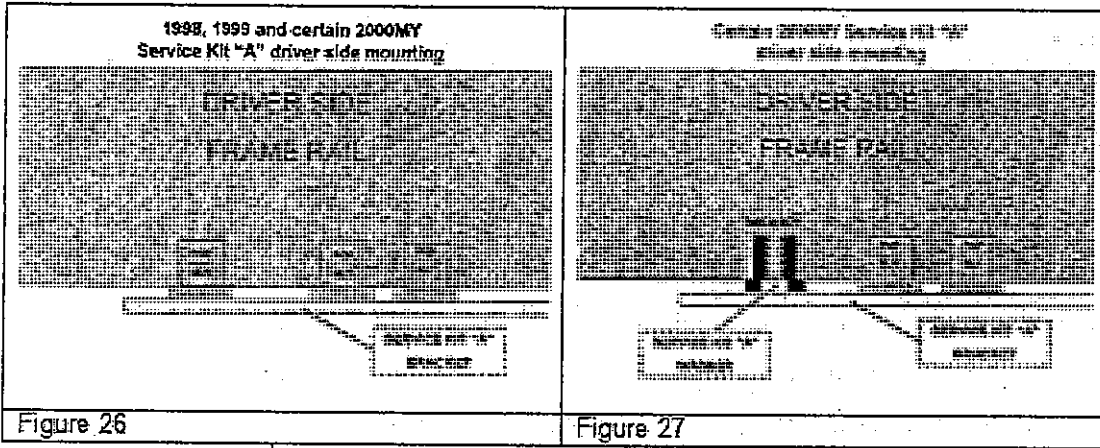
10. Using a blow gun through the side frame hole, blow any rust debris away from this area up and down the inside frame rail.

11. Install Pop-nuts. (See tool manual for additional details.)

a. Before installing the Pop-nuts, be sure the pressure regulator is adjusted between 72.5 and 87 psi (0.5-0.6MPa / 5-6bar) and, using the provided test pieces, test install at least one Pop-nut in the test plate to be sure the nut is seating properly. Measure the installed Pop-nut to confirm it has expanded to at least 15 mm. See Figures 20 and 21.

b. When installing Pop-nuts on the vehicle, be sure they are completely seated against the frame before pulling the trigger. See Figure 22.

c. After pulling trigger, continue to hold it down until the mandrel reverses direction. Once reversed pull back slightly and the mandrel will unthread from the Pop-nut. See Pop-nut Installer manual for details.



20. Torque bolts in the sequence and to the specifications shown in Figure 29.

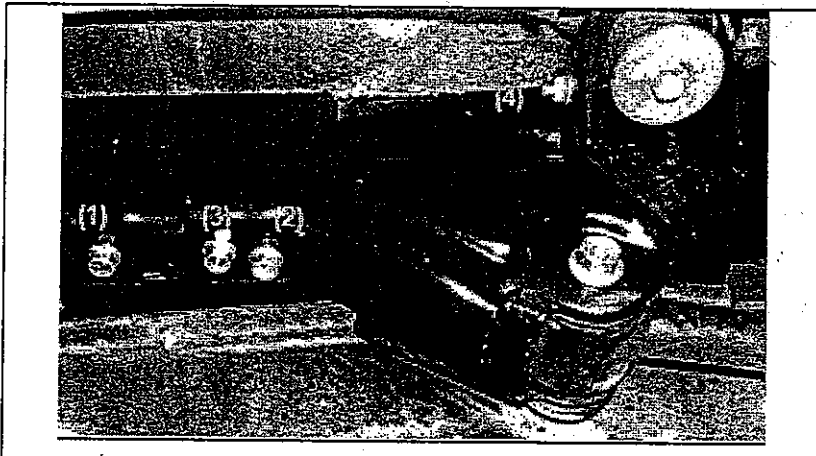


Figure 29
 1. ~ 3. Bracket bolts torque to 25-30Nm (18-22 lbf ft.)
 4. Body mount stud and nut torque to 50 - 55Nm (37-41 lbf ft.)

21. Lower the vehicle to the ground and Torque both rear trailing link front mount mounting bolts to specification. Torque to 165 to 180 Nm (122-133 lbf ft.).

22. Apply the campaign label (see "Applying the Campaign Label" on page 20 of this bulletin).

Condition Four: Reinforcement Bracket Type "B" Installation

Note: Prior to this repair procedure, it is strongly recommended that the technician thoroughly inspect the subject vehicle, including the entire underside and note any damage and/or modifications. If issues are noted that may affect the completion of this repair, please review immediately with your Service Manager or contact a National Operations Manager at 1-800-533-0244 (Option 2) prior to attempting the repair.

Note: In 2000MY through 2002MY vehicles the mounting bolt cannot be removed due to interference with the exhaust silencer. For these models, use a reciprocating saw to cut off the lower link mounting bolt head. Push the remaining section of bolt back out through the mount.

16. Install the passenger side reinforcement bracket using the new hardware provided in the kit.

17. Torque bolts in the sequence and to the specifications shown in Figure 25.

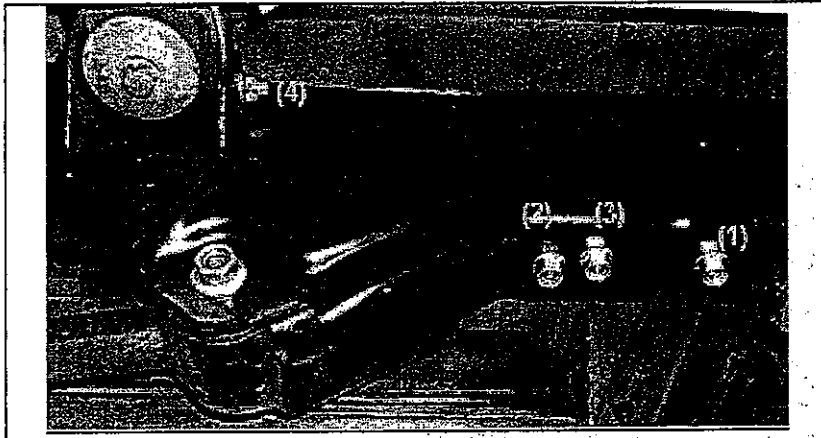


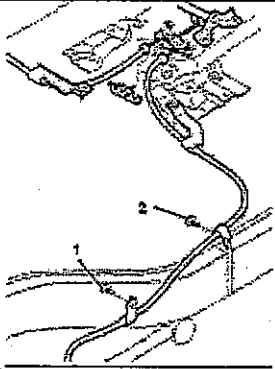
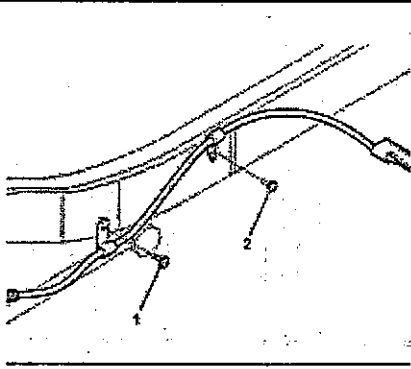
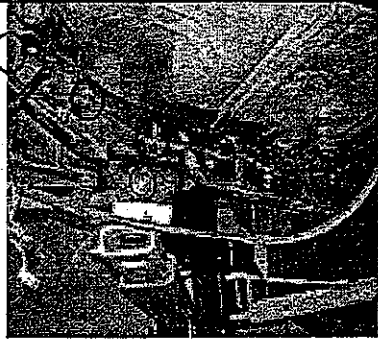

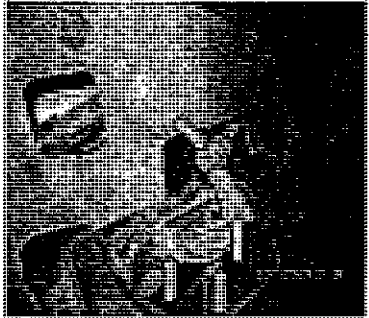

Figure 25

- 1. ~ 3. Bracket bolts torque to 25-30Nm (18-22 lbf ft.)
- 4. Body mount stud and nut torque to 50 - 55Nm (37-41 lbf ft.)

18. Using a reciprocating saw, remove the driver side rear trailing link front mount mounting bolt. Push the bolt back toward the fuel tank as far as possible. Insert the saw between the head of the mounting bolt and the mounting bracket. Cut away the bolt head. Push the remaining section of bolt back out through the mount.

19. Install the driver side reinforcement bracket using the new hardware provided in the bracket kit. The required parts will vary depending on vehicle model year and frame design. Use Figures 26, 27 and 28 for reference to correctly install the driver side bracket.

- d. Brake piping clips passenger side clips (4 clips): See Figure 34.
- e. ABS speed sensor harness driver and passenger side (4 points). See Figure 35
- f. Brake pipe retaining clip driver and passenger side (2 points). See Figure 35.
- g. Canister pipe (3 points). See Figure 36.
- h. Active suspension connector front R and L (if equipped).

		
Figure 31 Parking brake cable Pass.	Figure 32 Parking brake cable Dr.	Figure 33 Wire Harness
		
Figure 34 Brake Piping	Figure 35 ABS harness and pipe	Figure 36 Canister Pipe

5. Remove body mount mounting nuts and bolt (mounts #1, #2, #4 and #5 use nuts/ mount #3 uses a bolt) for body mounts #1 through #5. See Figure 37.

Caution: This repair procedure includes removing and reinstalling the fuel tank, fuel lines, and vent lines. Gasoline and gasoline fumes are highly volatile. Proper care should be taken during removal, storage, and reinstallation of these components. Please ensure that this repair is completed in a well vented area, away from any ignition sources.

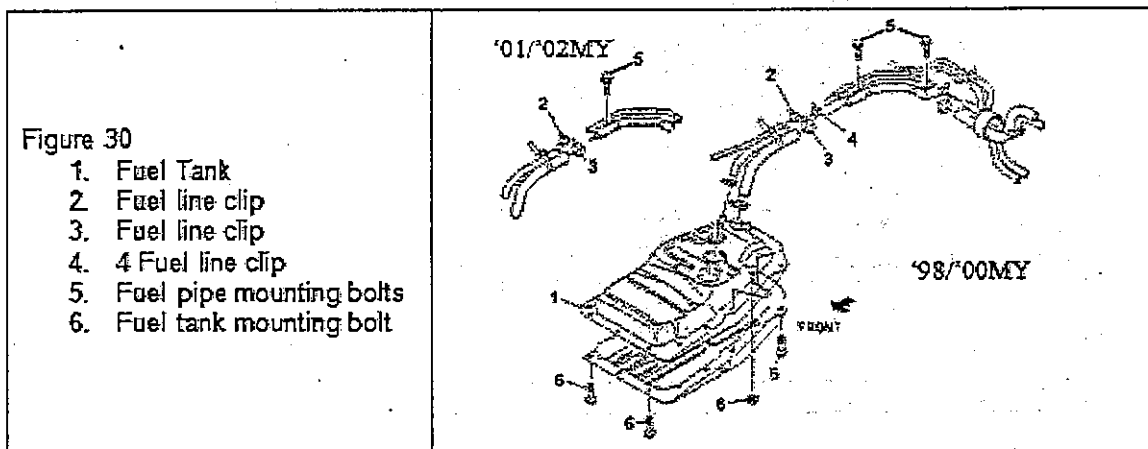
This Reinforcement Type "B" bracket must be installed on both the driver and the passenger side of the vehicle; it is not intended for installation on one side only.

This procedure will outline all necessary steps to cut away the original rear trailing link front mounts and install replacement Bracket Type "B". Follow the below steps carefully paying close attention to all notes and important statements. Not following this procedure carefully could result in permanent frame damage making the vehicle unrepairable.

1. Remove the fuel tank assembly per the service manual. New clamps are provided in kit.

i. Disconnect fuel line at fuel filter supply and return hoses.

ii. Disconnect fuel tank at locations 2, 3 and 4 shown in Figure 30.



2. Inspect the -interior frame rail at the mounting points for the "B" bracket. If perforation is evident at these mounting points, please review immediately with your service manager or contact a National Operations Manager at 1-800-533-0244 (option 2) prior to attempting the repair.

3. Remove the following components per the service manual.

a. Rear Bumper Assembly (UE only)

b. Rear Bumper Fascia and Fascia support bracket (UP only)

i. 2 nuts front flange

ii. 2 nuts rear flange

iii. 4 nuts rubber mount

c. Exhaust silencer. New gaskets provided in kit.

d. Linear EGR valve. New gasket provided in kit.

e. Front Grill (UE only)

f. Running Boards or Side Steps (UE only If equipped)

g. Rocker Protector Cover (UP only)

h. Undermount spare tire (if equipped)

4. Remove/disconnect the following components per the service manual:

a. Parking brake cable passenger side mounting bolts (2 points). See Figure 31.

b. Parking brake cable driver side mounting bolts (2 points). See Figure 32.

c. Wiring harness clips from frame driver side (6 points). See Figure 33.

11. Remove the rear lower link front mounting bolts, on driver and passenger side: Discard mounting bolts and nuts. New hardware is provided in the bracket kit.
12. Raise the vehicle into the air.
13. Remove the rear trailing link front mount. See Figure 40 for reference.
 - a. Using a cutting wheel cut just below or through the weld to remove the bracket.
 - b. Use a disk grinder to remove any excess material and smooth out the frame.

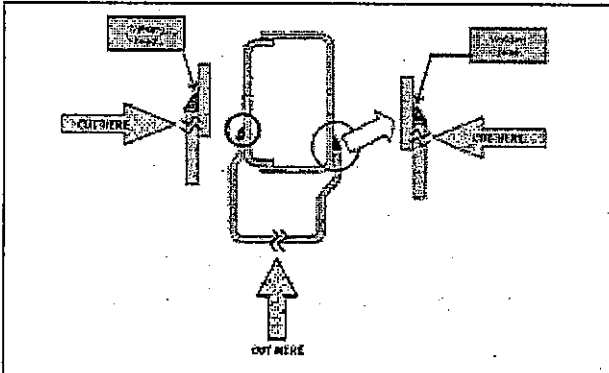


Figure 40
Rear trailing link removal

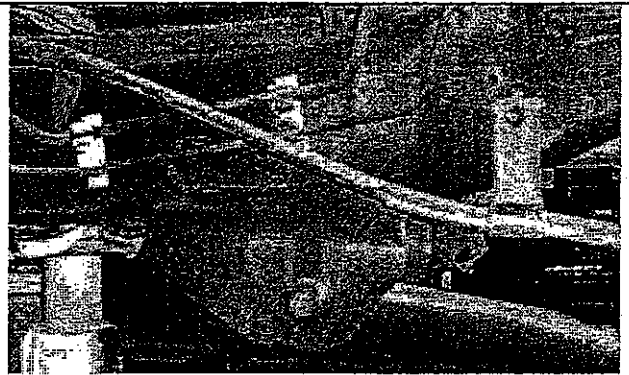


Figure 41
Passenger side bracket before removal

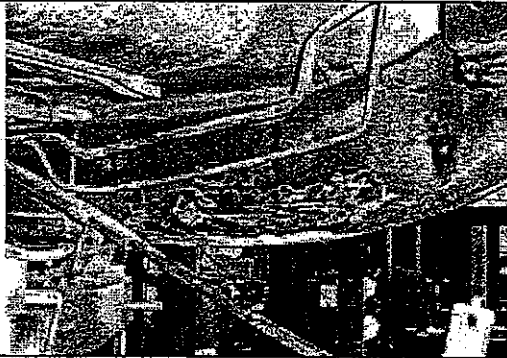


Figure 42
Frame after bracket removal

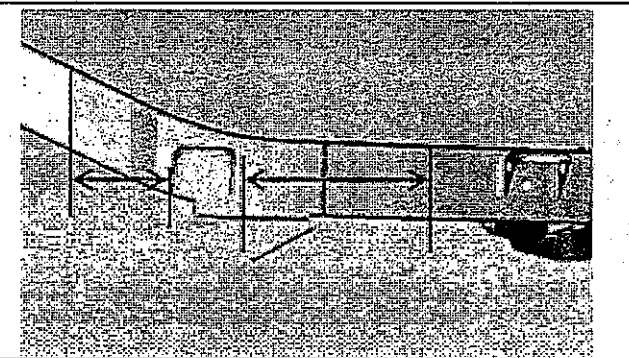


Figure 43
Frame rail cleaning area

14. Remove the frame plug from the driver and passenger side frame rails as shown in Figure 6. Discard the plug.
15. Using a hammer, knock on the outside of the frame rail to loosen any rust on the inside of the frame.
16. Using a wire brush and scraper remove any loose coating material and rust from the entire outside frame rail. Clean the area 10 inches forward and rearward the bracket location.
17. Using "C" clamps and the provided stud and nut (P/N 8-98174-543-0 and 8-97245-646-0), temporarily install both right and left Type "B" brackets as shown in Figure 44.
 - a. Start by securing the bracket to the frame using the stud and nut at the upper link bracket.
 - b. Push the bracket up firmly against the frame and clamp into place with the "C" clamps. Be sure the clamps compress the bracket against the frame so there is not possibility of movement while marking the frame.

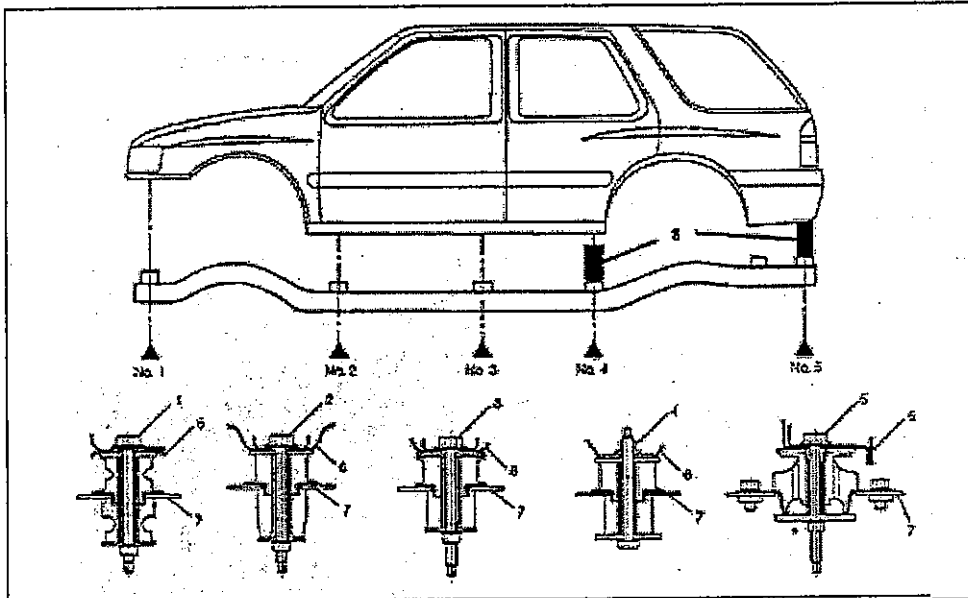


Figure 37
1 - 5. Body Mounts
6. Body Side Mounting Bracket
7. Frame Side Mounting Bracket
8. Wooden block support locations (body mount #5 and #4 right and left sides)

6. Using ratcheting straps, lash up the rear axle at the driver and passenger side. Start by placing one end of the strap above the axle at the driver side inside frame rail; route the other end of the strap down, underneath, the rear axle and then back up above the outside of the driver side frame rail. Connect both ends of the strap together and remove any slack. Repeat this process for the passenger side.

7. Lower the vehicle to the ground. Raise the rear of the body off of the frame and support.

8. Remove the 2 mounting bolts from the top of body mount number #5 (Right and Left sides) and remove the body mount.

9. Remove the top of body mount number #4.

CAUTION: Failure to install the wooden blocks as directed below can create a dangerous situation in which the rear section of the frame rail may break off, collapse to the ground and cause serious personal injury to the technician during the repair as well as permanent frame damage, making the vehicle unrepairable.

10. Using wooden blocks, support the body off of the frame at body mount #5 and #4. Body mount #5 should be 10.25 inches (260 mm) above the frame and body mount #4 should be at least 6.9 inches (175 mm) to allow access for the following steps. See Figures 38 and 39.

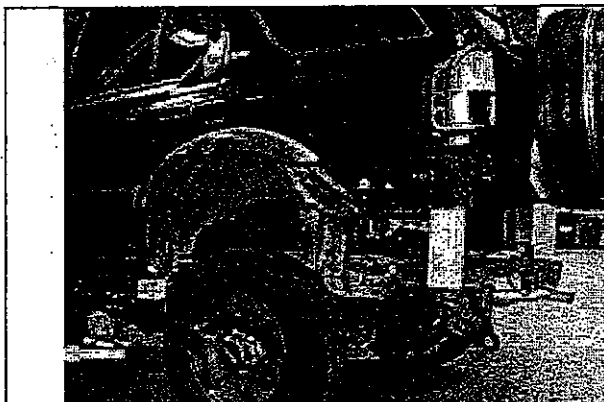


Figure 38
Wood block installed at #5 body mount

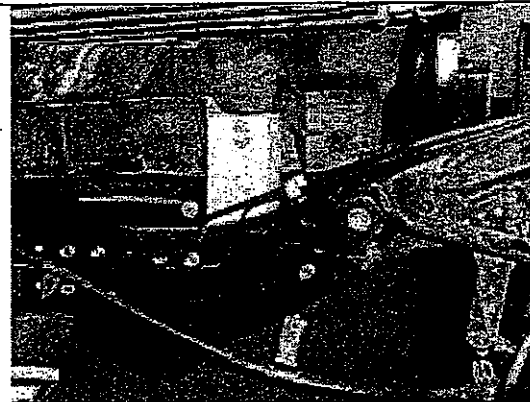


Figure 39
Wood block installed at #4 body mount



Figure 44
Type "B" bracket temporary installation.

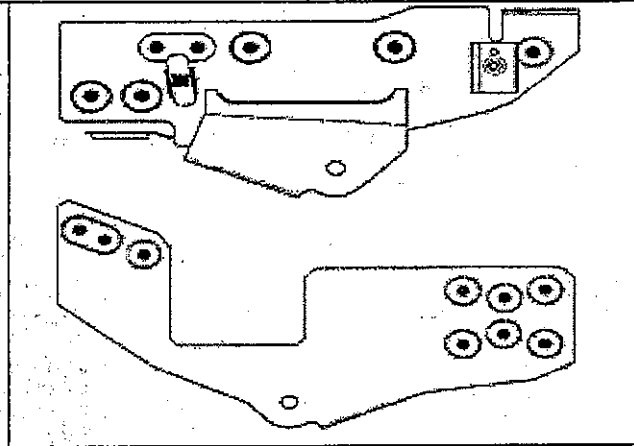


Figure 45
16 Green dots for Pop-nut locations
Red square is required clearance

18. Using the 1/4" drill bit guide or equivalent, drill 1/4" pilot holes for each bracket mounting point into the frame rail, 16 holes for each bracket. See Figure 45.

Important: be sure the bracket does not move during the procedure.

19. Using a 1/4" drill bit, drill a hole in the frame through the passenger side Type "B" bracket brake clip mounting hole. See Figure 45.

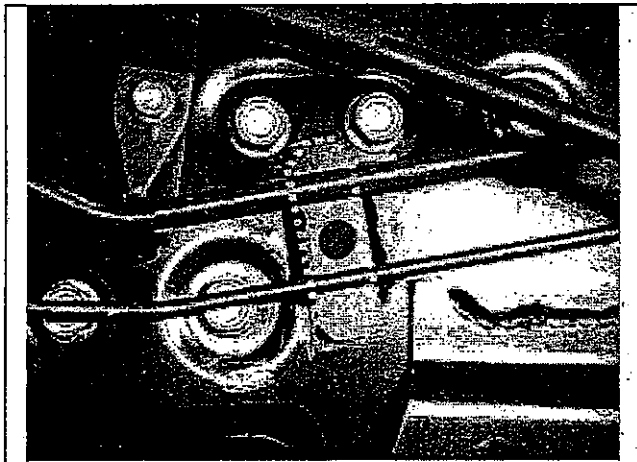


Figure 46

20. Remove both Type "B" brackets.

21. Locate the 1/4" hole drilled in step 17. Use the 33/64" drill bit and final drill this location. Mark this location with tape or chalk. This hole is required to provide clearance for the passenger side brake pipe clip. See Figure 45.

Important: Do not install a Pop-nut in this location. This hole is required clearance for the passenger side brake pipe clip.

22. Use the 33/64" drill to final drill all of the mounting holes.

23. Test fit a Pop-nut into each hole to be sure drilling is complete.

Important: Do not attempt to round out (open the hole by pivoting the drill bit) the hole if the Pop-nut does not fit. Doing so will create an uneven seating surface for the Pop-nut. If the nut does not fit after drilling, your drill is worn out and needs to be sharpened or replaced.

24. Using a blow gun through the frame hole, blow any rust debris away from this area up and down the inside frame rail.

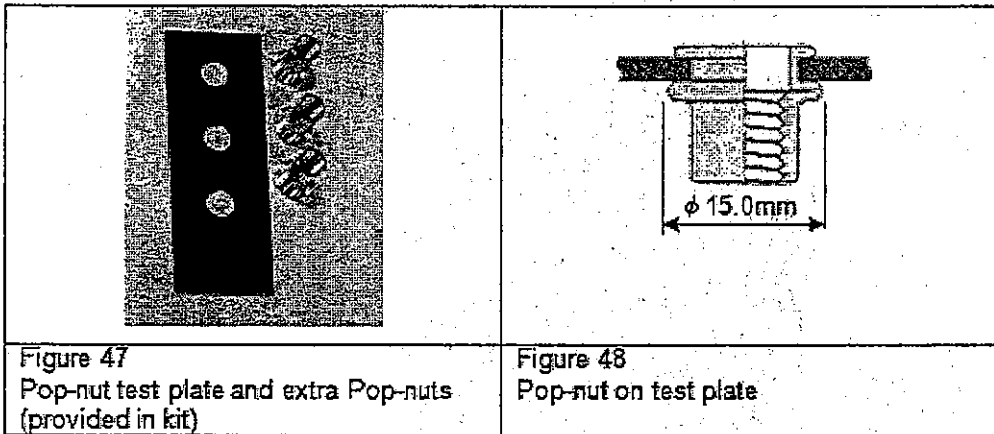
25. Install Pop-nuts.

a. Before installing the Pop-nuts (P/N 8-98174-539-0), be sure the pressure regulator is adjusted between 72.5 and 87 psi (0.5-0.6MPa / 5-6bar) and, using the provided test pieces, test install one to three Pop-nuts into the test plate to be sure the Pop-nuts are seating properly. See Figure 47 and 48.

NOTE: Air pressure regulator adjustment is critical. Excessive air pressure will result in tool damage while low pressure may result in incorrect Pop-nut installation.

b. When Installing Pop-nuts, be sure the Pop-nuts are completely seated against the frame before pulling the trigger. See Figure 22.

c. After pulling trigger, continue to hold it down until the mandrel reverses direction. Once reversed pull back slightly and the mandrel will unthread from the Pop-nut. See Pop-nut Installer manual for details.



26. Temporarily install both right and left Type "B" brackets again. Confirm all bolts can be properly started in each Pop-nut.

27. Remove both Type "B" brackets.

28. Using 3/4" round labels, mask off the Pop-nuts. Using tape, mask off other related bracket mounting locations (see Figures 49 and 50). This is required to inhibit Noxudol chemicals from coating the bracket mounting surfaces.

29. Follow steps 6 through 10 in the section of this bulletin entitled "Condition Two: Apply Noxudol 700 and Noxudol 300."

30. Change to the spray valve and spray 1 light coat of Noxudol 700 onto inner and outer frame rail of both driver and passenger side. Wipe away any drips from the bottom of the frame rail. See Figure 51.

31. Change to the spray valve and spray one coat of Noxudol 300 one onto inner and outer frame rail of both driver and passenger side. See Figure 52.

32. Remove tape and labels from the masked areas called out in step 26.



Figure 49
Upper trailing link masking point

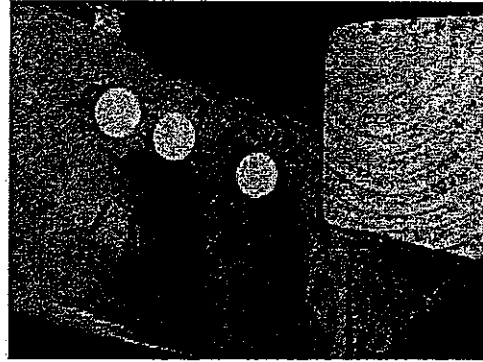


Figure 50
Pop-nuts masked with 3/4 round label

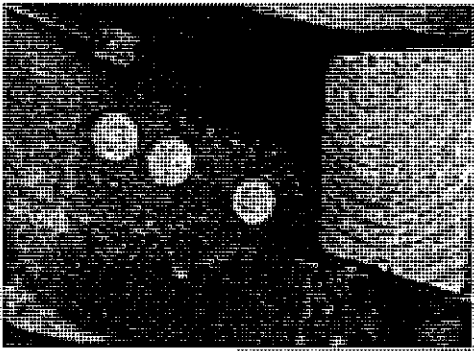


Figure 51
Pop-nuts masked and sprayed with
Noxudol 700

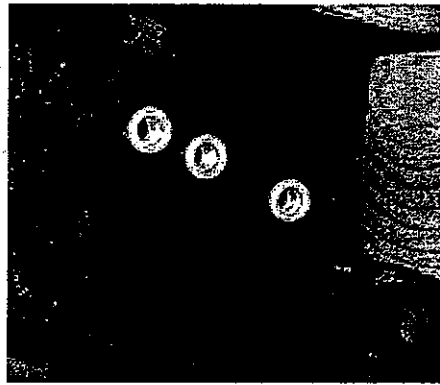
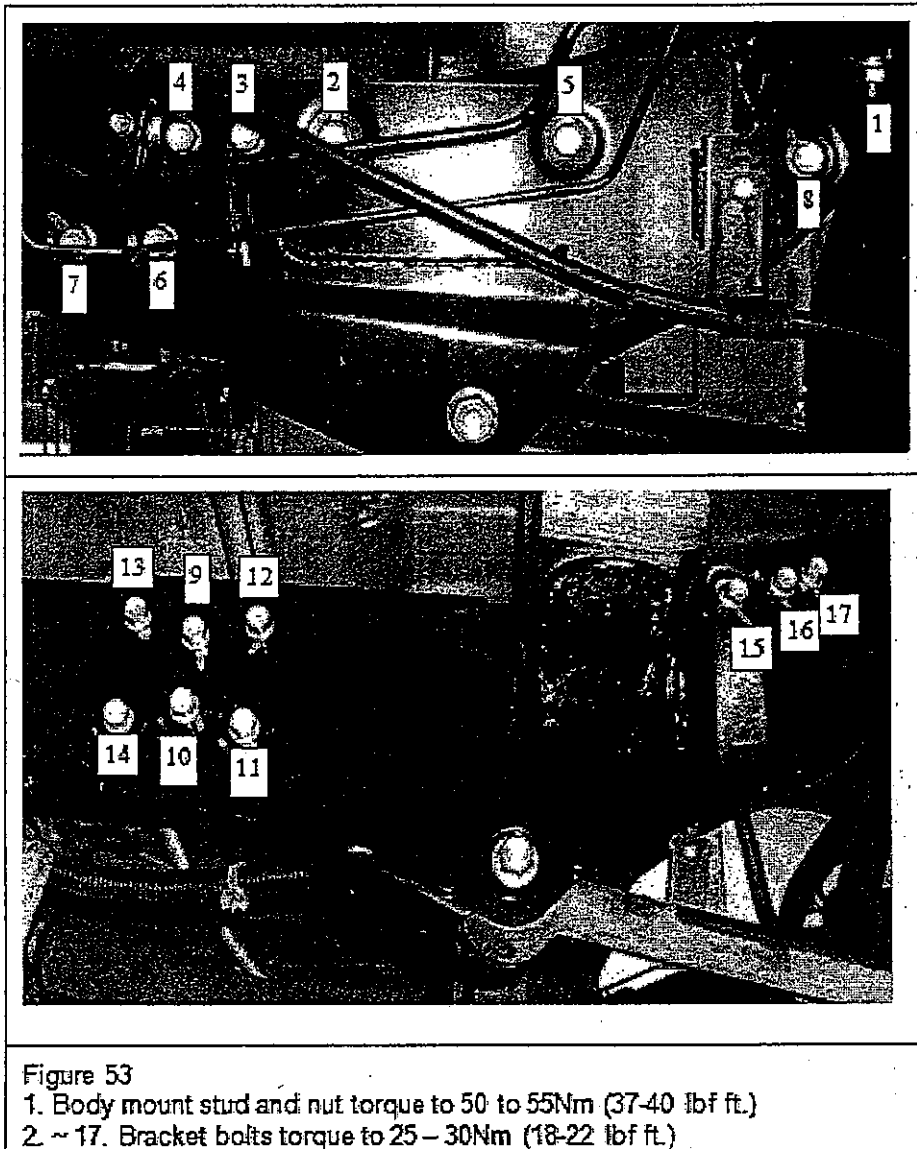


Figure 52
Noxudol spray completed and Pop-nuts

33. Install both Type "B" brackets using the stud and nut from step 15 together with 32 new mounting bolts (P/N 8-98174-544-0) provided in the bracket kit.

34. Torque bolts according to the sequence and specifications shown in Figure 53.



35. Install both rear trailing links (new bolt (P/N 0-29261-400-0 and nut P/N 8-98181-530-0 provided in the kit) and secure but do not apply the final torque. Final torque must be applied with the vehicle resting on the ground.

36. Remove both ratcheting straps installed in Step 5.

37. Lower the vehicle to the ground.

38. Raise the body up enough to remove the wooden blocks supports.

39. Install #5 body mounts and torque bolts to specification. Torque: 50 N•m (37 lb ft)

40. Spray Noxudol 300 around the #4 body mount location.

41. Lower the Body down onto the frame and torque body mounts to specification. Torque: 50 N•m (37 lb ft)

42. Torque the both rear trailing link front mount mounting bolts to specification. Torque to 165 to 180 Nm (122-133 lbf ft.).

43. Raise the vehicle into the air and secure the following components:

a. Parking brake cable passenger side (2 points).

i. New Bolt (2) P/N:0-28050-612-0 Torque: 6.5 to 8.5Nm (57 to 75 lbf in.)

b. Parking brake cable driver side (2 points).

- e. Front Grill (UE only)
- f. Running Boards or Side Steps (UE only, if equipped)
- g. Rocker Protector Cover (UP only)
- h. Undermount spare tire (if equipped)

46. Apply the campaign label (next step).

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 10V-436, Isuzu dealer code, and repair date.

ISUZU
CAMPAIGN NUMBER

DEALER CODE: _____
REPAIR DATE: _____
<small>P/N 2-90028-700-0</small>

Affix the campaign label onto the driver's side B-pillar.

CLAIM INFORMATION

IMPORTANT NOTICE: If there are questions at any point during this inspection or repair, please contact one of our National Operation Managers at our Dealer Support line. (1-800-533-0244, Option 2.) Please have your dealer code and repair order information available when you call. If there are any claim processing questions, please send your inquiry to warranty@isza.com or contact one of our National Operations Managers at the Dealer Support Line. (1-800-533-0244, Option 2.)

Submit a Campaign Claim with the information indicated below:

Operation	Oper. No.	Task	Special Instr.	Time	Failed P/N	Trouble Code	Sublet Code*	Sublet Allow
Regional Campaign 10V-436	119995	Inspect and complete Condition One Repair		0.3	2-900028-700-0	07	NX	5.50
	119996	Inspect and complete Condition Two Repair	Add 1.0 if equipped with running boards	0.4	2-900028-700-0	07	NX	27.83
	119997	Inspect and complete Condition Three Repair	Add 1.0 if equipped with running boards	1.4	8-98181-806-0 or 8-98181-813-0	07	NX	27.83
	119998	Inspect and complete Condition Four Repair	Add 1.0 if equipped with running boards	10.0	8-98181-814-0	0.7	NX	50.16

- Noxudol packaging includes enough product to complete multiple vehicles. Sublet NX has been created for these labor operations only and include normal markup. Do not enter the Noxudol part number into the parts field for this claim. This will result in a chargeback.
- For any other parts or sublet codes, normal claims submission requirements apply.
- Labor Time includes 0.1 hours administrative time allowance.

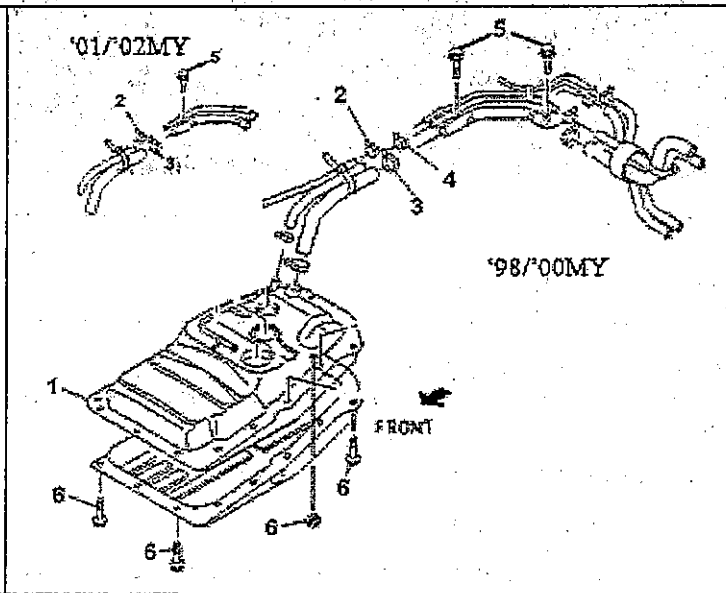
- i. New Bolt (2) P/N 0-28050-612-0 Torque: 6.5 to 8.5Nm (57 to 75 lbf in.)
- c. Wiring harness from frame driver side (6 points).
 - i. 3 points on included on new bracket
 - ii. 3 points new frame clips P/N 9-97209-720-0
- d. Brake piping passenger side clips (4 clips).
 - I. 3 clips frame rail
 - 1. V6 P/N 8-97125-111-1
 - 2. 4cyl P/N 8-97236-077-0
 - ii. 1 clip for new bracket position P/N 9-98153-939-1
- e. ABS harness and piping right front fender well.
- f. Canister pipe (3 points).

44. Re-Install the fuel tank assembly per service manual:

- i. Install fuel supply line at fuel filter using new clamp (P/N 8-97148-892-1).
- ii. Install fuel return line at fuel filter using new clamp (P/N 8-94238-572-0).
- iii. Install fuel tank. Install new parts at locations 2, 3, 4 and 6 shown in Figure 54.

Figure 54

- 1. Fuel Tank
- 2. Fuel line clip
 - '98/'00MY 8-97138-011-0
 - '01/'02MY 8094242-034-0
- 3. Fuel line clip
 - '98/'00MY 8-97139-975-0
 - '01/'02MY 8-97237-146-0
- 4. Fuel line clip
 - All 8-94242-034-0
- 5. Fuel pipe mounting bolts
- 6. Fuel tank mounting bolt & nut
 - Nut 8-97142-595-0
 - Bolt 8-97174-300-1



45. Install the following components per the service manual.

- a. Rear Bumper Assembly (UE only)
- b. Rear Bumper Fascia and Fascia support bracket (UP only)
 - i. 2 nuts front flange
 - ii. 2 nuts rear flange
 - iii. 4 nuts rubber mount
- c. Exhaust silencer. Replace gaskets (P/N 8-97148-757-1).
- d. Linear EGR valve. Replace gasket (For V6 (P/N 8-97104-317-2), for 4cyl. (8-90467-547-0).

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.

OWNER NOTIFICATION SAMPLE – ORIGINAL NOTIFICATION

OWNER NOTIFICATION LETTER VEHICLES MORE THAN 10 YEARS OLD

DATE

Dear XXXXXXX:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Isuzu Motors Limited ("Isuzu") 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.

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 by the Act 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 this letter, 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 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.

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 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

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.*

**OWNER NOTIFICATION LETTER
VEHICLES LESS THAN 10 YEARS OLD**

DATE

Dear XXXXXXXX:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Isuzu Motors Limited ("Isuzu") 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.

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

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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.

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REIMBURSEMENT

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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.

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OWNER NOTIFICATION SAMPLE - SECOND NOTIFICATION

OWNER SECOND NOTIFICATION LETTER VEHICLES MORE THAN 10 YEARS OLD

"URGENT SAFETY RECALL - SECOND NOTICE"

Dear XXXXXXXX:

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?

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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 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.

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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.

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**OWNER SECOND NOTIFICATION LETTER
VEHICLES LESS THAN 10 YEARS OLD**

"URGENT SAFETY RECALL - SECOND NOTICE"

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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 would not be effective, Isuzu will provide an alternative remedy. This service will be performed for you at no charge.

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

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.*

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Customer Information									
Customer number:	179563	Customer:	[Redacted]	Customer 2:	[Redacted]	Phone:	[Redacted] Cellular		
Address:	[Redacted]	Address 2:	[Redacted]	City:	MADISON	E-mail:			
ST/Province:	WI	ZIP/Postal:	[Redacted]	County:		Country:	USA		
Number of repair orders:	15	Customer Pay\$:	2376	Internal\$:	0	Warranty\$:	1269	Total\$:	3645
Vehicle List									
H	VehID	Make Name	Model Name	Vehicle Year	VIN	License Plate Color	Unit Number	Sticker Number	Stock Number
Y4	[Redacted]	ISUZU	RODEO	2000	4S2DM58W6Y4	[Redacted]	[Redacted]		

Repair Order History for Y4 [Redacted]

ISUZU
1800-255-6727

cost servicio ISUZU
1-800-343-0305

12/15/11 =

~~1-800-~~

1-866-441-9638

1800.444.0303
-1800-444-0303

ISUZU Comercial -
255-

ISUZU ditor
1800 = 255 = 6727 -

1800.444.0303 - { ISUZU comercial }

Zimbre Honda

Zimbre ISUZU Rodeo

(608) 271-0078

1601 W Beltline Hwy
Madison, WI-53713

DSDA RO	H	Closed	Odometer Miles/Km	Service Advisor	Technician	Line Code	Labor Type	Sold Hours	Operation	Description	Customer Pay Total
604385		01/31/2011	98014			A		46		Perform regional safety recall 10V-436 CC: 7	
			148	972		A	WI	10.00	46	Perform regional safety recall 10V-436	0.00
604198		01/18/2011	97591			A		20		AUTOMATIC TRANS, THERE IS A TRANS LEAK, ADVISE CC:	
			9227	1243		A	CI	1.50	20	AUTOMATIC TRANS	175.05
						B				02ISZTRANS CUST. REQUESTS AUTO TRANS SERVICE - COMPLETE FLUID EXCHANGE CC:	175.05
			9227			B	CI	0.00	9998	AUTOMATIC TRANSMISSION FLUID	34.30
			9227	1243		B	CI	1.50	02ISZTRANS	CUST. REQUESTS AUTO TRANS SERVICE - COMPLETE FLUID EXCHANGE	105.00
						C				Perform regional safety recall 10V-436 ADVISE- CC: 7	139.30
			9227	1243		C	WI	0.00	46	Perform regional safety recall 10V-436	0.00
						D				02ISZVCR GUEST WOULD LIKE VEHICLE CONDITION REPORT TODAY CC:	0.00
			9227	1243		D	CI	0.00	02ISZVCR	GUEST WOULD LIKE VEHICLE CONDITION REPORT TODAY	0.00
407801		12/10/2008	76640			A				02ISZLOF CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE, CHECK TIRE PRESSURE.	0.00
			725	1693		A	C	0.50	02ISZLOF	LUBE,OIL,FILTER SVC	34.95
						B				02ISZVCR GUEST WOULD LIKE VEHICLE CONDITION REPORT TODAY	34.95
			725	1693		B	C	0.00	02ISZVCR	VEHICLE COND. REPORT	0.00
											0.00
335114		01/21/2008	68738			A				14ISZ C/R CHECK ENGINE LIGHT IS ON DASH AND IDLE IS ROUGH ADVISE	
			148	1243		A	C	3.00	14ISZ	ENG-DRIVEABILITY	329.29
						B				02ISZVCR GUEST WOULD LIKE VEHICLE CONDITION REPORT TODAY	329.29
			148	1243		B	C	0.00	02ISZVCR	VEHICLE COND. REPORT	0.00
											0.00
316728		11/02/2007	105569			A				02ISZTRANS CUST. REQUESTS AUTO TRANS SERVICE - COMPLETE FLUID EXCHANGE	
			725	1243		A	C	1.50	02ISZTRANS	TRANSMISSION SERVICE	123.48
						B				02ISZAXLEF CUSTOMER REQUESTS REAR AXLE FLUID CHANGE	123.48
			725	1243		B	C	0.40	02ISZAXLEF	CHANGE REAR AXLE FLU	45.36

Repair Order Detail - Internal Copy

RO Number: 312223

RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): Contact: [REDACTED] Main: [REDACTED]
 Vehicle: 4S2DM58W6Y4 [REDACTED] 2000 RODE

Click to View Cust Copy
 Cell: [REDACTED]

Mileage: 66,475
 Service advisor: 725
 Tag number: [REDACTED]

Payment type: CASH
 Promised time: 11:30 AM
 Promised date: 10/16/2007

Waiter: No
 Estimate: 0.00
 Customer Comments: No

A ROTATE AND BALANCE TIRES
 02ISZBAL C ROTATE AND BALANCE 0.80 51.00
 TIRES
 Tech(s): 1243
 Pts: 0.00 Lbr: 51.00 Other: 0.00 Total Line A: 51.00

B Completed Vehicle Condition Report see attached sheet Thank You,
 I appreciate your business
 02ISZVCR C Completed Vehicle 0.00 0.00
 Condition Report see
 attached sheet Thank
 You, I appreciate
 your business
 Tech(s): 1243
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Customer Pay	51.00
Labor	51.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	51.00
Less Insurance/Adjustment	0.00
Sales Tax	2.92
Total	53.92

Repair Order Detail - Internal Copy

RO Number: 262388

RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): Contact: [REDACTED]
 Vehicle: 4S2DM58W6Y4 [REDACTED]

Main: [REDACTED]
 2000 RODE

Click to View Cust Copy
 Cell: [REDACTED]

Mileage: 61,005
 Service advisor: 725
 Tag number: [REDACTED]

Payment type: CASH
 Promised time: 12:00 PM
 Promised date: 04/10/2007

Waiver: No
 Estimate: 0.00
 Customer Comments: No

A REPLACED REAR PADS AND ROTORS
 26ISZ C REPLACED REAR PADS 1.40 189.50
 AND ROTORS
 Tech(s): 1693
 8-97035-266-0 1 BRAKE PAD KIT 74.54
 31084 2 WOM RR RTR 99.32
 Pts: 173.86 Lbr: 189.50 Other: 0.00 Total Line A: 363.36

B
 35ISZ C 0.00 0.00
 Tech(s): 1693
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

C CUSTOMER DECLINED
 13ISZ C CUSTOMER DECLINED 0.50 0.00
 Tech(s): 1693
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

D
 02ISZ C 0.00 0.00
 Tech(s): 1693
 8-97170-268-0 6 PLUG; SPARK 72.00
 Pts: 72.00 Lbr: 0.00 Other: 0.00 Total Line D: 72.00

Customer Pay	189.50
Labor	189.50
Parts	245.86
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	435.36
Less Insurance/Adjustment	0.00
Sales Tax	23.21
Total	458.57

Repair Order Detail - Internal Copy

RO Number: 129482

RO Status:

Customer:

Phone(s): Contact:

Vehicle: 4S2DM58W6Y4 XXXXXXXXXX

Main:

2000 RODE

Click to View Cust Copy

Cell:

XXXXXXXXXX

Mileage: 48,352

Service advisor: 725

Tag number:

Payment type:

Waiter: No

Estimate:

Customer Comments: No

A CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE CHECK TIRE PRESSURE
 02ISZLOF C LUBE OIL FILTER SVC 0.00 0.00
 Tech(s): 1243
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

B CHECK AND REPLACE AIR FILTER AS NEEDED
 02ISZAIRF C REPLACE AIR FILTER 0.00 0.00
 Tech(s): 1243
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

C CUSTOMER REQUESTS FUEL FILTER REPLACEMENT
 02ISZFUELF C REPLACE FUEL FILTER 0.00 0.00
 Tech(s): 1243
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

D CUSTOMER REQUESTS COOLING SYSTEM FLUSH AND TEST
 02ISZFLUSH C FLUSH COOLING SYSTEM 0.00 0.00
 Tech(s): 1243
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E CHECK METAL RATTLE
 24ISZ C EXHAUST 0.00 0.00
 Tech(s): 1243
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	0.00

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: 213709

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 4S2DM58W6Y4 [REDACTED]

Main: [REDACTED]
2000 RODE

[Click to View Cust Copy](#)

Cell: [REDACTED]

Mileage: 55,717

Service advisor: 725

Tag number: [REDACTED]

Payment type: CASH

Promised time: 12:00 PM

Promised date: 09/15/2006

Waiter: No

Estimate: 0.00

Customer Comments: No

A	26ISZ	C		0.30	21.00
	Tech(s):	243			
Pts:	0.00	Lbr:	21.00	Other:	0.00
				Total Line A:	21.00

Customer Pay	
Labor	21.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	21.00
Less Insurance/Adjustment	0.00
Sales Tax	1.16
Total	22.16

Repair Order Detail - Internal Copy

RO Number: 65873

RO Status:

Customer:

Phone(s): Contact:

Vehicle: 4S2DM58W6Y4

Main:

2000 RODE

Click to View Cust Copy

Cell:

Mileage: 42,324

Service advisor: 725

Tag number:

Payment type:

Waiter: No

Estimate:

Customer Comments: No

A	C/S/TRANS FLUID LEAK CHECK AND ADVISE								
	20ISZ	W	TRANSMISSION-AUTO		0.00				0.00
	Tech(s): 972								
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line A:			0.00

Customer Pay

Labor

Parts

Lube

Sublet

Miscellaneous/Shop Charge*

Total Charges**

0.00

0.00

0.00

0.00

0.00

0.00

0.00

*Miscellaneous/Shop Charge Includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: 103415

RO Status:

Customer:

Phone(s): Contact:

Vehicle: 4S2DM58W6Y4

Main:

2000 RODE

Click to View Cust Copy

Cell:

Mileage: 46,263

Service advisor: 725

Tag number:

Payment type:

Waiter: No

Estimate:

Customer Comments: No

A C/S WHEN COLD HEARS A SQUEALING NOISE FROM ENGINE AREA CHECK AND ADVISE
11ISZ C ENGINE-MINOR 0.00 0.00
Tech(s): 972
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

B C/S BOLT MISSING ON SKID PLATE CHECK AND ADVISE
44ISZ C BODY-TRIM 0.00 0.00
Tech(s): 972
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Customer Pay
Labor 0.00
Parts 0.00
Lube 0.00
Sublet 0.00
Miscellaneous/Shop Charge* 0.00
Total Charges** 0.00

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: 972149

RO Status:

Customer:

Phone(s): Contact:

Vehicle: 4S2DM58W6Y4 [REDACTED]

Main:

2000 RODE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 32,502

Service advisor: 725

Tag number:

Payment type:

Waiter: No

Estimate:

Customer Comments: No

A	C/S WHEEL BEARINGS ARE BAD??? CAUSING TIRE WEAR??? CHECK AND ADVISE						
	22ISZ	C	DIFFERENTIAL	0.00			0.00
	Tech(s): 1257						
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line A:	0.00
B	C/R REPLACE FRONT WIPER INSERTS ADVISE						
	44ISZ	C	BODY-TRIM	0.00			0.00
	Tech(s): 1344						
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line B:	0.00
C	CUSTOMER REQUESTS WHEEL BEARING REPACK-4WD						
	02ISZPACK4	C	REPACK 4WD BEARINGS	0.00			0.00
	Tech(s): 1344						
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line C:	0.00
D	C/S TRUCK PULLS RIGHT CHECK AND ADVISE						
	33ISZ	C	ALIGN	0.00			0.00
	Tech(s): 1344						
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line D:	0.00

Customer Pay

Labor

Parts

Lube

Sublet

Miscellaneous/Shop Charge*

Total Charges**

0.00

0.00

0.00

0.00

0.00

0.00

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: 969760

RO Status:

Customer:
 Phone(s): Contact:
 Vehicle: 4S2DM58W6Y4

Main:
 2000 RODE

Click to View Cust Copy
 Cell:

Mileage: 32,261
 Service advisor: 725
 Tag number:

Payment type:

Waiter: No
 Estimate:
 Customer Comments: No

A	C/S USING OIL CHECK AND ADVISE NO EXTERNAL LEAKS FOUND								
	11ISZ	C	ENGINE-MINOR		0.00				0.00
	Tech(s):	1257							
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line A:			0.00
B	C/S SQUEALING NOISE ON START UPS SERPENTINE BELT WORN AND CRACKED								
	11ISZ1	C	ENGINE-MINOR		0.00				0.00
	Tech(s):	1257							
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line B:			0.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	0.00

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: 937882

RO Status:

Customer:

Phone(s): Contact:

Vehicle: 4S2DM58W6Y4

Main:

2000 RODE

Click to View Cust Copy

Cell:

Mileage: 28,833

Service advisor: 148

Tag number:

Payment type:

Waiter: No

Estimate:

Customer Comments: No

A C/R TRUCK STARTS THEN DIES ADVISE AND REPAIR FUEL PRESSURE
REGULATOR DIAPHRAM TORN
14ISZ W ENG DRIVEABILITY 0.00 0.00
Tech(s): 1693
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	0.00

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: 955602

RO Status:

Customer:

Phone(s): Contact:

Vehicle: 4S2DM58W6Y4

Main:

2000 RODE

Click to View Cust Copy

Cell:

Mileage: 30,712

Service advisor: 725

Tag number:

Payment type:

Waiter: No

Estimate:

Customer Comments: No

A	CUSTOMER REQUESTS 24000 MILE SERVICE LESS LOP				
02ISZ24K	C	24000 MI MAINT SVC	0.00		0.00
Tech(s):	895				
Pts:	0.00	Lbr:	0.00	Other:	0.00
				Total Line A:	0.00

Customer Pay

Labor

Parts

Lube

Sublet

Miscellaneous/Shop Charge*

Total Charges**

0.00

0.00

0.00

0.00

0.00

0.00

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

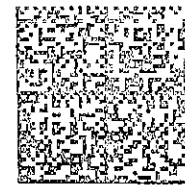
**Total Charges includes any Insurance/Adjustment originally on RO.



**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

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FIRST CLASS



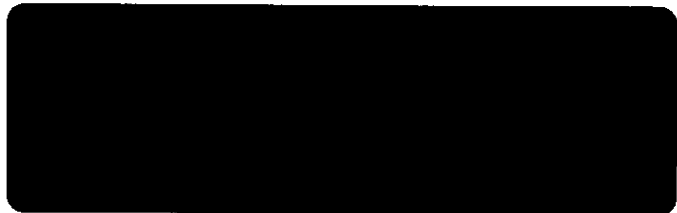
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