



U.S. Department
of Transportation

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

1200 New Jersey Avenue, SE
Washington, DC 20590

**National Highway
Traffic Safety
Administration**

May 3, 2012

[REDACTED]

Madison, WI [REDACTED]

Dear [REDACTED]

NVS-216 rrr
Ref. No. 10453034

Thank you for your correspondence concerning your model year (MY) 2000 Isuzu Rodeo. The Wisconsin Department of Agriculture, Trade and Consumer Protection forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience our delay in responding may have caused

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that a dealer did not adequately complete a recall (NHTSA Safety Recall Campaign No. 10V-436) on your MY 2000 Isuzu Rodeo vehicle. Almost 1- year after the recall remedy a body shop told you the rear of both frame rails had server rust and holes. You request that Isuzu replace the entire frame at their expense.

NHTSA Safety Recall Campaign No. 10V-436 addresses excessive corrosion affecting the rear suspension lower link brackets in certain MY 1998 through MY 2002 Isuzu Rodeo vehicles registered and sold in high corrosion States. The recall remedy requires the dealer to inspect the rear suspension lower links and either apply an anti-corrosion compound or install a reinforcement bracket depending on the severity of the corrosion. The recall does not address corrosion on the entire frame and is limited to the area where the lower link brackets attach to the frame.

For your information, in the rare event that a reinforcement bracket cannot be installed or would not satisfactorily remedy the excessive corrosion in the area of the rear suspension lower link bracket, Isuzu may offer to repurchase the vehicle at the Kelly Blue Book value. The actual price will vary, depending on the model year of the vehicle, its mileage, trim level, and overall condition, (unrelated to any corrosion that may exist in the area of the rear suspension lower link brackets) less a reasonable allowance for depreciation. We recommend you continue to work

with Isuzu and a local dealer to resolve your problem. Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement