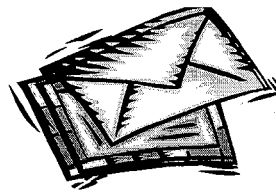


NHTSA ccmMercury Routing Slip



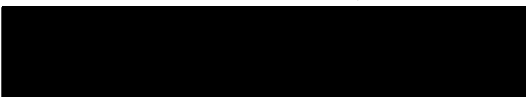
OL-10644054-1789

Printed: 10/7/2014

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

NHTSA #: ES14-004461	Rec'd Date: 10/7/2014	Referred By: NPO-011
XREF #:	Doc Type: GEN	Doc Date: 9/29/2014
Delivery: EXP	Address To:	Due Date:
S10 #:	DOT/I #:	RMP #:
Subject: SUBMISSION FROM [REDACTED] RE 2000 ISUZU RODEO CONCERNS (PHOTOS ENCLOSED)		
Ack Date:	Ack By:	Signed For:
Sign Office: ENFORCEMENT	Signature: AS APPROPRIATE	Cleared For:
Cleared Date:	Cleared By:	Closed Date: 10/7/2014
File Loc:	XREF File:	
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:



OCT -8 2014

TOLEDO, OH [REDACTED]
Tel: [REDACTED] Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	10/7/2014		10/7/2014
NVS-010	INFORMATION	10/7/2014		10/7/2014

NM
10814
SUD

September 29, 2014

To whom it may concern

From: [REDACTED]
[REDACTED]

Toledo, Ohio [REDACTED]

Phone: [REDACTED]

I have a 2000 Isuzu Rodeo, in good running condition, great body condition and with only 69,948 miles on it. I have recently been informed that there is heavy rusting and severe corrosion on the frame and is unsafe to drive.

On August 18, 2014 about 2:57pm, I contacted Isuzu Motors America in Anaheim, CA. I spoke with Ken and Clode, after conversing with them I felt little concern on their part.

I then contacted National Highway Traffic Safety Administration on August 18, 2014 about 3:30pm spoke with Marina and filed a complaint in reference to their Campaign #10v43600. That report was something about corrosion/rusting of the frame of 2000 Isuzu Rodeo. A recall part was put on a severe corrosion frame, on my Rodeo. I was told at that time to also contact the Federal Trade Commission and the Attorney General Office. Which I did. On August 18, 2014 I contacted the Federal Trade Commission and spoke with Laurie. I filed a consumer complaint ref.# [REDACTED]. On the same day about 4:10pm I spoke with Jessica at the Attorney General Office and filed a complaint concerning the matter of my Isuzu Rodeo, ref.# [REDACTED]

FS14-004461

On September 26, 2014 I had the Rodeo transported/towed to Sellers Buick & GMC in Farmington Hills, Michigan at 10:40am for inspection as suggested by Isuzu.

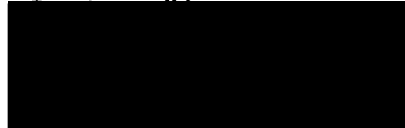
I am sad to think I may have to junk my Rodeo do to negligence and very poor materials used to build this vehicle. I have been told it is a hazard to drive. I drove the Rodeo the whole winter of 2013-2014 not knowing of its condition.

I am also heartbroken because, I inherited the Isuzu Rodeo from my only brother who passed. It is the only thing I have left of his. It has given me great joy to drive and a sense of closeness still to my brother. If he was alive today he would be very upset and disappointed, as I am.

I am asking that you would please come to a decent solution to this problem, either repair it, replace it, or buy it back.

Thank you in advance.

Sincerely,

A black rectangular redaction box covering the signature of the sender.

Enclose you will find: Photos, Reports and other complaints in relation to the 2000 Isuzu Rodeo

Cc: Ms. Kesha Young/Ohio Attorney General
Federal Trade Commission
National Highway Traffic Safety Administration

Login / Sign I

- Research Cars
- Cars for Sale
- Car Reviews & News
- Features & Advice
- Tools and Tips

What are you looking for?

MOTOR TREND 1988
MONTEREY CAR WEEK
 Powered by: **INFINITI**

MotorTrend brings you 6 days of classic car themed episodes during Monterey Car Week.

TUNE-IN AUG. 11-16
 Only on MotorTrend Channel
youtube.com/motortrend

Know What You Can Afford Before Buying a Car.
 Check out our Finance Guide
automotive.com

Home | Car News | The Flailing Remnants Of Isuzu Assemble For A Recall Of A Forgotten Vehicle

The Flailing Remnants Of Isuzu Assemble For A Recall Of A Forgotten Vehicle

By Blake Z. Rong | July 09, 2012

COMMENTS



Watch the Volkswagen Golf + GoPro

Ready. Set. Golf. Das Auto

Remember Isuzu? No, you probably don't. Even the last of the Troopers have stormed off into the sunset, amid a pile of rust and faulty wiring harnesses. But the Rodeo—and its Amigo predecessor—which once sold in droves, is being recalled for the few that still hold onto an archaic SUV from a dead brand.

If you're one of the 11,221 owners of a 1998-2002 Isuzu Amigo, or a 3-door Rodeo Sport, your car suffers from excessive corrosion around the rear suspension. Rust is an issue on any old Isuzu, but evidently this was drastic enough to warrant a recall. If left unchecked, the lower link that bolts the rear suspension together can fall off the frame, causing the sort of crash that most will simply chalk up to owning an old Isuzu.

Isuzu's solution is to inspect the lower suspension and then either replace the bracket or spray it with anti-corrosive (not WD-40), or even rebuy the vehicle at Kelly Blue Book values. All of this will be done at an Isuzu dealer, which really begs the dramatic question: Are there any Isuzu dealers left? A cursory glance at Google shows about 8 or so dealerships scattered throughout the country, mostly paired up with Suzuki dealers for an extra dose of irony. But no, it turns out, not all of the lights at Isuzu are off yet. The Isuzu web site still lists plenty of service facilities, many of which still offer warranty work. If you're an owner, this is probably your best bet to finding a dealership that will fix your Rodeo. But be warned, however: not every dealer will perform warranty work, or remember what an Isuzu is, or even exist.

If you have further questions, the Isuzu Owner Support line can be reached at (800) 255-6727.

Source: NHTSA

Recommend Tweet

New Car Price Quote

Select Make
 Select Model

Get My Quote

TAYLOR CADILLAC
6100 West Central Ave.
TOLEDO, OHIO 43615
Phone: (419) 842-8800
www.taylorauto.com



0102ICDCS513875

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR LYMAN HALL	110861	TAG NO. 9771	INVOICE DATE 09/18/14	INVOICE NO. CDCS [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 69,940	COLOR SILVER/	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 00/ISUZU/RODEO S/4DR			DELIVERY DATE 06/09/00	DELIVERY MILES 265
TOLEDO, OH [REDACTED]	VEHICLE I.D. NO. 4 S 2 C K 5 8 W 3 Y 4 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/18/14		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 69945

JOB# 1 CHARGES-----

LABOR-----
 J# 1 21ISZ01 SHOCKS/STRUTS TECH(S):107533 0.00
 CUSTOMER STATES THAT VEHICLE SEEMS TO RIDE "LOOSE" WHEN DRIVING OVER BUMPY STREETS. CUSTOMER SUSPECTS SHOCKS, BUT WOULD LIKE FULL INSPECTION OF STEERING AND SUSPENSION. INSPECTION REVEALED THE NEED FOR SHOCK ABSORBERS AND SWAY BAR BUSHINGS, BUT THE VEHICLE HAS SOME STRUCTURAL CONCERNS. THE FRAME RAILS ARE BADLY RUSTED, WITH SECTIONS MISSING, AT BOTH RIGHT AND LEFT REAR CORNERS OF THE VEHICLE. THE HEAVILY RUSTED FRAME MAY SOON NO LONGER BE ABLE TO SUPPORT THE REAR SUSPENSION COMPONENTS AND CAUSE LOSS OF VEHICLE CONTROL.

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$165.00 (+TAX)

COMMENTS-----
 SHUTTLE TWO-WAY

TOTALS-----

 * NEXT RECOMMENDED SERVICE: *
 * 09/18/2014 / 69945 MI 01BUZZCOOLFLUSH RADIATOR SYSTEM SERV *

CASH () CHECK () VISA ()	TOTAL LABOR....	0.00
DISC () M/C ()	TOTAL PARTS....	0.00
DEDUCTIBLE AMOUNT []	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

**TAYLOR AUTOMOTIVE GROUP
 EMPLOYEES MISSION STATEMENT**
 To supply our customers with the products and services of the highest quality and value that exceeds their expectations. We promise to provide friendly, courteous, professional and timely service in all transactions based on honesty and integrity with a goal of all customers being completely satisfied.

*SUPPLIES - A token charge equivalent to 8% of the labor charge to a maximum of \$25.00 is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

DISCLAIMER OF WARRANTIES: Any warranty on the products sold hereby are those made by the manufacturer. The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

CUSTOMER SIGNATURE _____

Work Order

October 10, 2011

Svc.Adv Maas. Jon

Cust.Ph.

Tag# 252

SELLERS

Truck Center
248-477-6457

SELLERS
Buick • GMC
Reputation Is Everything

38000 Grand River Avenue • Farmington Hills, MI • 48335

Sales: (248) 478 - 8000 • Fax: (248) 478 - 0635



authorized
service
provider

SELLERS

Collision Center
248-478-9690

Page 2 of 2

10/12/2011 09:31:33

O U T	Debtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.		Currency:	Labor:	\$70.00
	All Repairs & Parts listed were furnished in compliance with the Michigan Repair Act (P.A. 300).		Payment Ref:	Parts:	\$0.00
	"Shop Supplies" A token charge of labor is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, solvents, rags, cleaners, towels, wire, connector pins, hazardous waste containment, fluids used to "Top off levels", etc.		Expiry Date:	Misc:	\$0.00
	Repairs Properly Completed & Inspected by _____ State Registration # _____ F160201.		P/O#:	Sub Total:	\$70.00
			Estimate: 100.00	Tax:	\$0.00
	Date	Signature	Payment Type	Total:	\$70.00

SELLERSTruck Center
248-477-6457**SELLERS**
Buick • GMC
Reputation Is Everything38000 Grand River Avenue • Farmington Hills, MI • 48335
Sales: (248) 478 - 8000 • Fax: (248) 478 - 0635authorized
service
provider**SELLERS**Collision Center
248-478-9690

INVOICE ORIGINAL

Work Order

[REDACTED]

October 10, 2011

Svc. Adv Maas, Jon

Cust. Ph. [REDACTED]

Tag# 252

Page 1 of 2

10/12/2011 09:31:33

To [REDACTED]	Year: 2000 Veh Id: [REDACTED] Unit #:
Toledo	Make: Isuzu License #:
[REDACTED]	Model: Rodeo LS Odo. In: 63,327
OH	Color: Silver/Grey Odo. Out:
	V.I.N.#: 4S2CK58W3Y4 [REDACTED] Next Service:
	Date In: 10/10/2011 In Service Date:
	Out: 10/12/2011 Cases: 2
	Ext. War: - - (mo /) - D: \$0.00 R/Lab. Rate 95.00
	Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No

Case: 1 Campaign # 10V-436 Campaign SB10-11-S002A Corrosion Affecting the Forward Rear Suspension Lower Link Brackets Regional Safety Recall 10V-436

Quantity	Description/Correction	Origin:	Retail	Price	Total
1.00	8981818060 - SERVICE KIT;A-1 - Warranty (FP)		\$161.67	\$0.00	\$0.00
	Campaign # 10V-436 Campaign			\$0.00	\$0.00
	SB10-11-S002A Corrosion Affecting the Forward Rear Suspension Lower Link Brackets Regional Safety Recall 10V-436				
	*** - Tech Cause: performed frame inspection and punch test on affected areas. verified condition level 3 is present. *** - Tech Comments: removed running boards, cleaned corrosion from affected area per recall, installed bracket kit for level 3, applied rust proofing, reinstalled running boards and verified repairs. all is ok at this time. - Warranty				
	Completed by Technician number: 0895 Tech License #: (M247561)			\$0.00	\$0.00

Misc \$0.00 Labor \$0.00 Parts \$0.00 Prepaid Parts Amt: \$0.00 Case Total: \$0.00

Case: 2 Perform safety inspection of vehicle.

Quantity	Description/Correction	Origin:	Price	Total
	Perform safety inspection of vehicle.		\$70.00	\$70.00
	performed inspection, found rear leaf springs cracked, front and rear shocks worn and leaking, recommend replacing fuel filter due to condition of filter.			
	Completed by Technician number: 0895 Tech License #: (M247561)			

Misc \$0.00 Labor \$70.00 Parts \$0.00 Prepaid Parts Amt: \$0.00 Case Total: \$70.00

\$0.00

Thank you for choosing Sellers Buick GMC Isuzu.



2000 ISUZU RODEO

Recalls	Investigations	Complaints	Service Bulletins
4	2	259	37

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 36 - 40 out of 263

Date Complaint Filed: 10/12/2011 **Date of Incident:** 01/12/2011
Component(s): STRUCTURE **NHTSA ID Number:** 10429569

All Products Associated with this Complaint

Details **0 Associated Documents**

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Isuzu Manufacturing Services of America
Vehicle Identification No. (VIN): 4S2DM58W2Y4...

SUMMARY:
 TL* THE CONTACT OWNS A 2000 ISUZU RODEO. THE CONTACT STATED THAT THE FRAME ON THE REAR OF THE VEHICLE WAS RUSTED AND CORRODED. IN ADDITION, WHEN DRIVING AT LEAST 25 MPH OR ABOVE, THE REAR END WOULD SWAY ABNORMALLY. THE VEHICLE WAS TAKEN TO THE DEALER WHO ADVISED THE CONTACT THAT THE VEHICLE WAS BEYOND REPAIR AND SHOULD BE CONDEMNED. THE MANUFACTURER WAS NOTIFIED WHO OFFERED TO BUY BACK THE VEHICLE FROM THE CONTACT. THE FAILURE MILEAGE WAS 153,000.

Date Complaint Filed: 10/12/2011 **Date of Incident:** 09/21/2011
Component(s): SUSPENSION **NHTSA ID Number:** 10429562

All Products Associated with this Complaint

Details **0 Associated Documents**

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Isuzu Manufacturing Services of America
Vehicle Identification No. (VIN): Not Available

SUMMARY:
 TL* THE CONTACT OWNS A 2000 ISUZU RODEO. THE CONTACT STATED THAT THE VEHICLE WAS INCLUDED IN NHTSA RECALL CAMPAIGN ID NUMBER 10V436000 (SUSPENSION:REAR). THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO STATED THAT IT WAS BEYOND REPAIR. THE CONTACT STATED THAT ACCORDING TO THE RECALL NOTICE, AN ALTERNATE REMEDY WOULD BE PROVIDED IF THE VEHICLE WAS BEYOND REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT DID NOT OFFER AN ALTERNATIVE REMEDY. THE CONTACT WAS INSTEAD OFFERED A BUYOUT AND DID NOT ACCEPT IT. THE FAILURE MILEAGE WAS 126,000. THE VIN WAS UNAVAILABLE.

Date Complaint Filed: 08/31/2011 **Date of Incident:** 06/10/2011
Component(s): STRUCTURE **NHTSA ID Number:** 10422809

All Products Associated with this Complaint

Details **0 Associated Documents**

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Isuzu Manufacturing Services of America
Vehicle Identification No. (VIN): 4S2CK58W1Y4...

SUMMARY:
 GOT A RECALL FROM ISUZU ABOUT MY 2000 RODEO FOR SPRING SHACKLE POSS. RUSTING . TOOK TO THEM THEY RETURNDE MY CALL THE NEXT DAY AND THEY TOLD ME TO COME AND GET MY STUFF OUT OF IT BECAUSE THEY WERE CONDEMMING THE RODEO. WHEN I GOT THERE MY CAR WAS STILL ON THE RACK AND HE SHOWED ME WERE 18 INCHES OF THE FRAME RAIL WAS RUSTED THRU. THEY TOLD ME SOME ONE FROM ISUZU . WOULD GET A HOLD OF ME IN A COUPLE DAYS. 10 DAYS LATER THERE WAS A MESSAGE ON MY PHONE. TO PLEASE CALL THEM BACK ABOUT MY ISUZU. WHEN I CALLED THE TOLD ME THE COULD OFFER \$1006.00 FOR IT. I'VE WAS A MECHANIC FOR 32 YEARS AND DONE ALL THE REPAIRS SINCE I BOUGHT IT IN 2007. I WAS SHOCKED. AND MAD. THE GUY I TALKED TO TOLD ME TO GO GET THE CAR. I SAID IT WAS CONDEMNED BY ISUZU. HE SAID THAT'S OK THEY WON'T WARRANTY ANYMORE IF I PICKED IT UP. NOW I DON'T HAVE A CAR BECAUSE I'M ON DISABLED AND I CAN'T AFFORD A CAR PAYMENT. I HAVE NOT TAKEN ANY MONEY FROM THEM AND WAITING FOR MORE MONEY FROM THEM. *TR

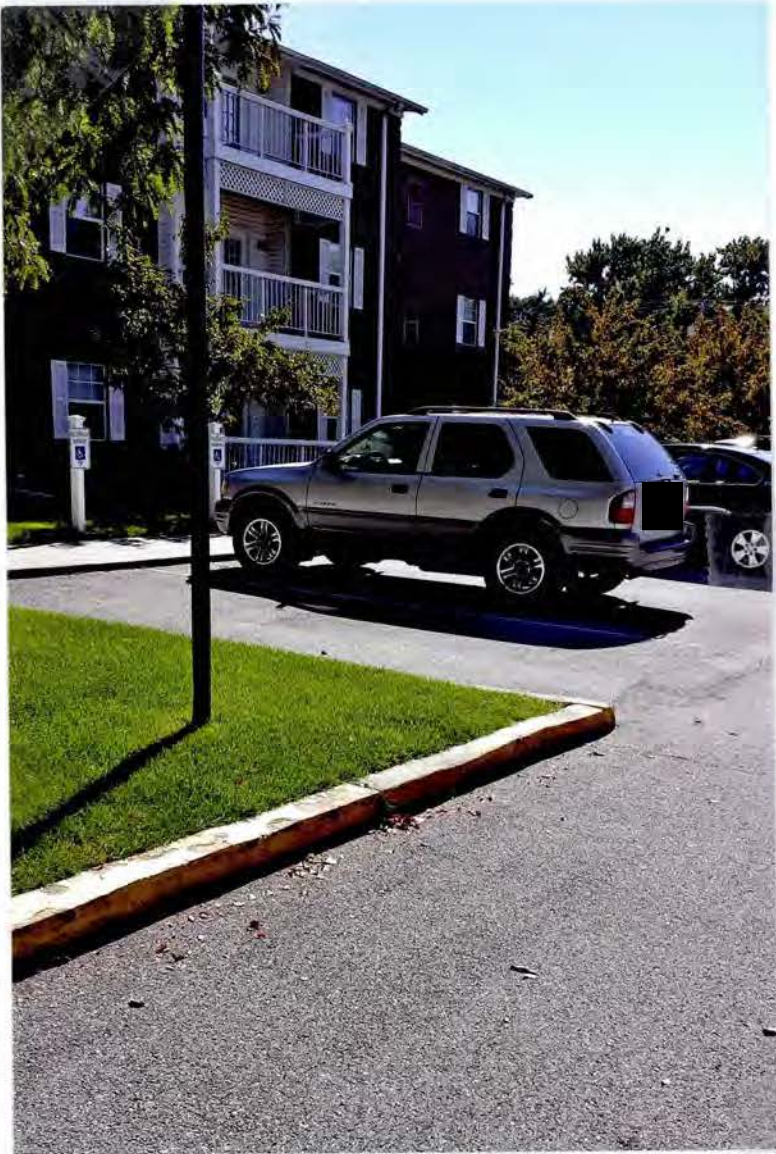






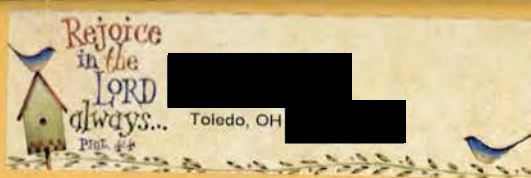




Photo #10V43600



2000 ISUZU Rodeo



NHTSA Headquarters / Ms. Marina
1200 New Jersey Ave. SE.
West Building
Washington, DC 20590

PRIORITY[®] ★ MAIL ★

FLAT RATE ENVELOPE
ONE RATE ★ ANY WEIGHT*

W40-304

 **UNITED STATES
POSTAL SERVICE[®]**

USPS TRACKING #



9114 9012 3080 3472 8021 34

Label 400-Jan-2013
7690-16-005-7948

Label 228, January 2008

 **UNITED STATES
POSTAL SERVICE[®]**



1006



20590

U.S. POSTAGE
PAID
TOLEDO, OH
43623
SEP 30 14
AMOUNT

\$5.75
00016218-06

 **PRIORITY[®]
MAIL**
UNITED STATES POSTAL SERVICE

For Domestic
and International Use



From



Toledo, Ohio

TO NHTSA Headquarters
1200 New Jersey Ave. SE.
West Building
Washington, DC 20590

* Domestic only. * For international shipments, the maximum weight is 4 lbs.