

CL-10715863-8004



State of Wisconsin
Governor Scott Walker

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

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

April 21, 2015

[REDACTED]
MARINETTE WI [REDACTED]

RE: **File** [REDACTED] (Refer to this number when contacting our agency)
ISUZU MOTORS AMERICA INC
STE 100
1400 SOUTH DOUGLAS ROAD
ANAHEIM CA 92806

MAY - 6 2015

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Isuzu Motors America Inc.

I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

In addition, some issues in your complaint may be within the authority of the agency listed below, so I am forwarding a copy of your complaint directly to them:

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

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

Thank you again for bringing your complaint to our attention.

Sincerely,

COPY

Mary C. Wolff
Consumer Protection Investigator
Complaint Administration
Bureau of Consumer Protection
Fax: (608)224-4677
E-mail: Mary.Wolff@wisconsin.gov
 www.facebook.com/wiconsumer

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DATCP Hotline

From: [REDACTED]
Sent: Monday, April 13, 2015 5:12 PM
To: DATCP Hotline
Subject: DATCP Web: Online Motor Vehicle Repair Complaint Form

Complaint or inquiry received via email/Internet by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. This complaint and the information provided will be used in efforts to resolve the 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, Wis. Stats. sec. 19.31, this complaint will be available for public review upon request.

Today's Date:	4/13/2015
Your information:	
Title:	
First name:	[REDACTED]
Middle initial:	[REDACTED]
Last name:	[REDACTED]
Email address:	[REDACTED]
Verify email address:	[REDACTED]
Street address:	[REDACTED]
Address line 2, or Apt #:	
PO Box:	
City:	MARINETTE
State:	WI
ZIP code:	[REDACTED]
County:	WI
Home phone:	[REDACTED]
Work phone:	[REDACTED]
Cell phone:	[REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at:	
Best time to call:	ANYTIME

Information about the business your complaint is against:	
Business name:	ISUZU MOTORS AMERICA
Business address:	1400 SOUTH DOUGLASS ROAD
Address line 2, or Suite #:	SUITE 100
PO Box:	
City:	ANAHEIM
State:	CA
ZIP code:	92806
County:	
Business email address:	customerservice@isza.com
Business website address:	www.isuzu.com
Telephone:	1-877-460-0706
Name of the person you talked to:	KEN
Title of the person you talked to:	Representative
Information about your complaint:	
Which of the following best describes your first contact with the business?	I telephoned the business
Date of transaction?	04/01/2015
How old is the person who had contact with the business?	18-61
Make:	ISUZU
Model:	AXIOM XS 4WD
Year:	2002
VIN#:	4S2DF58X024 [REDACTED]
At the time of the repair, was the vehicle covered by a salvage certificate?	
How did you deliver your vehicle to the shop?	Drove it in
What repairs did you ask the shop to do?	Isuzu directed me to take it to their authorized dealership to have the frame inspected for rust in compliance to safety recall 10V-436

Were instructions written on the original repair order?	Yes
How did you first order the repairs?	By telephone
If other, please explain:	Called to schedule appointment to have the vehicle inspected. No repair was actually completed.
Did you receive a price estimate before the work was started?	Yes
If yes, list the amount of the estimate:	-0- Under recall
Was it written on the original repair order?	Yes
Did you sign the estimate section of the repair order?	Yes
Did you receive a copy of the original repair order before repairs were started? If available, please provide a copy of the repair order.	No
Did you make any prepayment	No
If yes, what amount?	
Were you given a completion date?	No
Were additional repairs performed?	No
If yes, list the additional repairs:	
Did the shop provide a new total estimate for all repairs?	No.
Did you approve the added repairs?	No
If yes, how did you approve?	
Make repairs without permission?	No
Force you to pay for repairs that were done without your permission?	No
Recommend repairs that were not needed?	No
Fail to return replaced parts upon request?	No
Charge for repairs that were not made?	No
Charge for repairs that were not needed?	No
Refuse to honor a written guarantee?	No
Fail to perform the repairs in a satisfactory manner?	No

Was the final repair bill (excluding sales tax and towing) more than the amount you authorized?	No
List the amount of the final repair bill:	
When the repairs were finished, did you receive a final invoice itemizing the parts and labor? If available, please provide a copy of the invoice.	No
Was the vehicle released to you after you paid for all authorized repairs?	
Did you contact the business about your complaint?	Yes
When?	04/10/2015
What happened?	The rep would not negotiate terms of a buy back.
Have you filed this complaint with another agency?	No
Agency name?	
What happened?	
Have you contacted a private attorney?	No
Have you started court action?	No
Please describe your complaint. In February 2015 the frame connection to the rear drive rusted off causing a minor incident in which I had to have the vehicle towed and repaired. I checked the internet and found recall 10V-436. On 4/1/2015 I contacted Isuzu about the safety recall. The person who I spoke with said that the recall was still open and to contact the local authorized dealer; which I did and made an appointment for 4/6/2015 for inspection. After the dealer inspected my vehicle, he informed me that it was his opinion that the auto was unfixable and should be condemned. He said they took pictures of the frame and sent them with his opinion to Isuzu. He further indicated that if Isuzu condemns the auto, they will buy it back at fair market value. On 4/7/2015 an Isuzu representative, Ken, called me and informed me that they are condemning the vehicle for safety reasons and offered to buy it back for \$500 so they can destroy it. I stated that amount wasn't even close to fair market value. He said "take it or refuse and continue driving it. I offered you the option of \$500." I indicated that \$500 was not a fair viable option. He then hung up on me while I was still talking. I called again on 4/10/2015 and asked to talk to different representative. I was told that I can only talk to Ken. I was then transferred to Ken. During this call, he said the auto has a branded title and was not worth anything. I disagreed with his opinion on what the vehicle was worth. I then asked to speak to his superior or another rep. He said "no", I can only talk to him. I felt that he was very disrespectful and rude. He would not listen to my reasons for the vehicle being worth more than \$500. I was very open to negotiating a fair amount. I have separately sent documents supporting my opinion by email.	
How do you feel this complaint should be resolved? I feel that Isuzu should buy the vehicle back at fair market value.	

By submitting this form, I state that the information contained is true and accurate to the best of my knowledge.

DATCP Hotline

From: [REDACTED]
Sent: Tuesday, April 14, 2015 7:45 AM
To: DATCP Hotline
Cc: A Hubby
Subject: Fwd: Fw: Axiom pictures
Attachments: IMG_0140[1].JPG; IMG_0142[1].JPG; [REDACTED] - Isuzu.pdf

Re: online complaint submitted for [REDACTED] on 4/13/15.

Attached please find the supporting documentation and pictures of the vehicle referred to in the online complaint.

Please let me know if any further information is needed. Thank you.





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SEARCH

Thank you.

We have received your complaint.

Please allow 14 days for the initial review and handling of your complaint.

Take a few minutes to look at the other portions of our website and don't forget to bookmark the Department of Agriculture, Trade and Consumer Protection home page [REDACTED] for future reference.

Wisconsin Department of Agriculture, Trade and Consumer Protection

~ Working for You All Day Every Day

about your problem. Our role is to assure fair business practices. We will contact the business about your complaint and any state consumer protection laws that may have been violated. We cannot give legal advice or serve as your private attorney.

In order for us to help you with this complaint, please provide copies of important documents, such as the sales receipt, repair order, warranty, cancelled check or credit card statement as soon as possible. You can send copies of these items to us by email at DATCPHotline@wi.gov, by fax to 608-224-4939 or by mailing copies to:

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Madison, Wisconsin 53708-8911, (608) 224-5012

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2002 ISUZU AXIOM

Recalls	Investigations	Complaints	Service Bulletins
4	0	115	24

RECALLS: Displaying 1 - 4 out of 4

– RECALL Subject : REAR SUSPENSION LOWER LINK BRACKETS , 2 INVESTIGATION(S)

Report Receipt Date: SEP 22, 2010
 NHTSA Campaign Number: 10V436000
 Component(s): SUSPENSION

All Products Associated with this Recall ▼

Details ▲

28 Associated Documents ▼

Manufacturer: ISUZU MANUFACTURING SERVICES OF AMERICA

SUMMARY:

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.

CONSEQUENCE:

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 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, A REPURCHASE OFFER WILL BE EXTENDED TO THE VEHICLE'S OWNER. 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 SAFETY RECALL BEGAN ON DECEMBER 10, 2010. ISUZU OWNERS MAY CONTACT ISUZU AT 1-800-255-6727. HONDA OWNERS MAY CONTACT HONDA AT 1-800-999-1009.

NOTES:

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY

Isuzu

Loading...



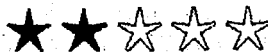
Isuzu does NOT participate in the ConsumerAffairs accreditation program. [Learn More](#)

**Are you this business?**

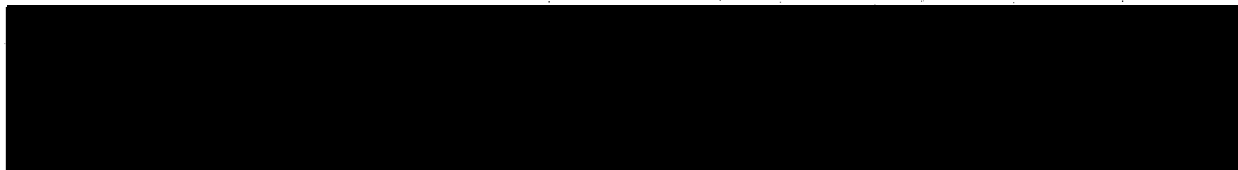
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ISUZU

Overall Satisfaction Rating



Based on 31 ratings out of 87 reviews

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Tell us about your experience with Isuzu:

WRITE A REVIEW (/REVIEW/)

Record a review about your experience with Isuzu:



of Madison, WI on Feb. 19, 2015 ★★★★★

X
2000 Isuzu Rodeo - To date the frame rot caused the spare tire mount to break free while motoring down the highway, the spare tire slowly dropped and was dragged un-noticed until slower residential streets gave enough audible noise to hear the tire being dragged by it's mounting cable. The vehicle was purchased used in 2013, and I had asked about the recall by the seller's mechanic and was told it looked okay. This is my son's vehicle, luckily nothing worse happened while driving this death trap. We had it repaired by a local mechanic, he ground out rusted portions and welded new metal to replace the rotted metal.

There should be no time limit on a recall, granted once repaired there could be a limit since nothing lasts forever but a vehicle that hasn't been repaired, or an owner not notified should still be able to claim damages and or reimbursements for something as dangerous as this. I will do my best to avoid driving anywhere near one of these since the older these get the higher the odds that an accident will happen and I don't want to be anywhere near them when it does. Realistically, there should be a class action lawsuit filed for anyone affected by an accident related to someone driving one of these that has not been repaired by Isuzu.

Helpful? YES NO



of Cuyahoga Falls , OH on Feb. 1, 2015 ★★★★★

X
I had some electrical work done on my rodeo and was told that my drive shaft was rubbing against gas tank. Had it looked at for repairs and was told that it cannot be repaired. Frame is cracked. Nothing to weld to. Have yet to contact Isuzu. Any help in this matter will be greatly appreciated.

Helpful? YES NO



of Bacolor, Other on Oct. 25, 2014 ★★★★★

Can anybody tell me the causes of rumbling roar at the front of the engine? Before when my Dmax runs at first gear this roaring noise appears and when I run about 40 kph it just return to a calm sound. This time the roaring noise just don't stop, making driving very uncomfortable especially on expressways.

Helpful? YES NO



██████ of Hurley, NY on Oct. 22, 2014 ★ ★ ★ ★ ★

So in December I bought my 2001 Isuzu Trooper from a person and I was told it has transmission issues so I didn't drive it. I had it towed and spent 4500 on a rebuilt transmission. Yes this vehicle does lose oil and as most people commented previously it's about a quart every 700 miles. When I bought it it had 150650 miles. It is great for long drives. I know to carry oil and always check before, during and after. I have put over 20000 miles on it in 6 months. I've had to in the last 6 months replace other things like the starter and the egr valve and basic maintenance I know have an issue with it. It keeps stalling and sometimes I get reduced power light and can't go more than 20 miles an hour.

So I plug in the computer and 5 codes come up. Talking to the gentleman in Advanced Auto he told me he had a similar situation and after many repairs found out there is a sensor in the gas pedal, lol. Who would have thought changing the gas pedal would fix what a mechanic would have no doubt charged me thousands of dollars? The pedal from a scrap yard cost me 20 bucks. I paid a friend 40 bucks to put it in. The total was less than just a tow to my mechanic. You can order them online for roughly 200 bucks or Advanced Auto quoted me 329.

Helpful? YES NO



██████ of Rosenberg, TX on Sept. 24, 2014 ★ ★ ★ ★ ★

X I was duped into buying a 1999 Rodeo from a private owner. Being disabled I did not check the frame, and later came to find out it was totally rusted out. I was told a recall had been issued but that I was too late for that. Being that this a major safety issue how can a company free itself of any liability. I'm disabled on a fixed income and can't afford another vehicle. After 75 operations I've had this seems to be the most painful of all. Does anybody care.

Helpful? YES NO



██████ of Ringoes, NJ on Sept. 18, 2014 ★ ★ ★ ★ ★

X Rear bumper rusted off. All metal is flaky and totally rotted.

Helpful? YES NO



██████ of Troy, MI on July 11, 2013 ★☆☆☆☆

We have continued to have problems with these vehicles' performance and downtime. We have one now that has been over at the sellers being worked on for several days now. They want to replace 4 Injectors. Craig in the service dept can verify what I'm saying. We are so completely unsatisfied with these vehicles from the standpoint of their performance. I am at my wits' end. I believe the service people at both dealerships have tried but it's really not their fault. Is there any help I can get from Isuzu because of all of the downtime we have had? Is there any help at all you know of to make up for this? Your help would be greatly appreciated.

Helpful? YES NO



██████ of Chicago, IL on Jan. 9, 2013 ★☆☆☆☆

I purchased a 2001 Isuzu Rodeo LS from a dealership in 2005 that was in perfect condition. The problem with this particular model is that the car frame doesn't last! The frame now is rusted, cracked, and consequently inoperable. After contacting Mike at Isuzu, he said this was not part of the recall problem, and that this rust and crack in the frame was because of all the salt on the roads during the winters in the Midwest (I currently see older vehicles of the same model on the roads). I don't know how a company can get away with this! I'm hoping I can get satisfaction from the BBB. Perhaps they can put pressure on this company to rectify the problem.

Helpful? YES NO



██████ of Sacramento, CA on Nov. 21, 2012 ★☆☆☆☆

My mother has a 2004 Isuzu Rodeo. When the check engine light came on, we took the vehicle to Quality Tune-Up. They ran a diagnostic test on the vehicle and told us that the problem was the catalytic converter. They suggested that we take the vehicle to the Isuzu dealer, because that part was still under warranty. The Monday morning, Sept 17, 2012, I took the vehicle to the Isuzu dealership, met with the service. He ran the vin number on the vehicle and told me that the warranty have expired on Sept 12, 2012 and that there was nothing they could do. I said that it has only been a few days, he said that there was nothing he could do and that I need to contact the corporate Isuzu office. I contacted the corporate office that afternoon and spoke with a representative there. The representative ran the vin number in the computer told me when the warranty had expired and told me that at this time there was nothing else they could do for me. He also said that there was no one else I could speak to about the issue. The warranty for the 2004 Isuzu Rodeo in California is 8 years/80,000 miles. At the time, the vehicle had only 40,000 miles and 8 years.

Helpful? YES NO



██████████ of Ibadan, OTHER on Oct. 1, 2012 ★★☆☆☆

Hello, Isuzu company. I bought a 2001 Rodeo 4 cylinder model and the mechanic changed the fuel pump and changed the oil but because of the sound, he poured diesel engine oil inside petrol engine. We traveled 100 km. and we changed the thermostat too, making the fan to blow very well because of the hot weather we have in Nigeria. I went to wash it in a car wash. So they washed the engine with water and we parked the jeep at home until we got a number for it. When I started the engine, it was making a sound and when it moved, it would be vibrating and later the engine stopped working. And since I bought the Rodeo, I have not used it at all. Please, Isuzu company, help me out. All the mechanics are not getting it in Nigeria. Please, what can I do?

Helpful? YES NO



██████████ of Lowell, IN on Aug. 16, 2012 ★☆☆☆☆

I purchased a 2002 Isuzu Axiom from Woody Buick GMC in Elgin. I was told they were a reputable dealer and they had a good deal on the vehicle I was looking at. I purchased the car and 32 days later, I stopped at an oil change location due to an engine noise I knew to be likely low oil. I was told there was no oil on the dipstick, a very small amount in the oil pan and a valve, possibly piston and/or lifter was bad. I contacted the dealer. I appealed to their sense of decency and presented the facts as I knew them to be true. The only solution they offered was to tow my vehicle to them for about \$500 and to pay for a new engine and installation for about \$6500. The only thing the dealer offered me was a discount on labor. I was expected to pay the entire cost even though I had the car for 32 days. I am now out \$8000 for the cost of the vehicle and need to find an engine and someone to install it which will cost me approximately \$5000.

Helpful? YES NO



██████████ of Clinton, MA on June 4, 2012 ★☆☆☆☆

* I own a 2002 Isuzu Rodeo that was financed through Wells Fargo. I owed \$3,600-\$3,800 (interest, so it's between those figures). The car was in great shape, brand new tires, the body was in good to excellent condition, the engine was well-maintained, etc. The Kelley Blue Book for this car with the mileage and condition

† was valued at \$5,600. The car was recalled for "rear suspension corrosion". This could cause the lower link bracket to detach (this was exactly what happened and it caused the frame to snap). I had the car towed to an Isuzu dealer in Massachusetts (Cornerstone Isuzu, Wilmington, Massachusetts, 978-657-3939). They deemed the car as a non-fixable total loss. They then informed the Isuzu corporate office, sent photos and completed the process informing the corporate office of Isuzu of their findings.

A man named Lee at number 1-800-255-6727 informed me that the car would not be fixed and that Isuzu would buy the car back, not payoff what I owed \$3,600, but would buy it back for \$2,000. I did everything he told me to do, in good faith. I paid off Wells Fargo over \$1,600 and they were satisfied that the rest would be paid off by Isuzu which Lee agreed to do. Wells Fargo has tried to do everything this Lee has requested, but it seems like it changes from week to week. He wants things that they do not provide, proof letters, etc. This has dragged on for 1 month and 1/2 back and forth. The last thing happened today, when this Lee called me and threatened to stop the process he agreed to. This whole thing started because of a factory defect, I have lost my car, had to buy a new one, pay out more than I should have and have gotten nothing from Isuzu who is responsible for the problem in the first place.

I would like to have this problem resolved (I am not too confident that it will) ASAP. I do feel that Isuzu is dragging their feet so I will just say "it's not worth it". If your company is an honest company, then you will do the right thing. Everyone I have talked to said I should get the full value for the car because it was an Isuzu problem, not [REDACTED]'s fault. I am not asking for that, I just want what Lee (Isuzu representative) agreed to do and pay the buyout amount to Wells Fargo. I have notified the Attorney General's office here in Massachusetts, but I have not followed through as of yet. Thank you.

Helpful? YES NO



[REDACTED] of Edmund, WI on June 4, 2012



† My son and I purchased together a used 1998 Isuzu Rodeo for his first vehicle. Long story made short, the rear end of the frame completely broke due to faulty metals and design by Isuzu within 4 months of us purchasing the vehicle. He was lucky he didn't have it happen on the highway or at high speeds as his rear axle came completely detached. I took it to have it repaired and they said there isn't even enough frame to weld mounting brackets back on and informed me there was a recall on these vehicles and gave me a phone number. I called the number and was informed by the representative that there was a deadline on the recall, so there was nothing they would do to help us.

If you are considering buying an Isuzu of any make, I strongly recommend against it. Through my experience, they do not stand behind their products and intentionally use inferior materials in the construction of their vehicles. I suggest you look into their recall histories before you make your decision. We are two unhappy ex-Isuzu customers.

Helpful? YES NO



██████████ of Lake Odessa, MI on April 17, 2012 ★★★★★

I took my car into my repair shop to have regular maintenance done on my 2001 Isuzu Rodeo, the yearly spark plug/oil change. They found out that the suspension bars that control the steering to the frame was totally gone. I remembered I got a recall on the suspension bars so I gave it to my repair guy. He said that he tried welding the brackets to the frame but came to find out there's no frame to weld to. He said that I could have had a major accident if I had driven much further. I called the recall number and they told me what phone number to call to have it looked at with a recall dealership. They called the towing outfit along with me and within an hour they picked it up. They left me without a car, and a way to get to work. I can't afford to be without a car, my car should have gone another 100,000 miles.

My plan was to drop another engine into it when this one gave out but, I'm not given that option now. I can't afford car payments when I should have been able to have this one at least another 3-4 years, nothing wrong with the rest of the car. I called or I should say the outfit that took my car, said that they could not fix it, due to frame totally rotted, it would have to be crushed. I then got a hold of the recall man named Lee, and he got back to me and offered me a small fee of \$3,400.

Right now, I have over \$600 in welding and maintenance fees which now is wasted. What I don't understand is why the car companies didn't pull these cars sooner. They knew about the defective frames, they used laminated steel. They should have never been allowed on the roadway. We were at risk from day one of buying one of these cars. I found out that there were 2 other recalls that I was never told of. I just found out about them, which were bad recalls too. I would like to know what other options we have on this, besides taking their small dollar amounts from Lee Isuzu rep. That doesn't get me another car that would at least give me another 60,000 to 80,000 miles on it. I can't afford or should have to have payments, if they would have stood behind their products.

There are over 885 of us on the internet right now that all have the same issues. We can't afford to take their few dollars. If they are giving a buy back, it should have been dated back to the beginning of the recall. We then should have received a car maybe from 2007-2010, that would be a fairer deal I think. Allow us to get something that would have given us about the same kind of mileage that would last at least 3-4 more years. Anything that you can do would be appreciated. There are so many of us that don't know where to turn. Isuzu had to have known about the frame along with the suspension bars, one without the other doesn't work. Anything that you can do for us is appreciated.

Helpful? YES NO



██████████ of Atlanta, GA on April 7, 2012 ★★★★★

Malfunction of emergency brake - On Monday, March 26, 2012, at approximately 7:50 a.m., I approach my 2002 Isuzu Axiom, unlocking from the driver's door and entering on the passenger side, sitting with one foot out the car. My █-year old son is entering in the rear passenger's door. I was only cranking my vehicle and the car immediately starts to move backwards and not stopping. It knocks my son onto the pavement. I immediately

Since I've had this Isuzu trooper 2000 model, this thing uses a quart of oil every 700 miles. It now has 140,000 miles on it. I would like them to fix this known problem.

Helpful? YES NO



██████ of Phila, PA on Feb. 20, 2012 ★★★★★

I like my Isuzu Rodeo LS C6 4x4 but I am very angry with the Isuzu dealer and manufacturer. I have purchased two 2000 Isuzu Rodeo; both of them have come with defective throttle body and throttle position sensor. I hope my problem with my Isuzu can be fixed soon free of charge by the company. I will wait to hear soon for a solution to this issue. Thank you.

Helpful? YES NO



██████ of East Stroudsburg, PA on Dec. 28, 2011 ★★★★★

I sent my car into one of Isuzu service departments for a recall, which has been with the service department for three weeks, which leaves me without a car for me, and my family. Isuzu has yet to give me a solution to our problem. I feel like I am being taken for a ride, along with the cost of a rental car, which I really can't afford. Im still waiting for a return call, that never happens, just promises and lies.

Helpful? YES NO



██████ of Jonesborough, TN on Dec. 27, 2011 ★★★★★

I have a 1998 Isuzu Rodeo. I got a recall notice in the mail and called them to come get my vehicle. They came and got it and took it to Knoxville. They have had my vehicle now for 2 months. Karen from corporate lets me know that they cannot fix it and they will buy it from me. They aren't giving me the blue book value on it because of the recall. I told her I wasn't going to take that offer because it wasn't the value of my vehicle; she said take it or leave it that it was the final offer. And if I wanted my truck, I would have to go pick it up. I feel very disrespected in all this. She was very rude and unhelpful. I had to pay out money for a rental and everything. Isuzu Motors does not care about their customers. I will never buy another vehicle from them and neither will my family now knowing how they deal with their customers.

Helpful? YES NO



██████ of Racine, WI on Nov. 1, 2011

★☆☆☆☆

K
I have a 2001 Rodeo with a recall on it. Scheduling to get the car in took almost a year, but the car broke before they could see it. A different part than the recall broke right off the frame. There was loss of control of the car, so they towed it in and the mechanic said that it could not be fixed due to the frame rotting so badly. So Isuzu was offering to "buy" it from me and condemned the SUV. This car was maintained with no leaks. Everything was working. There was no body damage. I blue booked it as "good" and it honestly was, but the "manager" at Isuzu said that because of the rust on the frame and the broken part, the car was in fair condition!

The recall is only for a bracket, that is rusting of the frames due to rust and frame rot. So even though my wife could have been killed when the other part broke off the frame, her car was out of control but luckily at a slower speed. She went right into oncoming traffic but wasn't hit. The whole frame and everything welded and bolted to it should be recalled. The manager refused to negotiate and refused me an access to a higher person than him. I can't find any one to contact except back to these "managers" who are just customer reps with no help and they will stop you dead with taking their offer or taking your car back, signing them not liable! Never buy an Isuzu, you may just die. They don't care!

Helpful? YES NO



██████ of Bridgewater, MA on Oct. 5, 2011

★☆☆☆☆

I am disgusted. My 2000 Isuzu Rodeo went into shop due to recall for the corrosion underneath. No one at their company seemed to be helpful or sympathetic to me. I found everyone I talked to pass the buck to someone else. As it stands, my car is in the shop, and there is no time frame until when they can look at it. I have no car with three kids. I asked them about a rental car while they have my only car, and all I got was. "Sorry, we don't do this." I will never get involved with Isuzu, nor will I ever refer or give good reference for Isuzu ever again.

Helpful? YES NO



██████ of Chicago, IL on Oct. 5, 2011

★☆☆☆☆

I bought a used 2002 Isuzu Rodeo with 15,000 miles on it. I did all the maintenance on it like clockwork and everything you could do to keep a car running. Well now, at 90,000 miles, I get a check engine light that turns on out of nowhere. I take it to my mechanic, and he calls me, telling me that both my catalytic converters are done and that my engine seems to be drinking oil and there is no leak. He told me to get rid of the car as fast as possible. I don't understand how a company can build such a horrible product and get away with it. Now, I am out a truck and have to go buy another car.

Helpful? YES NO



██████ of Haslett, MI on Sept. 3, 2011



I own an Isuzu Rodeo 1998, which I purchased around three years ago in perfect condition. I received a recall letter, and for my safety and my kid I took my car to the closer Isuzu service center that is Grand Buick Dealer in Grandville MI. The clerk who took care of me (Wendy) told me that they will check my car, and they will let me know the next day. The next day she called. She said that the car had a lot of rust, but was fixable even when they have to do major repairs. I was told that my car will be done by Monday afternoon. So, my car had to stay with them for four days. I told her that I will not be able to pick the car until Wednesday, and she said, OK.

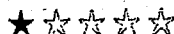
Wednesday came, and my car was not yet done. She never called me to let me know that she was waiting for the spray that they had to put on my car. She was nice to provide me with a car because this Rodeo is my only car. Then Monday of August 26, she called to let me know that the car was done, this was around noon. I was very excited because I really like car, plus they had it since Aug 19.

Guess what? The same day, Monday, around 6 PM she called saying that my car is not fixable, and the Isuzu will have to stay with them because it is not safe to drive. Is it done or not? I was very mad at this point, and I called the service manager, JD. He apologized because of her mistake, but he was not able to do anything. Honestly, this is **. I have a █████ year old boy with medical disabilities, and I cannot be without a car. I called Isuzu and all that they said was, "Sorry, but I don't know how much we are going to offer to you. You have to wait for your turn; too bad about your son". This was the answer that Isuzu gave me. This is insane. The letter of the recall said that they were going to fix the car, and not repossess the car. Plus, this action can take several weeks-- time that I don't have.

Helpful? YES NO



██████ of Coxsackie, NY on Aug. 2, 2011



I own a 2001 Isuzu Rodeo which is recalled due to rust issues. I took it to their mechanic who deemed the car unsafe to drive and unfixable. They offered to buy it back for \$3400, but I owe 10000.00. I said that in the letter I received that they would fix it, but they said they will not. Why should I have to pay \$7000 for Isuzu's mistake?

I'm considering contacting a lawyer after how rude they were. They stated that they do not have managers and hung up on me several times. I bought this car for it's reliability, it should run for another 100,000 miles. So either I eat the debt or ride around in an unsafe car with my to kids in it. Ed also kept yelling at me saying that I'm rejecting his offer when I questioned him with my issue when I clearly stated I am not accepting or rejecting the offer I'm researching to make an informed decision he then hung up on me. I can't believe this what isuzu is doing I cannot believe the CEO of this company is okay with this, how would he feel if his wife and children were driving in an unsafe car and the manufacturer said it was not his problem. I cannot even get another car loan until this is payed off! So I am being punished for isuzu's mistakes!

I cannot afford to eat the debt I have to have a car to work, to keep a roof over my heads, I just want my car fixed! And they are refusing to do it! They are not honoring the agreement they have with the national traffic safety commission, so isuzu do the right thing this is your mistake not mine I bought a car in good faith from you and your not honoring your responsibility.

Helpful? YES NO



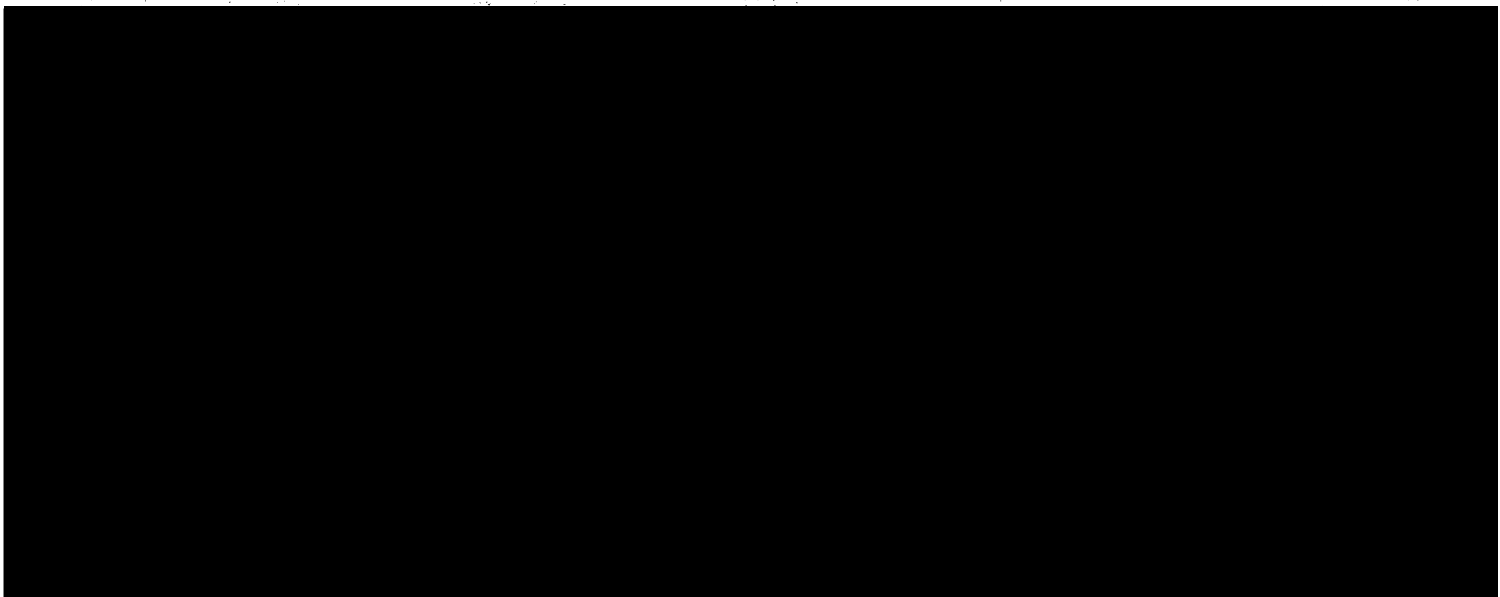
Isuzu Company Profile

Basic Information

Company Name:

Isuzu

Website:





The Power of Vehicle Information
NADAguides.com

NADAguides Price Report

4/9/2015

2002 Isuzu Axiom-V6-4WD

Utility 4D XS 4WD

Values

	Rough Trade-In	Average Trade-In	Clean Trade-In	Clean Retail
Base Price	\$1,325	\$2,025	\$2,600	\$4,550
Mileage (151,000)	N/A	N/A	N/A	N/A
Total Base Price	\$1,325	\$2,025	\$2,600	\$4,550
Options:				
Towing/Camper Pkg	\$75	\$75	\$75	\$100
Price with Options	\$1,400	\$2,100	\$2,675	\$4,650

Rough Trade-In - Rough Trade-in values reflect a vehicle in rough condition. Meaning a vehicle with significant mechanical defects requiring repairs in order to restore reasonable running condition. Paint, body and wheel surfaces have considerable damage to their finish, which may include dull or faded (oxidized) paint, small to medium size dents, frame damage, rust or obvious signs of previous repairs. Interior reflects above average wear with inoperable equipment, damaged or missing trim and heavily soiled /permanent imperfections on the headliner, carpet, and upholstery. Vehicle may have a branded title and un-true mileage. Vehicle will need substantial reconditioning and repair to be made ready for resale. Some existing issues may be difficult to restore. Because individual vehicle condition varies greatly, users of NADAguides.com may need to make independent adjustments for actual vehicle condition.

Average Trade-In - The Average Trade-In values on nadaguides.com are meant to reflect a vehicle in average condition. A vehicle that is mechanically sound but may require some repairs/servicing to pass all necessary inspections; Paint, body and wheel surfaces have moderate imperfections and an average finish and shine which can be improved with restorative repair; Interior reflects some soiling and wear in relation to vehicle age, with all equipment operable or requiring minimal effort to make operable; Clean title history; Vehicle will need a fair degree of reconditioning to be made ready for resale. Because individual vehicle condition varies greatly, users of nadaguides.com may need to make independent adjustments for actual vehicle condition.

Clean Trade-In - Clean Trade-In values reflect a vehicle in clean condition. This means a vehicle with no mechanical defects and passes all necessary inspections with ease. Paint, body and wheels have minor surface scratching with a high gloss finish and shine. Interior reflects minimal soiling and wear with all equipment in complete working order. Vehicle has a clean title history. Vehicle will need minimal reconditioning to be made ready for resale. Because individual vehicle condition varies greatly, users of NADAguides.com may need to make independent adjustments for actual vehicle condition.

Clean Retail - Clean Retail values reflect a vehicle in clean condition. This means a vehicle with no mechanical defects and passes all necessary inspections with ease. Paint, body and wheels have minor surface scratching with a high gloss finish and shine. Interior reflects minimal soiling and wear with all equipment in complete working order. Vehicle has a clean title history. Because individual vehicle condition varies greatly, users of NADAguides.com may need to make independent adjustments for actual vehicle condition. Note: Vehicles with low mileage that are in exceptionally good condition and/or include a manufacturer certification can be worth a significantly higher value than the Clean Retail price shown.

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Q&A

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Updated: February 05, 2009
Published: February 02, 2009



Q How can I figure out the value a salvaged vehicle?

A A car with a branded title, either salvage or rebuilt, will be worth less than a vehicle with a clean title. Generally, a vehicle that has a salvage or rebuilt title can be worth thousands of dollars less than one that does not have a this type of branded title.

Auto and insurance industry sources report that the decrease in value of a vehicle that has a rebuilt or salvage title is typically between 20 percent up to 50 percent depending on the type of vehicle and its age.

Kelley Blue Book (KBB) notes that a salvaged, reconstructed or otherwise clouded title has a permanent negative effect on the value of a vehicle. Their industry rule of thumb is to deduct 20% to 40% of the Blue Book value, but salvage title vehicles really should be privately appraised on a case-by-case basis in order to determine their market value.

So one way you can try to determine the value of a salvage vehicle is to get a rough idea by looking up the worth of the model vehicle (with a clean title) in an automobile guide such as KBB or NADA and then take off 40 percent of the value. You may even want to take off 50% of the value since if an insurance company totals it out it is not uncommon that they will only pay out 50% of what the vehicle would be worth with a clean title (not salvaged).

Another way to determine the value of a salvaged vehicle is to ask a local dealership what the vehicle would be worth with a clean title and then if it was with a salvaged title. If you have a car that has a salvaged title you could take it to the dealership for them to appraise its value for you.

Now if your vehicle has been found by an insurance company to be a total loss and you are thinking of buying the car back for salvage value you then the amount you would owe the insurance company (or have taken out of the settlement amount) is determined by the insurance company.

There is no universal list for how much salvage value would be on any certain car, it depends upon the car and its damages and how much it is worth in its current state after being found a total loss.

In general salvage value is the amount of money the insurer would recoup when selling the vehicle through a licensed salvage vendor. So instead of selling it to a salvage vendor they are allowing you to buy your car back, get the needed repairs and drive it again.

So the salvage value in a buy back situation is the worth of the car in the condition it is in with the damages it sustained in the accident. If you wish to buy back a car from an insurance company that deemed your vehicle a total loss you should discuss the value of the car and the cost to buy it back. You can check around with local salvage yards to make sure the salvage value the insurance company quoted you seems correct for your vehicle.

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2002 Isuzu Axiom

\$4,995AT Car ID: [REDACTED]

Dealer Information

A & A Auto, LLC

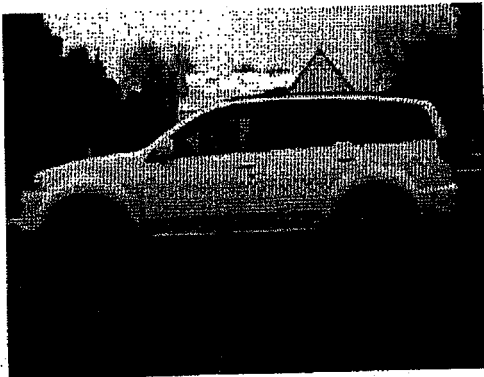
3475 South Federal Blvd Englewood, CO 80110

Distance from ZIP 54143: 961 miles

Contact: Sales

Call Toll Free 1-877-387-0675

Car Details



Mileage	140,556
Exterior Color	Alpine White
Interior Color	Black
Body Style	Sport Utility
Doors	Four Door
Engine	6 Cylinder
Transmission	4 Speed Automatic
Fuel Type	Gasoline



[Close Print this Page](#)

NEWLY LISTED 2002 Isuzu Axiom

\$4,993

AT Car ID: AT- [REDACTED]

Dealer Information

OpenSource Autos

4801 Lamar Avenue, Mission, KS 66202

Distance from ZIP 54143: 550 miles

Contact: Kurt Breuckmann

Call Toll Free 1-888-985-0686

Car Details



Mileage	159,020
Exterior Color	Metallic Blue
Body Style	Sport Utility
Doors	Four Door
Engine	6 Cylinder
Transmission	4 Speed Automatic
Fuel Type	Gasoline
Drive Type	4 wheel drive - rear

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2002 Isuzu Axiom

\$4,595

AT Car ID: AT- [REDACTED]

Dealer Information

Williams Used Cars

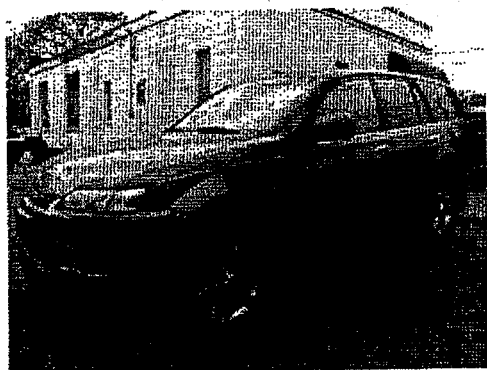
1532 N Main St Fuquay Varina, NC 27526

Distance from ZIP 54143: 804 miles

Contact: Wesley Williams

Call Toll Free 1-877-232-1318

Car Details



Mileage 140,231

Exterior Color Gray

Interior Color Tan

Body Style Sport Utility

Doors Four Door

Engine 6 Cylinder

Transmission 4 Speed Automatic

Fuel Type Gasoline

Autotrader[Close Print this Page](#)

2002 Isuzu Axiom

\$5,999AT Car ID: AT-XXXXXXXXXX

Dealer Information

Apple Used Autos Shakopee

1400 1st Ave E Shakopee, MN 55379

Distance from ZIP 54143: 287 miles

Contact: Internet Team

Call Toll Free 1-866-409-6427

Car Details



Mileage 122,542

Exterior Color Blue

Interior Color Beige

Body Style Sport Utility

Doors Four Door

Engine 6 Cylinder

Transmission 4 Speed Automatic

Fuel Type Gasoline

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2002 Isuzu Axiom

\$5,995

AT Car ID: AT- [REDACTED]

Dealer Information

Parkway Auto Center

1121 S. Frontage Rd Deer Park, WA 99006

Distance from ZIP 54143: 1,423 miles

Contact: Internet Sales

Call Toll Free 1-877-871-7582

Car Details



Mileage 136,000

Exterior Color Blue

Interior Color Tan

Body Style Sport Utility

Doors Four Door

Engine 6 Cylinder

Transmission 4 Speed Automatic

Fuel Type Gasoline



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