



State of Wisconsin
Governor Scott Walker

CL-10870787-9980

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)

June 23, 2016

[REDACTED]
Kenosha WI [REDACTED]

RE: File [REDACTED] (Refer to this number when contacting our agency)
Isuzu Motors America Inc.
1400 South Douglas Road Ste 100
Anaheim CA 92806

JUL - 6 2016

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

Agriculture generates \$88 billion for Wisconsin

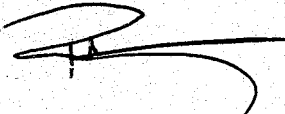
2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

NAM
7/21/16
SMD

Thank you again for bringing your complaint to our attention.

Sincerely,

A handwritten signature in black ink, appearing to be 'R. Tony Martin', with a large, sweeping flourish extending to the right.

R. Tony Martin
Consumer Protection Investigator
Mediation Unit
Bureau of Consumer Protection
Email: Tony.Martin@wisconsin.gov
www.facebook.com/wiconsumer



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.

1. How do we contact you?

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

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

Contact 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: Kenosha State: WI Zip: [redacted] County: Kenosha

2. What business is your complaint against?

Name of business: ISUZU

Address: Ste.# PO Box:

City: State: Zip: County:

Phone: (800) 255-6727 Name of person you talked to: KEN Title:

Business email: Business website:

Information about your complaint

- 3. Which of the following best describes your first contact with the business: (check one)
Internet Person from business came to my home I went to the business
Email Person from business called me I telephoned the business
I responded to a radio or TV ad Business sent me information in the mail
I responded to a printed advertisement I attended a convention or trade show

4. When did your first contact with the business occur? month: 3 day: 9 year: 2015

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) SUV ISUZU AXIOM 2002

7. Was the item advertised? (circle one) No Yes Date: Where:

8. Did you sign a contract/agreement? (circle one) No Yes If yes, contract/agreement number: [redacted]

9. Where were you when you signed the contract/agreement? Milwaukee Date signed: 8-19-11

10. Amount paid: \$ 11,770.90 by: (circle one) cash check credit card financed money transfer other plan

- 11. Where did you pay the business: (check one)
Internet By mail By telephone with credit/debit card Away from company's place of business
At my home At the company's place of business At a convention or trade show

12. Did you contact the business about your complaint? (circle one) No Yes If yes, date: 6/6/16 was the last contact
What happened? They told me that Safety Recall it's already fixed.

13. Have you filed this complaint with another agency? (circle one) No Yes Agency name: (NHTSA) NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
What happened? They told me I have to wait for the technician to investigate.

14. Have you contacted a private attorney? (circle one) Yes No

15. Have you started court action? (circle one) Yes No

16. Describe your complaint in detail. I buy a 2002 ISUZU Axiom about 6 years ago and the last year I do contact the ISUZU Customer Service for a SAFETY RECALL on the REAR LINK SUSPENSION LOWER BRACKET AND REICHERT DEALER LINKED TO THE ISUZU CUSTOMER SERVICE ~~to~~ tow my truck to the dealer and ~~the~~ they installed a PAIR OF REAR SUSPENSION LOWER LINK BRACKETS that go attached to the FRAME but I do check the entire frame I'm notice SEVERAL CORROSION ON THE FRAME AN CRITICAL LOCATION AND I thing they used Cheap material to build this FRAME because looks like a GRUYERE CHEESE, my truck have only 120000 and I pay for it more than \$10,000 then. I want to solve this complaint on my favor, I want my money back or vehicle repurchase; I'm feel so angry about this. because my truck is no safe anymore ^{to drive it} I will send to you pictures and the Pre-Invoice from dealer

17. How do you feel your complaint should be resolved? (please be specific) Just angry, I do contact the ISUZU Customer Service like a week ago and talk with a guy named KEN and he just fold me the safety Recall was already fixed. But you can check the pictures underneath of my truck and feel it and looks like frame start breaking down. DANGEROUS

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: 6/7/16

Return this form and two copies of your papers to.

BUREAU of CONSUMER PROTECTION 2811 Agriculture Drive PO Box 8911 Madison WI 53708-8911	EMAIL: DATCPHotline@wisconsin.gov WEBSITE: datcp.wisconsin.gov Toll-free in WI: (800) 422-7128	(608) 224-4976 FAX: (608) 224-4677 TDD: (608) 224-5058
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2145 South Eastwood Dr - Woodstock, IL 60098
 (815) 338-2780 - Fax: (815) 338-0362
 www.reichertchevy.com

SERVICE DEPARTMENT HOURS
 8:00 a.m. to 5:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
3/09/15	
R/O Close Date	Status
3/19/15	Pre-Invoice
Mileage In	Mileage Out
114480	114480
Service Advisor / Tag #	
Rich Bilinski	

KENOSHA, WI			Work Phone	Vehicle Identification Number	
				4S2DF58X624	
			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2002	ISUZU	AXIOM	4DR (XS) 4WD	GREY	

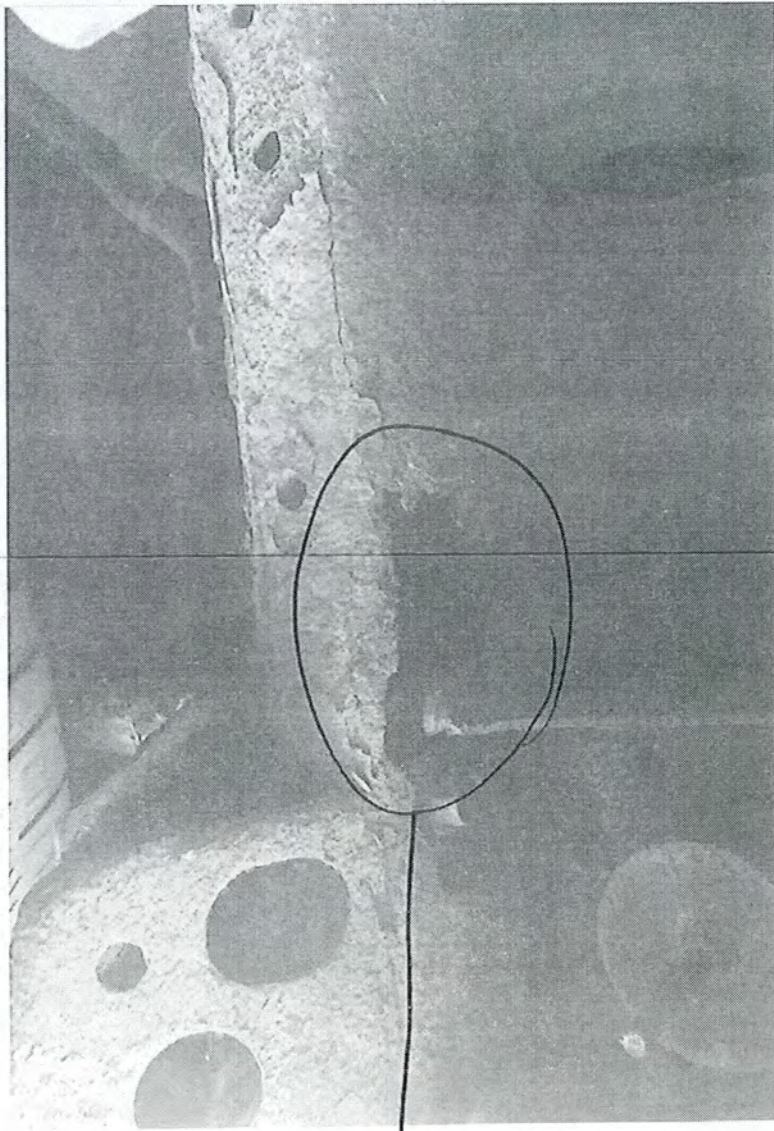
DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - RCL: RECALL FRAME RECALL 10V-436 Caused by RECALL Work performed by Charles Whitcher (311) Installed 8981818140 :SERVICE KIT Qty: 1 Installed 29005D0000 :NOXUDOL 700 Qty: 1 Installed 29005D1000 :NOXUDOL 300 Qty: 1 Installed 41951 :PIPE Qty: 1 INSPECT AND PERFORM CONDITION 4 REPAIR//NECESSARY TO CUST EXHAUST AND REPAIR(AFTERMARKET, WELDED)	Warranty Warranty Warranty Warranty
<h1>W DATCP</h1> <p>JUN 17 2016</p> <p>Division of Trade & Consumer Protection</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

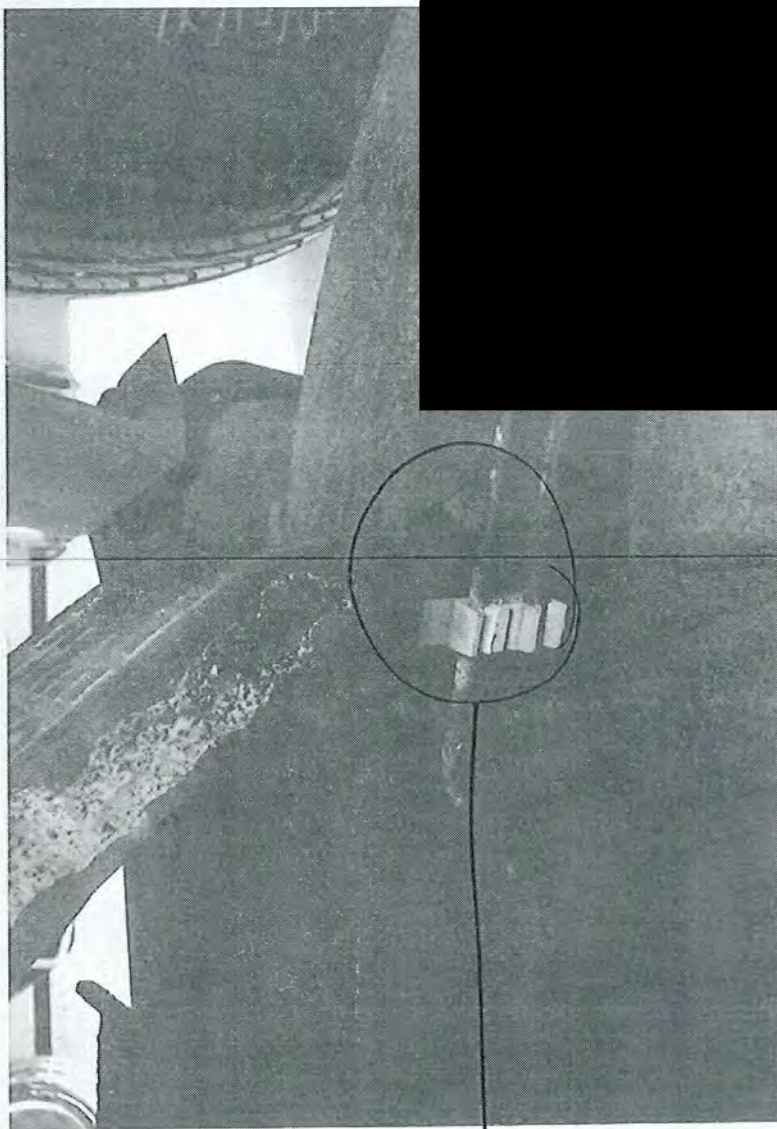
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

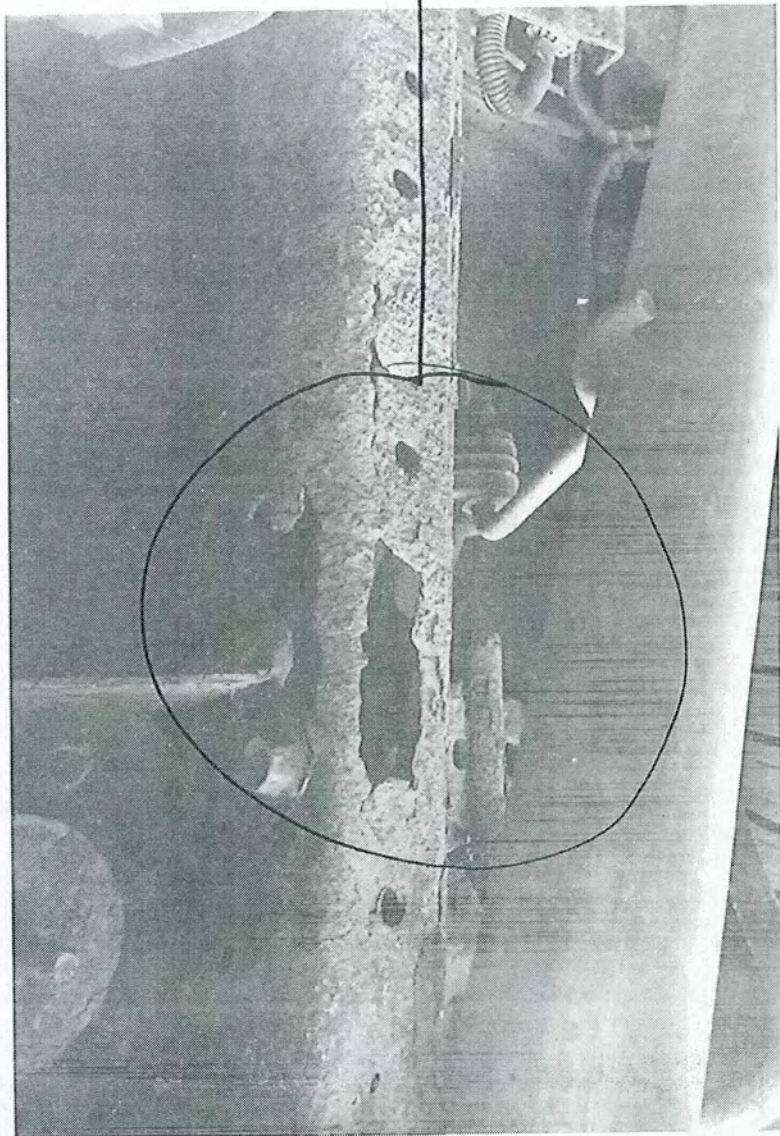


REAR LEFT SIDE

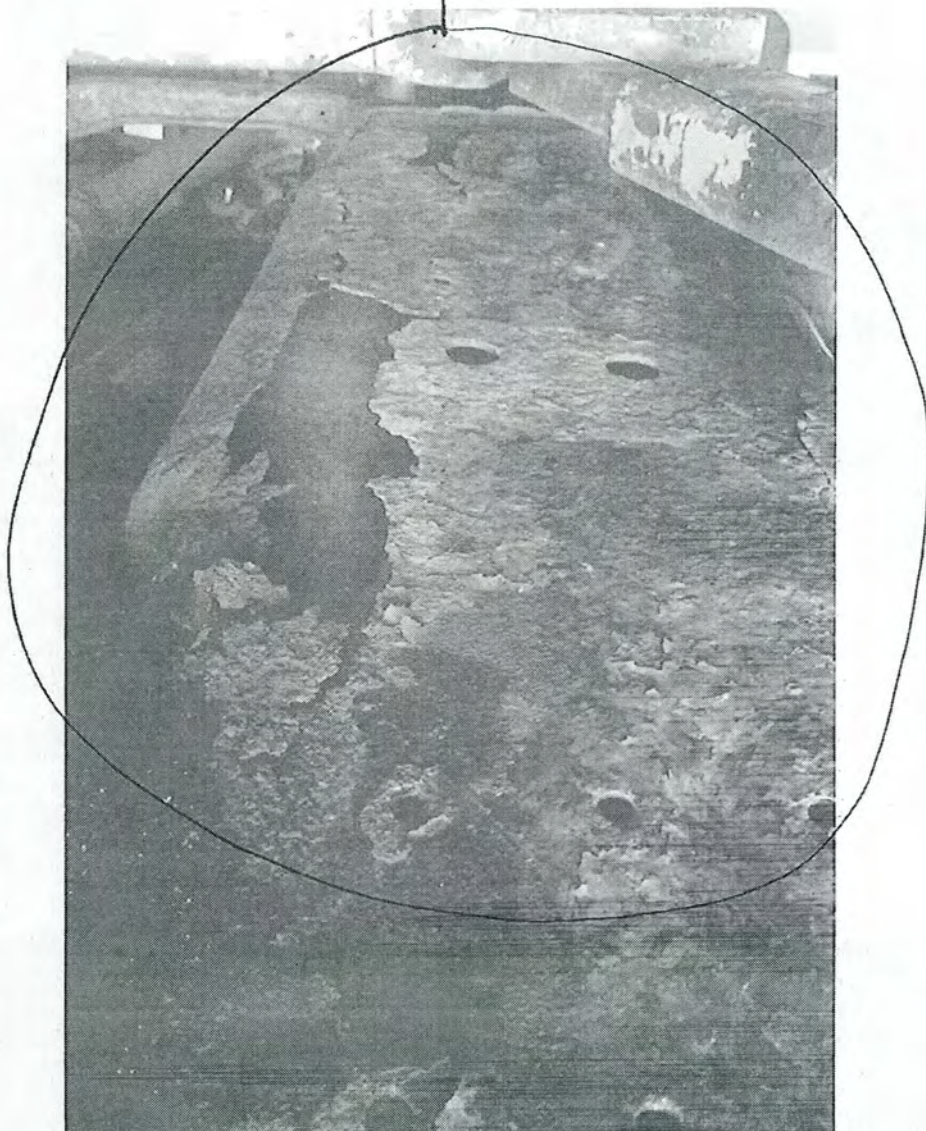


FRONT PASSENGER SIDE

READ RIGHT SIDE



GAS TANK COVER





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

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

TCP

neopost[®]

08/27/2016

US POSTAGE \$0



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NHT 5A
Defects
M

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EGR-NBS 20590

