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To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 7/28/00 7:40AM
Subject: Car Talk VOQ submission

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SUBMISSION DATE: Thursday, July 27th 2000 at 11:47:10 PM

VEHICLE OWNER'S QUESTIONNAIRE
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OWNER INFORMATION

NAME

ADDRESS

TELEPHONE

NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN: JACDH58V9N7914140

MAKE: Isuzu

MODEL: Trooper

YEAR: 1992

ODOMETER: 73000

PURCHASE DATE: NEW OR USED:

DEALER NAME: All Star

ADDRESS: Dehnim Springs, LA

ENGINE SIZE: 3.2L

CYLINDERS: 6

FUEL INJECTION: Yes

TURBO: No

FUEL TYPE:

ANTILOCK BRAKES: Yes

CRUISE CONTROL: Yes

DRIVETRAIN: 4 Wheel

DRIVER AIRBAG: No
PASSENGER AIRBAG: No
3-POINT BELT: Yes
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Steering linkage is loose
Attempted to get dealer to
repair (Don Bohn, 1996) with
negative results. Steering
linkage, all associated parts,
and steering gearbox were all
painted bright florescent green,
and the steering gearbox was
supposedly replaced. However,
the steering still has "slop" in
the steering, and "clicks" back
and forth when the driver
attempts to drive on a straight
road (i.e., Interstate highway)
in no-wind conditions.

PART NAME(S): Steering system

LOCATION: Front

NUMBER OF FAILURES: one (1)

DATE(S) OF FAILURES: 1996

MILEAGE AT FAILURE(S): 52000

SPEED AT FAILURE(S): 30-35 mph (on a grave road)

MANUFATURER CONTACTED: No

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No

FIRE: No

NUMBER OF PERSONS INJURED: none (YET!)

NUMBER OF FATALITIES: n/a

ESTIMATED PROPERTY DAMAGE: \$none

DRIVER AIRBAG DEPLOYED: N/A

PASSENGER AIRBAG DEPLOYED: N/A

REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOTn/a
TIRE MANUFACTURER: Michelin
TIRE NAME:
TIRE SIZE: stock size

ADDITIONAL COMMENTS

Very dissatisfied with serviced rendered by Don Bohn (West Bank of New Orleans) maintenance department. Not only was the service department difficult to work with, they didn't fix the problem. Furthermore, the mechanics actually spray-painted the steering components of my 1992 Isuzu Trooper. I could not believe this! When I asked why they had performed such a ridiculous thing, they ignored my complaint.

They said they replaced the steering gearbox, but the steering still has "slop" in its action, and it is impossible to drive the vehicle down a straight road with constantly moving the steering wheel back and forth continuously.

Insult to injury was receiving my supposedly repaired 1992 Isuzu Trooper from Don Bohn Isuzu (West Bank of New Orleans) with a totally unsatisfactory steering system, and to find the steering components associated with the steering control mechanisms spray painted bright florescent green. Ridiculous!

END OF FORM
