



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 294

Date Received

22-SEP-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

871246

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or drivers side) 4S2DM58WXY4316414	Vehicle Make ISUZU TRUCK	Vehicle Model RODEO	Vehicle Year 2000	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02000000	Part Name(s) SUSPENSION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) <u>15</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN VEHICLE WAS COMING TO A STOP, AND JUST BEFORE ACCELERATING, IT JUMPED. DEALER HAS ATTEMPTED TO REPAIR VEHICLE SEVERAL TIMES ; HOWEVER, THE PROBLEM HAS NOT BEEN CORRECTED. *AK

CONTINUED ON BACK (SEE)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



Oldsmobile
MAZDA
ISUZU

618 NORTH AVENUE
WAKEFIELD, MASSACHUSETTS 01880
MAZDA SERVICE (781) 245-4719 OLDS SERVICE (781) 246-2006



We surround your car with
Mazda quality parts,
service and workmanship.
We surround you with satisfaction.

INVOICE TO

DATE: 070543

TAG: 0962 ADV: 338 MONAGHAN. INVOICE: PRELIM CUS W C KB VIN 4S2DM58MY4316414 LICENSE NUMBER: MA 8512LV
MFO: 200001 TAX RULES: YNNN INVOICEIN: 07/12/2000 12:42:23 00 ISUZU RODEO LS 4WD ROR SPITTY SILVER
ODOMETER IN: 10177 DIST: 492 STOCK# 0002C048
DATES BEGIN: 07/06/00 DONE: 07/12/00 DATES INSERVICE: 030700 SOLD: 030360

CONCERN 52 CUSTOMER REPORTS THE WINDSHIELD MOLDING IS OUT OF POSITION. SPECIAL OPERATION TECH HOURS AMOUNT
ORDERED PARTS HERE. PM 996 .0 .00

CORRECTION: REPLACED MOULDINGS
COMMENT: NCD

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
	265982		HERTZ	1	25.55	25.55
SPU 8-97165-841-1			SEAL: WINDSHIEL	1	.06	.06
SPD 8-97165-840-1			SEAL: WINDSHIEL	2	.30	.60
ISU 8-97124-424-1			MOLDING: WINDSH	1	19.75	19.75
ISU 8-97124-423-0			MOLDING: WINDSH	1	31.43	31.43
ISU 8-97124-422-0			MOLDING: WINDSH	1	31.43	31.43
000 EXECUTIVE	268091			1C	57.50	57.50

SUBTOTAL

PARTS 83.27
SUBLET REPAIRS 83.05
258 CHARGE TO 15A 166.32
TOTAL CHARGE FOR CONCERN .00

TYPE: CMO

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C70543

PARTS 83.27
SUBLET REPAIRS 83.05
258 CHARGE TO 15A 166.32
TOTAL CHARGE .00

FINAL BILLED
JUL 12 2000

PAYMENT DISTRIBUTION FOR INVOICE C70543

CASH DUE .00
TOTAL CHARGE .00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DAVID L. MONAGHAN

THANK YOU FOR CHOOSING



PAGE 1
LAST PAGE

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SERVICE/PARTS**



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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W70543

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0962 ADV: 338 MONAGHAN, INVOICE: PRELIM WAR W C CC VIN 4S20M58MXY4316414 LICENSE NUMBER: MA 8512LV
MFG: 200001 TAX RULES: YNNH INVOICED: 07/13/2000 08:50:11 00 ISUZU RODEO LS 4WD 4DR SPTUTY SILVER
ODOMETER IN: 10177 DIST: 482 STOCK# 00020048
DATES BEGIN: 07/06/00 DONE: 07/12/00 DATES INSERVICE: 030700 SOLD: 030300

CONCERN 51 CUSTOMER REPORTS THE LEFT FRONT DOOR IS MAKING A NOISE, SPECIAL ORDERED OPERATION TECH HOURS AMOUNT
112901 111 .6 39.00

CAUSE LOOSE
CORRECTION REPLACED LEFT FRONT DOOR CHECK

PART NUMBER PO# NOTE DESCRIPTION QTY SELL
8-97038-979-2 1 6.27 6.27

PARTS: COUNT 1
FAIL CODE : 41
FP-8970389792

TYPE: M

SUBTOTAL
PARTS 8.78
LAB-MECHANICAL 39.00
TOTAL CHARGE FOR CONCERN 47.78

CONCERN 53 CUSTOMER REPORTS THE BRAKE INTERMITTANTLY SLIPS, REPORT. OPERATION TECH HOURS AMOUNT
090909 111 .7 45.50

CAUSE NOISY
CORRECTION REPLACED FRONT BRAKE PADS

PART NUMBER PO# NOTE DESCRIPTION QTY SELL
8-97131-748-0 1 28.99 28.99

PARTS: COUNT 1
FAIL CODE : 41
FP-8971317480

TYPE: M

SUBTOTAL
PARTS 40.59
LAB-MECHANICAL 45.50
TOTAL CHARGE FOR CONCERN 86.09

FINAL BILLED

PAGE 1

THANK YOU FOR CHOOSING **128** FOR YOUR AUTOMOTIVE NEEDS

JUL 13 2000

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INVOICE TO

OTHER/OWNER INFORMATION — INVOICE# W70543

TAG: 0962 ADV: 338 MONAGHAN INVOICED: 07/13/2000 08:50:11 CC 00 RODED SILVER LICENSE NUMBER: MA 8512LV

CONCERN 54* CUSTOMER STATES RT DOOR NOISEY WHEN OPENED

CAUSE LOOSE

CORRECTION REPLACED RIGHT DOOR CHECK

PART NUMBER

IS 8-97038-979-2

PARTS COUNT 1

FACTORY

FAIL CODE : 41

FP-8970389792

PO#

NOTE

DESCRIPTION

ARM CHRY 000

QTY

1

SELL

6.27

AMOUNT

6.27

OPERATION

113001

TECH

111

HOURS

.6

AMOUNT

39.00

SUBTOTAL

PARTS

8.78

LAB-MECHANICAL

39.00

TOTAL CHARGE FOR CONCERN

47.78

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W70543

PARTS 58.15

LAB-MECHANICAL 123.50

TOTAL CHARGE 181.65

PAYMENT DISTRIBUTION FOR INVOICE W70543

TOTAL CHARGE 181.65

FAC WARRANTY 181.65

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DAVID L. MONAGHAN

*****IMPORTANT NOTICE*****

*YOU MAY BE SURVEYED FROM ISUZU AS A RESULT OF THE SERVICE PERFORMED *

*ON YOUR VEHICLE TODAY. THIS IS OUR REPORT CARD TO THE MANUFACTURER. *

*IF YOU CANNOT RATE US COMPLETELY SATISFIED, PLEASE CONTACT MARIO *

*SCENNA HE WILL ADDRESS YOUR CONCERNS. *

* *

PAGE 2
LAST PAGE

FINAL BILLED

JUL 13 2000

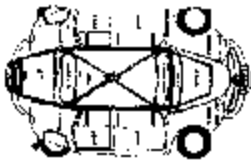
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6/1979 UN

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PARTS AND LABOR

WARRANTED

1 YEAR OR

12,000 MILES

It is agreed that you are not responsible for loss or damage to vehicle or articles left in 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 and/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 below vehicle to secure the amount of repairs thereto.

OLYMER SIGNATURE

I've declared that I have the right to know before authorizing any repairs what the repairs to my car will be and what their cost will be. You need not obtain approval from me for repairs or inform me prior to performing repairs what the repairs are or their cost if the total amount for repairs does not exceed

ORIGINAL ESTIMATE

REVISED ESTIMATE

\$

INITIALS

S

INITIALS

SERVICE TECHNICIAN ON DUTY

7:30 A.M. - 5:00 P.M. MONDAY THRU FRIDAY

7:30 A.M. - 4:00 P.M. SATURDAY

QUICK LUBE SERVICE

7:30 A.M. - 5:45 P.M. MONDAY THRU THURSDAY

7:30 A.M. - 5:30 P.M. FRIDAY

7:30 A.M. - 4:00 P.M. SATURDAY

NO APPOINTMENT NECESSARY

LOF.	WHEEL ALIGNMENT	ROTATE & BALANCE	STATE INSPECTION	COOLING SYS. INSP.	COOLING SYS. SERVICES	AIR COND. INSPECTION	INJECTION FLUSH	BRAKE INSPECTION	AUTO TRANS. SERVICE	GOLD CARD LOF	7,500 MILE SERVICE	15,000 MILE SERVICE	30,000 MILE SERVICE	ENG PERMISS. MAINT
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

INSTRUCTIONS ON WORK TO BE DONE

51. PAY TYPE: W
CUSTOMER REPORTS THE LEFT FRONT DOOR IS MAKING A NOISE, SPECIAL ORDERED PARTS HERE.

52. PAY TYPE: W
CUSTOMER REPORTS THE WINDSHIELD MOLDLING IS OUT OF POSITION, SPECIAL ORDERED PARTS HERE.

53. PAY TYPE: W
CUSTOMER REPORTS THE BRAKE INTERMITTANTLY SLIPS, REPORT.

##R0 70543## *TAG 0780* LIC: MA 8512LV SVC ADV: 338 DAVID L. MONAGHAN
00 **VIN: 4S2DM5BWY Y4316414**
ISUZU RODEO COL CO: SILVER
LS 4WD 4DR SPTUTY
LICENSE: MA 8512LV SILVER TRUCK
MFG CODE: 20C001 SVC DLR: 19005 SLM: 710
STOCK NUMBER: 0002C048
IN-SVC: 030700 SOLD: 030300
ODOMETER: LAST: 8570 CURRENT: 9587
AVG PER DAY: 79 PER MONTH: 2370

CUSTOMER WAITING

DIST CODE: 462

MODEL# V54

EXTENDED SVC PLAN: TYPE: (VSI)
IN FORCE: N

NUMBER: (VSI)

07/06/00 09:08:58

****PROMISED DATE: 07/06/00 TIME: 1700 ****

VIN: 4S2DM5BWY Y4316414

[REDACTED]
Sep. 7, 00
[REDACTED]

American Isuzu motor Inc.
National office
13340 183rd street
Carritas California 90702- 6007

Dear Sir or Madame

I believe that my truck is a lemon under the Massachusetts lemon law (Massachusetts's federal law c 90 sec 7n1/2) I am hereby making a written demand for relief under the lemon law and the Massachusetts protection act (Massachusetts's federal law c 93a sec 9).

I purchased a Isuzu Rodeo 2000 on March 3 2000 from 128 Isuzu in Wakefeiled Mass.
Vin # 452Dm58wxy4316414, since I bought the vehicle I have had to return it to the dealership a total of 11 eleven times. My vehicle was out of service a total of 11 business days. My vehicle has been at 128 Isuzu repairs

Date in /out	Problem
4/19/00 ✓ 4/19/00	right rear tire loosing air
4/17/00 ✓ 4/17/00	oil change also perform rear axle Recall- without notification
4/27/00 ✓ 4/27/00	coolant leaking- spraying under hood, also replace spare tire
4/29/00 ✓ 4/29/00	4wd light flashes when taking out of 4wd. Also mounted tire

Date

Problem

In/out
06/23/00

Door check noise
The brake intermittently slip
Right door noisy when open

In/out
08/30/00

left front fender loose
Left front directional works intermittently
Left front door noisy when open

Bishay for second opinion

08/07/00

feeling movement from front of vehicle

07/26/00

engine idling high and truck spun around
several time

Truck is puling forward when put into gear

I am having the following problems, with my vehicle at this time.

1. door are still noisy
2. left fender still loose
3. still feel movement from front of vehicle
4. vehicle still spin around in wet and dry weather

These remaining defect substantially unpair the use, market value or safety of my vehicle, I am hereby allowing you one final repair opportunity. If these repairs are not complete with in seven business days of receipt of this letter, I am entitled to a replacement vehicle. Acceptable to me or refund calculated in accordance with the lemon law.

Failure to complete with the lemon law is a violation of Massachusetts general laws c 93a and you may be subject to double treble damages as well as attorney's fee and court cost if this is taken to court.

Ps. I look forward to hearing from you soon.

Sincerely,



[REDACTED]
July 25 2000

American Isuzu motor Inc
Natural office
13340-183rd street
Carritos California 90702- 6007

To whom it may concern

We have tried on many accessions to resolve this problem with our 2000 rodeo, which do exist. I've also spoken with your Isuzu Rep at 128 Isuzu and from what he said to me it's like he's not working for me or your company - only for the 128 dealership. Mike Stahl your (Rep) said there wasn't a problem even though the mechanics at 128 service center worked on try and amend the problem. After I received my truck back after driving it for a day the problem was worst than before. I call 128 Isuzu to talk to Mr. Mcquire the manager of 128 Isuzu and Mario the person in charge of service center who has refused to do anymore work on my vehicle per order of Rep. I do believe that in violation of our contract considering my truck is under warranty. I was prompt by the consumer's affairs office and my attorney to try and solve the problem in the best way we can. I need to hear back from you people ASAP.

Thanks you
[REDACTED]

Comments!

1. I there was nothing wrong what did the mechanic try to repair?
2. Why did the mechanic at 128 Isuzu work on a problem, which I reported?
3. I also pointed out my panel is loose, your Rep says that's the way it suppose to be. But Mario and Lee noted it for repair.
4. I feel that this truck in under the lemon law Act, According to the many time that I have had to take it to 128 Isuzu service center for repairs for the amount of time I've had my truck. This is my last contact with you.