



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

**Auto Safety Hotline**

## Vehicle Owner's Questionnaire

**NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>**

**FOR AGENCY USE ONLY 241**

Date Received

07-MAR-2001

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
pd\_rt \_\_\_\_\_  
rp\_lr \_\_\_\_\_

Reference No.

882378

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) <small>(Location at bottom of and/or above dashboard)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
JACDJ58VOT7908311	ISUZU TRUCK	TROOPER	1996			
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio			
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

### FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05200000	Part Name(s) ENGINE COOLING SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure	Date(s) of Failure(s) 06-APR-2000 47478 Mileage at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AT 40,000 MILES COOLANT FUMES COMMENCED TO COME INTO VEHICLE WHILE DRIVING. VEHICLE BEEN IN / OUT OF DEALER'S SHOP ON SEVEN OCCASIONS, AND MADE VARIOUS REPAIRS, BUT PROBLEM STILL REOCCURRING. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. \*AK

CONTINUE ON REVERSE

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.

<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	<b>FOR AGENCY USE ONLY</b> 241 Date Received <u>APR 12 10 09:27</u> 07-MAR-2001 OFFICE FEDERAL BUREAU OF INVESTIGATION Reference No. 882378 Work Number Home
U.S. Department of Transportation National Highway Traffic Safety Administration OWNER INFORMATION (Type or Print) [Redacted] 678855	

Do you authorize NHTSA to contact the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorized representative, will you provide your name and address to the vehicle manufacturer?  
 Signature of Owner [Redacted] Date 3-12-01

VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> [Redacted]	Vehicle Make <b>ISUZU TRUCK</b>	Vehicle Model <b>TROOPER</b>	Vehicle Year <b>1996</b>	Current Odometer Reading <b>48,300</b>	
Purchase Date <u>4/21/97</u>	Dealer's Name <u>SMITH HAVEN DODGE ISUZU</u>		Engine Size (CID/CC/L) <u>3.2 LITRES</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City <u>ST. JAMES</u> State <u>NY</u> Zip Code <u>11780</u>		No. Cylinders <u>6</u>		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input checked="" type="checkbox"/> Sport Utv <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle
Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other					

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <b>D5200000</b>	Part Name(s) <b>ENGINE COOLING SYSTEM</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) <u>06-APR-2000, 2/14/00, 3/14/00, 4/21/00, 4/21/00, 4/21/00, 4/21/00, 4/21/00</u>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) <u>47478</u>		
	Vehicle Speed at Failure(s) <u>SMITH HAVEN</u>		

APPLICATION INCIDENT INFORMATION				
<small>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)</small>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage
				Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**AT 40,000 MILES COOLANT FUMES COMMENCED TO COME INTO VEHICLE WHILE DRIVING. VEHICLE BEEN IN / OUT OF DEALER'S SHOP ON SEVEN OCCASIONS, AND MADE VARIOUS REPAIRS, BUT PROBLEM STILL REOCCURRING. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. \*AK**

CONTINUE ON BACK IF NEEDED

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**THE FOLLOWING PAGES ARE WITHHELD TO  
PROTECT UNWARRANTED INVASION OF  
PERSONAL PRIVACY PURSUANT TO  
EXEMPTION 6 OF THE FREEDOM OF  
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

**(Page   1   through Page   10  )**

First brought truck to Malmstrom Isuzu with complaint of anti-freeze smell in engine compartment and cab a total of 5 times (3 documented), and each time was told there was nothing wrong with the truck. An independent mechanic did a test on the truck and said I had a blown head gasket because he found hydrocarbons in the coolant. Told Malmstrum of this and they said it was normal.

Unable to drive truck because of the smell of anti-freeze, and refusal of Malmstrum to diagnose the problem (according to them, nothing was wrong with the truck), I then went to Smith Haven Isuzu where they immediately diagnosed a head gasket problem and replaced them. I returned several times after job was completed complaining I still had the sickening smell of anti-freeze, and was told each time that it will take time for the smell to burn away. Drove the car all summer and everything was fine because the heater was never turned on. In October put the heater on and again got sick from the smell of anti-freeze. Took it back to Smith Haven Isuzu, and this time found a hole in the heater hose and replaced it. After this job was completed, I took it back several times stating the smell was still there, and again was told it had to burn off. Left the truck there 11/27/00 and asked them to please diagnose the truck because my wife and myself were both getting sick from the smell (numbness, dry cough, headaches). When I went to pick it up that afternoon the service representative (John) said they did tests and no leaks were found, and no odor detected, and that if I bring it in again he will charge for diagnostics, and was very arrogant about it. Furious, I left to get my wife so I could come back to drive my car home, and when she got in the truck was sickened with the smell of anti-freeze, which I was just told from John was non existent. Returning with my wife to Smith Haven Isuzu I walked in and asked John how he could not smell anything after having the truck all day. With that the service manager Bob Avery walked out with John and myself to inspect the truck. I lifted the hood of the truck and Bob confirmed right away that he smelt anti-freeze coming from the top of the engine, and at the same time John who was very arrogant earlier about not smelling anything told Bob, if you stand here (with his head inside the truck) you can really smell it bad. After Bob smelled the anti-freeze I had him document and sign the bottom of the work order (which originally stated no odor was found). Bob stated that if I had the engine steam cleaned, the smell would go away because there was probably anti-freeze trapped on top of the engine block because of the V6 engine. I did as he said, and smell was still there, of which I informed Bob who said make an appointment and bring it in. On 3/5/01 I dropped the truck off once again, and got a phone call from Bob that he pulled the truck inside the shop, let it run for awhile, and smelt anti-freeze. He stated that the only thing left was the heater core. If the core was bad Isuzu would replace the core, but I would have to pay for the labor (about \$500). I called Isuzu Customer Relations in California, and told me that they would also cover the labor if it were the core, or anything else related to the heater box because of all the problems (also documented by Isuzu, Case # 55047) I've had with this truck. I called Smith Haven back and talked to another Bob who assured me that if you smell anti-freeze in the cab, 99.9% of the time the heater core is bad. Hearing this I authorized them to go ahead with the job because I could not drive the vehicle like this and they assured me it had to be the core. Well the next day Bob calls me and said there is nothing wrong with the core, and perhaps I was smelling burnt plastic!!! He personally smelt the anti-freeze the day before and told me the only place it could be



















