

RQ09-001

GM

4-17-2011

ATTACHMENT 3,

Q 03

BULLETIN

SB06-09-S002



Campaign Service BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL

BULLETIN NUMBER:
SB06-09-S002

ISSUE DATE:
DECEMBER 2006

GROUP:
BRAKES

BRAKE LAMPS INOPERATIVE OR CONTINUOUS ILLUMINATION PRODUCT SAFETY RECALL 06V-139



CAMPAIGN IDENTIFICATION NUMBER

Number 06V-139 has been assigned to this campaign by the National Highway Traffic Safety Administration (NHTSA). This number will appear on all communications and documentation of any nature dealing with the campaign.

AFFECTED VEHICLES

2006 Isuzu *i-280/i-350* (TI)

Involved are **certain** 2006 Isuzu *i-280/i-350* vehicles. Refer to the VIN table below or validate vehicle's VIN through Isuzu Communication System (ICS) Vehicle Inquiry or IsuzuONE.com Vehicle Inquiry.

YEAR	MODEL	FROM	THROUGH
2006	<i>i-280/ i-350</i>	68700001	68703896

SERVICE INFORMATION

Condition:

The manufacturer General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2006 Isuzu *i-280/i-350* vehicles. Some of these

vehicles have a brake lamp switch that may not work as designed. The performance of the brakes is not affected. However, this condition could cause the simultaneous loss of all brake lamps or cause all of the brake lamps to stay on continuously. Both of these conditions could fail to warn others of the driver's intentions and could lead to a vehicle crash. Also, if equipped, the cruise control will become inoperative.

Correction:

Dealers are to replace the brake lamp switch assembly.

DEALER RESPONSIBILITY

Isuzu dealers are required to service all eligible vehicles at no charge to the owner, regardless of mileage, age of vehicle or ownership.

Whenever a vehicle subject to this campaign is in a dealer's vehicle inventory, or arrives at the dealership for service, the dealer must take the necessary steps to ensure that this campaign correction has been made before selling or releasing the vehicle.

Each Isuzu dealer will be supplied a copy of the AIMI Campaign Report (AWS-123-1A) listing affected vehicles

This bulletin is intended for use by professional, qualified technicians. Attempting repairs or service without the appropriate training, tools, and equipment could cause injury to you or others and damage to your vehicle that may cause it not to operate properly.



assigned to that dealership. The report contains VIN and detailed owner information obtained from state motor vehicle registration records. The use of such motor vehicle registration data for any other purpose is a violation of the law in several states. Accordingly, dealers are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

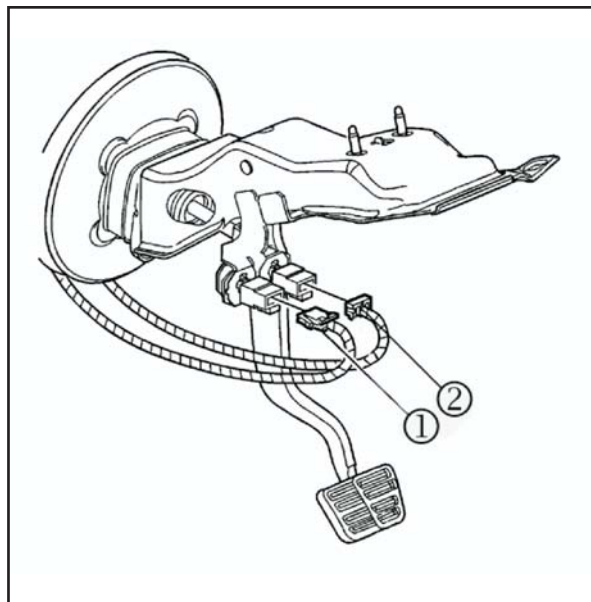
The National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

OWNER NOTIFICATION

Isuzu Motors America, Inc. will send a notification letter to owners of affected vehicles already retailed (see enclosed copy). Dealers should follow up with vehicle owners by sending a Campaign Reminder Notice (AIMI SVCF-1052) to all vehicle owners listed in the AIMI Campaign Report (AWS-123-1A). Dealers may obtain these postcards from Helm, Inc. at (800) 782-4356.

SERVICE PROCEDURE

IMPORTANT: *There are two switches above the brake pedal - the cruise control switch (1) and the stop lamp switch (2). The cruise control switch is in the outboard position and the stop lamp switch is in the inboard position.*

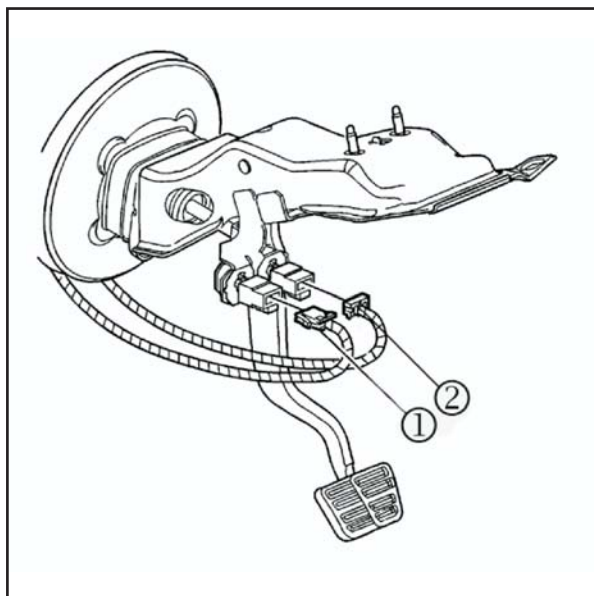


1. Disconnect the cruise control switch connector (1) and stop lamp switch electrical connector (2).
2. Rotate the stop lamp switch (2) counter clockwise.
3. Remove the stop lamp switch (2) from the bracket.
4. Remove the stop lamp switch (2) from the vehicle. Discard the stop lamp switch (2).
5. Inspect the stop lamp switch retainer.
 - If the stop lamp switch retainer is not broken, proceed to Step 6.
 - If the stop lamp switch retainer is broken, replace the retainer and then proceed to Step 6.
6. Position the new stop lamp switch near the bracket.

7. Ensure that the switch key-way is properly indexed to the plastic retainer.
8. Install and adjust the stop lamp switch.
 - Rotate the switch counterclockwise, allowing the retainer to release.
 - Pull the brake pedal rearward to full stop.

IMPORTANT: *Do not move the brake pedal during switch adjustment as this will cause an over-adjusted switch which could cause brake drag.*

- While holding the brake pedal **FIRMLY** in position rearward, push the switch inward fully until the switch body contacts the brake pedal arm striker plate. At this point the plunger in the switch should be pushed in.
 - Rotate the switch clockwise until a “click” is heard.
 - The switch is properly adjusted when there is 7 mm (0.028 in) clearance between the end of the switch barrel and the striker plate on the brake pedal arm.
9. Connect the cruise control switch (1) and stop lamp switch (2) electrical connectors.



10. Check the stop lamp switch for proper operation.

COURTESY TRANSPORTATION

If needed, dealers are to provide customers affected by Campaign 06V-139 with a shuttle service or ensure that some other form of courtesy transportation is available and will be provided to the customer at no charge.

APPLYING THE CAMPAIGN LABEL

Affix the campaign label P/N 2-90028-700-0 adjacent to the manufacturer's identification label located inside the driver's door. Using a ballpoint pen, fill in the label with campaign number 06V-139, Isuzu dealer code and repair date.

ISUZU

CAMPAIGN NUMBER

DEALER CODE: _____

REPAIR DATE: _____

P/N 2-90028-700-0

PARTS INFORMATION

Part Number	Description	Quantity Required
8-25796-381-0	Switch, S/LP	1

WARRANTY CLAIM INFORMATION

Use the following labor operation:

Operation	Operation No.	Task	Special Instr.	Time	Failed P/N	Trouble Code	Sublet Code	Sublet Allowance
Stop Lamp Switch	09V1508	Replace		0.2	8-25796-381-0	07		
			Courtesy Transportation • Shuttle Service • Rental Car				S1 R0	\$5.00 Each Way \$35.00 per day, Maximum 1 Day W/O Prior Authorization

NOTE:

1. Labor Time **includes** administrative time allowance.
2. Information released on paper and electronic format prior to bulletin release cannot be updated. For the most current and up to date information refer to **IsuzuONE.com**
3. Always refer to the Isuzu Service Policy Procedure Manual for specific details on warranty coverage and policies.

NATIONAL SERVICE DEPARTMENT

SB06-09-S002

Dear Isuzu *i*-Series Pick Up Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle safety Act.

The manufacturer General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2006 *i*-280 and *i*-350 Isuzu vehicles. As a result, Isuzu Motors America, Inc. is conducting a safety recall. We apologize for this inconvenience. However, we have taken this action for your safety and continued satisfaction with our products.

❑ WHAT IS THE CONDITION

The brake lamp switch may not work as designed. The performance of the brakes is not affected. However, this condition could cause the simultaneous loss of all brake lamps or cause all of the brake lamps to stay on continuously. Both of these conditions could fail to warn others of the driver's intentions and could lead to a vehicle crash. Also, if your vehicle is equipped with cruise control, it would become inoperative.

IMPORTANT

- Your vehicle is involved in a safety campaign.
- You need to schedule an appointment with your local Isuzu Dealer as soon as possible.
- This service will be performed for you at **no charge**.

❑ WHAT WE WILL DO

Your local Isuzu dealer will replace the brake lamp switch assembly. This service will be performed for you at **no charge**.

Your dealer will assist you in making the necessary transportation arrangements while your vehicle is at the dealership for this repair. Please contact your dealer for details on courtesy transportation.

❑ WHAT YOU SHOULD DO

You should contact your local Isuzu dealer to arrange a service appointment as soon as possible. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin SB06-09-S002. Isuzu estimates this repair will take approximately 15 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate the nearest Isuzu dealer you can visit our website at www.isuzu.com and click on the dealer locator icon and enter your zip code or state. Should you not have access to a computer terminal please contact our National Owner Relations Department at the number listed below.

If you have any problems obtaining the needed repair or believe that this repair has not been or cannot be made within a reasonable time, you may contact:

National Owner Relations Department
Isuzu Motors America, Inc.
13340 183rd Street
Cerritos, CA 90702
1-800-255-6727

If, after contacting your Isuzu dealer or the National Owner Relations with any problems, you still are not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience which this action may cause you.

Sincerely,
ISUZU MOTORS AMERICA, INC.

IMPORTANT: *If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.*

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

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Final TAL Case Search

Result (Archive)



Searched Result - TAL Cases of TI model (From Archive)

Case #: 968700929 VIN 1GGDT136968 Status: CLOSED Open Date 6/21/2007
Dealer: 28009 Oper: GH Close Date: 6/22/2007
Model: TI Year: 2006 Tech: TOM
Mileage: 2814 Prod Date: 8/1/2005 Record Nbr: 76890
Engine: 6 Trans: A/T A/C FACTORY
Climate: SUNNY Temp: 90

Condition:

CUSTOMER REPORTED THERE IS CHIRPING NOISE.

Prior Repair:

TECH HAS DUPLICATED THE CONCERN AND FOUND THE FRONT BRAKES WERE NOT RELEASING. TECH LOOSENED THE LINE AT THE MASTER CYLINDER FOR THE FRONT BRAKES AND THEY RELEASED.

Suggested Fix:

ADVISED TECH TO RECREATE THE CONCERN AND LOOSEN THE MASTER CYLINDER MOUNTING BOLTS AND VERIFY IF BRAKES RELEASE.
- TECH UPDATED BY Gary Heald: 06/21/2007 02:16:29 PM> TECH STATED HE DUPLICATED THE CONCERN AGAIN AND WHEN THE MASTER CYL WAS LOOSENED THE BRAKES RELEASED. ADVISED TECH TO REPLACE THE MASTER CYLINDER AND VERIFY OPERATION.
- TAL UPDATED BY Gary Heald: 06/21/2007 03:50:35 PM> TECH WAS CONTACTED AND ADVISED THAT THE BRAKE SWITCH MAY HAVE BEEN INSTALLED INCORRECTLY WHEN CAMPAIGN 06V-139 WAS COMPLETED. TECH WILL VERIFY INSTALLIATION AND ADVISE.
- TAL UPDATED BY Gary Heald: 06/22/2007 12:15:05 PM> TECH STATED THE BRAKE LIGHT SWITCH WAS CAUSING THE BRAKES TO APPLY. TECH INSTALLED THE SWITCH PROPERLY AND THE CONCERN WAS CORRECTED.



Searched Result - TAL Cases of TI model (From Archive)

Case #: 578702555 VIN 1ggcs13e578 [REDACTED] Status: CLOSED Open Date 11/20/2007
Dealer: 16030 Oper: GK Close Date: 12/12/2007
Model: TI Year: 2007 Tech: shawn
Mileage: 779 Prod Date: 12/1/2006 Record Nbr: 77752
Engine: E Trans: A/T A/C FACTORY
Climate: CLOUDY Temp: 65

Condition:

CUSTOMER REPORTS CRUISE CONTROL IS INOPERATIVE

Prior Repair:

TECH STATES NO PRIOR REPAIRS MADE FOR THIS CONCERN, P1574 SET, TECH FOUND NO CONCERN WITH CRUISE CONTROL ON/OFF, RESUME SWITCHES.

Suggested Fix:

ADVISED TECH TO MONITOR BRAKE SWITCH AND TCC INPUTS TO THE PCM WHILE DEPRESSING THE BRAKE PEDAL, IF OK TECH TO REVIEW CRUISE CONTROL IS INOPERATIVE CHART, TECH TO REPORT BACK.

- TAL UPDATED BY Gerald Kolb: 11/26/2007 05:10:11 PM> TECH STATES HE HAS FOUND CRUISE SET SWITCH DEFECTIVE ON STEERING COLUMN, NEW SWITCH IS ON ORDER.

- TAL UPDATED BY Gerald Kolb: 12/12/2007 11:24:47 AM> TECH NOT AVAILABLE, SA STATES THE TECH REPLACED THE MULTIFUNCTION SWITCH TO REPAIR THE CONCERN.



Searched Result - TAL Cases of TI model (From Archive)

Case #: 578702422 VIN 1GGCS199578 Status: CLOSED Open Date 7/13/2007
Dealer: 38016 Oper: GK Close Date: 9/5/2007
Model: TI Year: 2007 Tech: BROOK BILLMEYE
Mileage: 5354 Prod Date: 12/1/2006 Record Nbr: 77272
Engine: 9 Trans: A/T A/C FACTORY
Climate: SUNNY Temp: 87

Condition:

CUSTOMER REPORTS ENGINE RUNS ROUGH WHEN COLD

Prior Repair:

TECH STATES ON DOLD START ENGINE WILL RUN ROUGH FOR ABOUT 1.5 MINUTES THEN RUN OK,

Suggested Fix:

ADVISE TECH TO REVIEW PE07-02-S002 FOR COLD START CONCERN; TECH TO REPORT BACK.
- TECH UPDATED BY Gary Heald: 07/13/2007 03:21:06 PM> SM CALLED AND STATED THE CONDITION WAS INCORRECTLY REPORTED. THE ENGINE SURGES WHEN THE CRUISE CONTROL IS ENGAGED BETWEEN 62-65 MPH. THE SM COMPARED IT TO 2 STOCK VEHICLES AND THEY BOTH DO THE SAME THING. ADVISED SM THE CONCERN WOULD BE INVESTIGATED AND HE WOULD BE CONTACTED.
- TAL UPDATED BY Gary Heald: 07/16/2007 07:34:23 AM> LEFT MESSAGE FOR FSE TO CALL.
- TAL UPDATED BY Gary Heald: 07/16/2007 08:59:15 AM>REVIEWED WITH FSE.
- TAL UPDATED BY Gary Heald: 07/16/2007 09:03:03 AM> SM STATED THE CONCERN WAS PRESENT BEFORE AND AFTER THE MISFIRE CALIBRATION WAS INSTALLED AND CRANKSHAFT VARIATION LEARN PROCEDURE WAS PERFORMED. SM ALSO STATED THE CONCERN WAS PRESENT WITH OR WITHOUT THE A/C ON. ADVISED SM TO MONITOR TCC SLIP SPEED WHEN THE CONCERN OCCURS, CONCERN MAY BE NORMAL PER S.N. ID# 301. SM WILL ADVISE.
- TAL UPDATED BY Gary Heald: 08/08/2007 11:05:39 AM> SM STATED THE ROUGH RUNNING COLD IS NO LONGER PRESENT, BUT CUSTOMER REPORTED IT IS ROUGH WHEN WARM. THE VEHICLE IS SCHEDULED TO BE IN ON 8/10/07 FOR INSPECTION.
- TAL UPDATED BY Gerald Kolb: 09/05/2007 11:25:33 AM> tech STATES CUSTOMER IS DRIVING VEHICLE, VEHICLE HAS NO FURTHER CONCERNS.



Searched Result - TAL Cases of TI model (From Archive)

Case #: 568700894 VIN 1GGDT136568 Status: CLOSED Open Date 6/19/2008
Dealer: 41096 Oper: GH Close Date: 6/19/2008
Model: TI Year: 2006 Tech: RICHARD FLORES
Mileage: 13892 Prod Date: 8/1/2005 Record Nbr: 78540
Engine: 6 Trans: A/T A/C FACTORY
Climate: SUNNY Temp: 98

Condition:

CUSTOMER REPORTED THE BRAKES ARE COMING ON WHILE DRIVING.

Prior Repair:

TECH STATED THE FRONT BRAKES ARE APPLIED WITHOUT APPLYING THE BRAKES. TECH THE FRONT ROTORS HAVE BEEN OVERHEATED AND ARE BLUE, THE FRONT PADS ARE DAMAGED FROM HEAT AND ARE WHITE. TECH WAS ASKED WHEN THE BRAKE LIGHT SWITCH CAMPAIGN WAS COMPLETED AND HE REPLIED IT WAS ON 6/6/2008.

Suggested Fix:

ADVISED TECH THE BRAKE LIGHT SWITCH WAS INSTALLED INCORRECTLY. ADVISED TECH TO REMOVE THE BRAKE LIGHT SWITCH AND REINSTALL PER CAMPAIGN INSTRUCTIONS. TECH WILL ADVISE.

- TAL UPDATED BY Gary Heald: 06/19/2008 11:44:47 AM> REVIEWED WITH RSPM
- TAL UPDATED BY Gary Heald: 06/19/2008 11:45:09 AM> REVIEWED WITH ZSPM.
- TECH UPDATED BY Gary Heald: 06/19/2008 12:11:45 PM> TECH CALLED BACK AND STATED HE INSPECTED THE BRAKE LIGHT SWITCH AND NOTED IT WAS INSTALLED INCORRECTLY. THE SWITCH WAS REMOVED AND REINSTALLED IT CORRECTLY AND THE CONCERN WAS CORRECTED. ADVISED TECH TO REPORT THE CONDITION OF THE ROTORS AND DISC PADS TO SM.
- TAL UPDATED BY Gary Heald: 06/19/2008 12:18:20 PM> ZSPM WAS ADVISED OF THE REPAIR.



Searched Result - TAL Cases of TI model (From Archive)

Case #: 168700236 VIN 1GGCS198168 [REDACTED] Status: CLOSED Open Date 3/18/2008
Dealer: 08105 Oper: GH Close Date: 3/18/2008
Model: TI Year: 2006 Tech: MIKE FROST
Mileage: 14448 Prod Date: 6/1/2005 Record Nbr: 78192
Engine: 8 Trans: A/T A/C FACTORY
Climate: SUNNY Temp: 85

Condition:

CUSTOMER REPORTED THE BRAKES VIBRATE AND SEEM TO BE HOLDING THE VEHICLE BACK.

Prior Repair:

TECH STATED THE CONCERN WAS VERIFIED AND TECH REPLACED BOTH FRONT ROTORS, CALIPERS, PADS AND HOSES AND WHEN THE BRAKES WERE APPLIED THE BRAKES LOCKED UP AND WOULD NOT RELEASE.

Suggested Fix:

ADVISED TECH THE CONCERN IS CONSISTENT WITH THE BRAKE SWITCH BEING INSTALLED IMPROPERLY DURING CAMPAIGN #06V-139 (SB06-09-S002). ADVISED TECH TO REVIEW INSTALLATION PROCEDURE IN THE BULLETIN AND REINSTALL THE SWITCH PROPERLY AND VERIFY OPERATION.

- TECH UPDATED BY Gary Heald: 03/18/2008 12:58:37 PM> TECH STATED THE SWITCH WAS INSTALLED INCORRECTLY, TECH REMOVED THE SWITCH AND REINSTALLED IT CORRECTLY AND THE CONCERN WAS CORRECTED..



Searched Result - TAL Cases of TI model (From Archive)

Case #: 078701854 VIN 1GGCS19E078 [REDACTED] Status: CLOSED Open Date 11/12/2008
Dealer: 02003 Oper: GH Close Date: 11/19/2008
Model: TI Year: 2007 Tech: MIKE STEWART
Mileage: 15791 Prod Date: 10/1/2006 Record Nbr: 78985
Engine: E Trans: A/T A/C FACTORY
Climate: SUNNY Temp: 75

Condition:

CUSTOMER REPORTED THE CRUISE CONTROL IS IN-OP

Prior Repair:

TECH STATED THE CONCERN WAS DUPLICATED AND CODE P1574 IS PRESENT. TECH STATED THE CRUISE RELEASE SWITCH WAS REPLACED. TECH STATED THERE ARE NO AFTERMARKET ACCESSORIES ON THE VEHICLE.

Suggested Fix:

ADVISED TECH TO RECHECK THE ADJUSTMENT ON THE CRUISE CONTROL RELEASE SWITCH PER WSM.
- TAL UPDATED BY Gary Heald: 11/19/2008 09:05:02 AM> TECH STATED THE CRUISE RELEASE AND BRAKE SWITCHES WERE ADJUSTED AND THE CONCERN WAS CORRECTED.

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Q 03

ISUZU CATS DATA

REPORT NO:ACA040-0

==> 07152001

DATE: 03/19/09

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 10:51:07

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 07152001 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] FGN BUS PHONE: [REDACTED] EXT: 0000

C/S/Z.. CLAREMORE OK [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 06/01/07 TYPE..... T ACKNOW.SENT... N

CLOSED DATE 08/06/07 SATISFIED.... Y EVALUATION CDS K1 L8

CLOSING SENT. N APEC CODES.... 03

DEFERRAL> BEGIN ENDING EXPENSE RECAP AG REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000

PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 06202004

VEHICLE DESCRIPTION: PICKUP

V.I.N.... 1GGCS198468 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y

RETAIL DT 04/26/06 SERIES TIG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN

DEMO DT.. 04/26/06 MODEL. P14 SELLING.... 34021 FERGUSON ISUZU 01 01

PROD DT.. 03/07/06 YEAR.. 06 SERVICING.. 34021 FERGUSON ISUZU 01 01

MILEAGE.. 20000 SOURCE V ACCOUNTABLE

INQUIRY: [REDACTED] CUST STATES VEHICLE HAS BEEN AT DLR 34021 MULTIPLE TIMES FOR CHECK ENGINE LIGHT CONCERN. CUST STATES SEEKING A LOANER VEHICLE FOR CURRENT REPAIR AND IS SEEKING TO FILE FOR LEMON LAW DUE TO MULTIPLE REPAIR ATTEMPTS ON A NEW VEHICLE.

BLUE LABEL

ACTIONS:

06/01/07 SSW: CM APOLOGIZED. CM ADVISED UNFORTUNATELY LOANER VEHICLE 06/01/07 SWATSON IS NOT PROVIDED IN CUST WARRANTY AGREEMENT. CM ADVISED OF BBB FOR 06/01/07 SWATSON ADDITIONAL CONCERNS/REQUESTS RELATED TO LEMON LAW. CM ADVISED OF 06/01/07 SWATSON CASE NUMBER. CUST THANKED. 06/01/07 SWATSON 06/01/07 CNA: RCV'D BBB CCF W/NO START DATE. CCF STATES CEL ISSUES. 06/01/07 CNANSLEY CCF STATES CUST IS SEEKING FOR ISZA TO SUPPLY A LOANER VEH AND ESC OR 06/01/07 CNANSLEY REPUR. CM SENT EMAIL TO RFLORES AND NCRM. CM TO CONTACT DLR. 06/01/07 CNANSLEY 06/06/07 CNA: CM CALLED DLR AND SPOKE WITH SA/DENNY. CM ADVISED 06/06/07 CNANSLEY CALLING TO OBTAIN DETAILS REGARDING VEH'S CEL CONCERNS. SA STATES 06/06/07 CNANSLEY THE FOLLOWING: 1ST VISIT (14,137) - BRAKE LIGHT SWITCH, DOME LIGHT 06/06/07 CNANSLEY ISSUE AND CEL. DOME LIGHT WAS ORDERED AND CUST DECLINED CEL DIAG DUE 06/06/07 CNANSLEY

COMPANY: A CASE NO: 07152001 (CONTINUED)

ACTIONS:

TO CUST NEEDING THE VEH; 2ND VISIT (15,147) - DOME LIGHT WAS REPLACED; 06/06/07
 CNANSLEY

3RD VISIT (16,438) - LOW BEAM HEADLIGHT REPLACED; 4TH VISIT (17,285) 06/06/07
 CNANSLEY

- CEL DIAG (P0300), INTAKE VALVE LEAKING. AFTER PERFORMING LEAK DOWN 06/06/07
 CNANSLEY

TEST, DLR SPECIAL ORDERED HEAD GASKET KIT, SPARK PLUGS, EXHAUST AND 06/06/07
 CNANSLEY

INTAKE VALVES AND CYLINDER HEAD BOLTS. CUST TOOK VEH AGAIN; 5TH 06/06/07
 CNANSLEY

VISIT (19,497) - SA STATES ONLY TIME VEH HAS BEEN DOWN FOR MORE THAN 06/06/07
 CNANSLEY

ONE DAY. DLR REPLACED ALL SPECIAL ORDERED PART; 6TH VISIT (20,787) - 06/06/07
 CNANSLEY

CEL DIAG (P0017) - CAM SENSOR WAS REPLACED; 7TH VISIT (NO R/O) - CEL 06/06/07
 CNANSLEY

ISSUE REPORTED AGAIN. DLR ADVISED THEY NEED TO KEEP VEH SO CONCERNS 06/06/07
 CNANSLEY

CAN BE REVIEWED WITH TAL. CUST DECLINED AND TOOK VEH. CM THANKED 06/06/07
 CNANSLEY

FOR INFO. CM TO CONTACT ZSPM. 06/06/07
 CNANSLEY

06/06/07 CNA: CM DISCUSSED CASE WITH ZSPM/C. COTOGNO AND ADVISED CUST 06/06/07
 CNANSLEY

IS UNABLE TO LEAVE VEH OVERNIGHT DUE TO IT BEING USED FOR WORK. CM 06/06/07
 CNANSLEY

ADVISED PER BBB CCF, CUST'S INITIAL REQUEST IS FOR A LOANER FOR THE 06/06/07
 CNANSLEY

DURATION OF ENG REPAIRS. ZSPM STATES DLR SHOULD ONLY NEED VEH FOR 06/06/07
 CNANSLEY

ONE DAY IN ORDER TO REVIEW CONCERNS WITH TAL. ZSPM AUTH'D ONE DAY OF 06/06/07
 CNANSLEY

RENTAL AND IF ADD'L DAYS ARE NEEDED, DLR MUST REVIEW WITH EITHER CM 06/06/07
 CNANSLEY

OR ZSPM. CM THANKED. CM TO CONTACT CUST. 06/06/07
 CNANSLEY

06/06/07 CNA: CM LVMM FOR CUST (AT BUS #), ACKNOWLEDGING RECEIPT OF 06/06/07
 CNANSLEY

HER BBB CCF AND REQUESTING A RETURN CALL. CM TO CONTACT DLR. 06/06/07
 CNANSLEY

06/06/07 CNA: CM CALLED DLR AGAIN AND ADVISED SA/CLIFF THAT ZSPM/C. 06/06/07
 CNANSLEY

COTOGNO HAS AUTH'D ONE DAY OF RENTAL SO THAT DLR CAN DIAG VEH WITH 06/06/07
 CNANSLEY

TAL. CM ADVISED IF ADD'L DAYS ARE NEEDED, DLR MUST REVIEW REQUEST 06/06/07
 CNANSLEY

WITH CM OR ZSPM FIRST. CM ADVISED CM WILL INSTRUCT CUST TO CONTACT 06/06/07
 CNANSLEY

DLR AND SCHEDULE APPT. SA THANKED. CASE PENDING CUST'S CALL. 06/06/07
 CNANSLEY

06/06/07 CNA: (CALL XFERRED FROM CM/AES) CUST STATES RETURNING CM'S 06/06/07
 CNANSLEY

COMPANY: A CASE NO: 07152001 (CONTINUED)

ACTIONS:

CALL. CM ACKNOWLEDGED RECEIPT OF HER BBB CCF AND APOLOGIZED FOR ANY INCONVENIENCED THIS HAS CAUSED. CM ADVISED CEL CONCERNS WERE REVIEWED WITH BOTH DLR AND DLR'S REGIONAL REP. CM ADVISED WE WILL COVER RENTAL SO THAT DLR CAN DIAG/REPAIR CEL ISSUE. CUST ASKED ABOUT HER OPTIONS IF VEH IS NOT PROPERLY REPAIRED. CM EXPLAINED THAT OUR PRIORITY IS TO REPAIR VEH W/IN TERMS OF ITS WARR, THEREFORE, CM IS UNABLE TO PROVIDE ADD'L OPTIONS AT THIS TIME. CM INSTRUCTED CUST TO CONTACT DLR SA/DENNY OR CLIFF TO SCHEDULE APPT. CUST THANKED. CASE PENDING DIAG. 06/06/07 CNANSLEY

06/25/07 CNA: (LATE ENTRY) CASE HAS A START DATE AS OF 06/18/07. CM TO CONTACT CUST. 06/06/07 CNANSLEY

06/25/07 CNA: (LATE ENTRY) BBB/M. LEWIS SENT EMAIL ON 06/19/07 STATING THAT CUST IS SEEKING REPUR. CM FAXED DOCS TO NCRM. CM TO CALL CUST. 06/25/07 CNANSLEY

*** PER WARR SYSTEM, DLR REPLACED CAM POSITION VALVE ON 05/30/07 AND VALVE CYLINDER HEAD ON 04/30/07 *** 06/25/07 CNANSLEY

06/25/07 CNA: CM LVMM FOR CUST, REQUESTING A RETURN CALL. CM TO REQUEST S/S DOCS. 06/25/07 CNANSLEY

06/25/07 CNA: CM CALLED DLR AND SPOKE WITH SA/CLIFF. CM ADVISED CALLING TO FIND OUT IF VEH IS AT DLR AND IF SO, CM REQUESTED DIAG. SA STATES ACCORDING TO THEIR SYSTEM, THE VEH WAS LAST IN ON 5/30/07 AND DLR REPLACED CAM SENSOR. SA SUGGESTED THAT CM SPEAK WITH SA/DENNY OR SM/BRIAN FOR DETAILED INFO. SA TRIED X-FERRING CM, BUT WAS UNABLE TO DO SO. CM LEFT A MESS WITH SA TO HAVE EITHER SA/DENNY OR SM/BRIAN RETURN MY CALL. SA/CLIFF ACKNOWLEDGED. CM TO WAIT FOR DLR'S CALL. 06/25/07 CNANSLEY

COMPANY: A CASE NO: 07152001 (CONTINUED)

ACTIONS:

06/27/07 CNA: CM CALLED DLR AND SPOKE WITH SA/DENNY. SA STATES VEH 06/27/07
 HAS BEEN REPAIRED AND RETURNED TO CUST. SA STATES ZSPM/C. COTOGNO 06/27/07
 WAS @ DLR THE DAY SHE PICKED IT UP AND STATES THERE WAS A BULLETIN 06/27/07
 OUT FOR HER VEH, WHICH THEY COMPLETED. CM THANKED FOR INFO. CM TO 06/27/07
 CONTACT CUST. 06/27/07
 06/27/07 CNA: CM CALLED CUST AND INQUIRED ABOUT THE CONDITION OF VEH 06/27/07
 AFTER RECENT REPAIR. CUST STATES ENG STILL RUNS ROUGH, BUT CEL IS 06/27/07
 NOT ON. CM APOLOGIZED FOR CONCERNS AND ASKED WHAT CUST IS SEEKING 06/27/07
 FROM ISUZU OUTSIDE OF REPAIRS. CUST STATES SHE NO LONGER FEELS SAFE 06/27/07
 IN VEH AND WOULD LIKE A REPUR. CM APOLOGIZED AGAIN, BUT ADVISED OUR 06/27/07
 OBLIGATION IS TO REPAIR THE VEH W/IN WARR PARAMETERS SO CM IS UNABLE 06/27/07
 TO PROVIDE DECISION AT THIS POINT. CM ADVISED CM WILL CONTINUE TO 06/27/07
 FOLLOW UP WITH CUST AS UPDATES BECOME AVAIL. CUST THANKED. CM TO 06/27/07
 DISCUSS CASE WITH NCRM. 06/27/07
 06/27/07 CNA: CM LVMM FOR NCRM, REQUESTING A RETURN CALL SO CM CAN 06/27/07
 DISCUSS OPTIONS AND/OR OUR POSITION. CM TO WAIT FOR NCRM'S CALL. 06/27/07
 06/27/07 CNA: CM DISCUSSED CASE WITH NCRM. NCRM DECLINED CUST'S 06/28/07
 REPUR REQUEST, BUT ADVISED CM TO OFFER CUST A 7/100 ESC. CM THANKED. 06/28/07
 CM TO CONTACT CUST. 06/28/07
 06/28/07 CNA: CM LVMM FOR CUST (AT BUS #), REQUESTING A RETURN CALL. 06/28/07
 THERE WAS NO ANSWER @ HOME #. CM TO WAIT FOR CUST'S CALL. 06/28/07
 06/28/07 CNA: CM LVMM FOR SA/DENNY, REQUESTING THAT MOST RECENT R/O 06/28/07
 BE FAXED TO CM'S ATTN. CM PROVIDED CUST INFO AND FAX#. CM TO WAIT 06/28/07
 FOR RESPONSE FROM CUST AND/OR DLR. 06/28/07
 06/28/07 CNA: CM CREATED MRF AND EMAILED TO NCRM. CM TO WAIT FOR 06/28/07
 RESPONSE. 06/28/07
 06/28/07

COMPANY: A CASE NO: 07152001 (CONTINUED)

ACTIONS:

06/28/07 CNA: (CALL XFERRED FROM CM/ERS) CUST STATES RETURNING CM'S	06/28/07
CALL. CM ADVISED WE ARE UNABLE TO MEET CUST'S REQUEST FOR A REPUR,	CNANSLEY
BUT DUE TO THE INCONVENIENCE CAUSED, WE WOULD LIKE TO OFFER A 7/100	06/28/07
ESC W/NO DED. CUST STATES SHE WOULD LIKE TO THINK ABOUT THE OFFER	CNANSLEY
AND WILL FOLLOW UP ONCE SHE HAS MADE A DECISION. CM ACKNOWLEDGED.	06/28/07
CASE PENDING CUST'S CALL.	CNANSLEY
7/1/07 ASJ: REC'D EMAIL FROM KLH AND MLEWIS@ BBB REQUESTING POSITION	06/28/07
CM FAXED COPY OF MRF TO KLH FOR REVIEW.	CNANSLEY
7/2/07 ASJ: CM FAXED COPY OF MRF TO MLEWIS@BBB.	07/02/07
7/9/07 ASJ: CUST CALLED AND STATES THAT HER PHONE LINE HAS BEEN DOWN	AJOHNSON
AND THAT THE PHONE COMPANY WILL REPAIR THE PHONE LINE TOMORROW	07/02/07
7/11/07. CUST STATES THAT SHE HAS NOT MADE HER DECISION ON IF SHE IS	AJOHNSON
GOING TO ACCEPT THE 7/100,000 ESC W/NO DED. CUST STATES THAT SHE IS	07/02/07
WAITING ON REPAIR ORDERS TO COME FROM DLR BEFORE SHE MAKES A	AJOHNSON
DECISION. CM ADV'D CUST THAT SHE NEEDS TO CONTACT MLEWIS@BBB. CUST	07/02/07
STATES THAT SHE LEFT MLEWIS A MESSAGE TODAY. CM STATES OK.	CNANSLEY
7/10/07 KLH: REC'D SERVICE DOCS FROM DLR...IDENTIAL TO WHAT C/S	07/10/07
ALREADY SUBMITTED TO BBB. SALES CONTRACT PULLED FROM BBB WEBSITE.	AJOHNSON
M. LEWIS WANTS TO SET HEARING DATE THE SAME WEEK THE FIELD FORCE IS IN	07/10/07
NASHVILLE FOR NAT'L MEETING. E-MAIL TO ZSPM COTOGNO INQUIRING IF HE	AJOHNSON
WOULD BE AVAILABLE NEXT WEEK FOR HEARING. ALSO WAITING FOR C/S TO	07/10/07
DECIDE ON THE IPP OFFERED TO HER.	AJOHNSON
7/11/07 ASJ: CM REC'D EMAIL FROM KLH ASKING IF CM CNA PREPARED	07/10/07
ROH. CM ASJ ADV'D KLH YES AND FAXED COPY OF ROH TO KLH.	KLHOUGHT
7/12/07 KLH: REC'D VMX FROM M. LEWIS ADVISING C/S HAS QUESTIONS ABOUT	07/10/07
THE IPP AND WHAT IT COVERS AND C/S ALSO STATES SHE IS HAVING PROBLEMS	KLHOUGHT
	07/10/07
	KLHOUGHT
	07/11/07
	AJOHNSON
	07/12/07
	KLHOUGHT
	07/12/07
	KLHOUGHT
	07/12/07
	KLHOUGHT

COMPANY: A CASE NO: 07152001 (CONTINUED)

ACTIONS:

OBTAINING THE LAST RO FROM THE DLR. FAXED COPY OF IPP AND RO TO M. LEWIS. 07/12/07 KLHOUGHT

7/13/07 KLH: PER M. LEWIS HE WAS UNABLE TO REACH C/S TODAY TO DISCUSS THE IPP IN MORE DETAIL WITH HER. HE HAS NO FAX NUMBER TO SEND THE IPP AND RO TO SO HE WILL SEND REGULAR MAIL. HEARING DATE HAS BEEN SET FOR 7/30/07 @ 1:00 PM AT THE TULSA BBB LOCATION. NOTIFICATION WILL BE SENT IN THE USUAL MANNER. OF NOTE: C/S DID NOT SEND WRITTEN NOTIFICATION TO ISUZU AS REQUIRED UNDER THE OK LEMON LAW NOR HAVE THERE BEEN 4 OR MORE REPAIR ATTEMPTS WITHIN THE FIRST 12 MONTHS OF OWNERSHIP - VEHICLE WOULD NOT QUALIFY FOR A LEMON LAW BUYBACK IF A BUYBACK WERE AWARDED. 07/12/07 KLHOUGHT
07/13/07 KLHOUGHT
07/13/07 KLHOUGHT
07/13/07 KLHOUGHT
07/13/07 KLHOUGHT
07/13/07 KLHOUGHT
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07/13/07 KLHOUGHT
07/13/07 KLHOUGHT
07/13/07 KLHOUGHT
07/13/07 CNANSLEY
07/13/07 CNANSLEY

07/13/07 CNA: BBB/M. LEWIS FAXED NOTICE OF HEARING DOCS. CM FAXED A COPY TO NCRM. CM TO PREPARE PKG FOR ZSPM. 07/13/07 CNANSLEY

07/16/07 CNA: CM VERIFIED ZSPM/C. COTOGNO'S ADDRESS AND SENT PKG VIA FED EX OVERNIGHT (TRACKING #: 8617 3118 9135). CASE PENDING OUTCOME OF HEARING. 07/16/07 CNANSLEY
07/16/07 CNANSLEY

07/18/07 CNA: PER FEDEX WEBSITE, PKG WAS RCV'D ON 7/17/07 @ 9:21AM. CM CALLED ZSPM/C. COTOGNO AND VERIFIED THAT HE RCV'D PKG. CASE PENDING HEARING. 07/18/07 CNANSLEY
07/18/07 CNANSLEY
07/18/07 CNANSLEY

07/18/07 CNA: BBB/M. LEWIS SENT EMAIL, STATING THAT CUST ACCEPTED 7/100 ESC OFFER AND HEARING WILL BE CANCELLED. SETTLEMENT LTR WILL BE FAXED. CM CALLED ZSPM/C. COTOGNO AND ADVISED. CASE PENDING RECEIPT OF SETTLEMENT LTR. 07/18/07 CNANSLEY
07/18/07 CNANSLEY
07/18/07 CNANSLEY
07/18/07 CNANSLEY
07/18/07 CNANSLEY
07/18/07 CNANSLEY
07/18/07 CNANSLEY
07/18/07 CNANSLEY

07/18/07 CNA: CM RCV'D SETTLEMENT LTR FROM BBB. CM FAXED A COPY TO NCRM FOR HER FILE. CM TO DISCUSS ESC OFFER WITH NCRM. 07/18/07 CNANSLEY
07/18/07 CNANSLEY

7/19/07 KLH: REQUEST FOR ESC SENT TO WESTERN GENERAL FOR APPROVAL. 07/19/07 KLHOUGHT

REPORT NO:ACA040-O

DATE: 03/19/09

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

DAILY ACTIVITY REPORT

REGION 00 REQUEST

==> 07152001

TIME: 10:51:07

PAGE: 7

COMPANY: A CASE NO: 07152001 (CONTINUED)

ACTIONS:

7/20/07 KLH: REC'D APPROVAL FROM WESTERN GENERAL. CHECK REQ TO	07/20/07
	KLHOUGHT
ACCTG.	07/20/07
	KLHOUGHT
7/25/07 KLH: RELEASE SENT TO C/S FOR SIGNATURE.	07/25/07
	KLHOUGHT
8/6/07 KLH: REC'D SIGNED RELEASE FROM C/S. IPP SENT TO C/S. CHECK	08/06/07
	KLHOUGHT
#50215 SENT TO WESTERN GENERAL.	08/06/07
	KLHOUGHT

REPORT NO:ACA040-0

====> 08121003

DATE: 03/19/09

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 10:51:07

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 08121003 ORIGINATING REGION: 00 HANDLING REGION: 02
 OWNER-1 [REDACTED]
 OWNER-2 [REDACTED] STARLENE
 ADDRESS [REDACTED] FGN BUS PHONE: [REDACTED] EXT: 0000
 C/S/Z.. ROOTSTOWN OH [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 04/30/08 TYPE..... T ACKNOW.SENT... N
 CLOSED DATE 08/15/08 SATISFIED.... N EVALUATION CDS K1
 CLOSING SENT. N APEC CODES.... 01 03 04 05
 DEFERRAL> BEGIN ENDING EXPENSE RECAP A REPAIR ORDER..
 PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
 PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: PICKUP
 V.I.N.... 1GGCS198268 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
 RETAIL DT 04/27/06 SERIES TIG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
 DEMO DT.. 04/27/06 MODEL. P15 SELLING.... 33049 COURTESY ISUZU 16 02
 PROD DT.. 10/18/05 YEAR.. 06 SERVICING.. 33056 FRANK NERO ISUZU 16 02
 MILEAGE.. 28171 SOURCE V ACCOUNTABLE

INQUIRY: (NO EMAIL) CUST STATES THE VEH HAS HAD CONCERNS SINCE PURCHASE. CUST STATES AT A LITTLE OVER 10,000 MILES THE ENGINE WAS REPLACED. CUST STATES THE REAR BRAKE LIGHT IS OUT AND CURRENTLY THE CEL IS ON. CUST STATES HE IS FRUSTRATED WITH HAVING TO HAVE REPAIRS PERFORMED TO A NEW VEH.

BLUE LABEL

ACTIONS:

4/30/08 TAP: CM ADVISED THE CUST THAT THE CONCERNS HAVE BEEN DOCUMENTED. CM WILL NOTIFY THE ZSPM OF THE CUST'S CONCERNS. CM ADVISED THE CUST TO RECONTACT THE ORC WHEN HE HAS CONTACTED THE DLR TO MAKE AN APPT WITH THE DLR FOR THE CEL CONCERN SO THAT THE ZSPM CAN BE NOTIFIED. CUST SAID OK. CM TO SEND EMAIL TO ZSPM ONCE CUST RECONTACTS ORC WITH APPT DATE. 04/30/08 TROBINSO
 04/30/08 TROBINSO
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 05/08/08 TROBINSO
 05/08/08 TROBINSO
 05/08/08 TROBINSO
 05/08/08 TROBINSO
 05/08/08 TROBINSO
 06/24/08 SNA: CUST CALLED AND STATE THAT THE VEH'S ENG IS SHOWING 06/24/08 SALLEN

COMPANY: A CASE NO: 08121003 (CONTINUED)

ACTIONS:

CONCERNS W/ THE VEH. CUST STATES THAT CUST HAS CONSULTED OUTSIDE	06/24/08
SOURCES FOR LEMON LAW REQUIREMENTS, AND IS SPEAKING W/ ATTYS. CM	SALLEN
THAT CM CAN ADVS CUST TO TAKE VEH INTO DLR FOR REPAIR. CUST STATES	06/24/08
THAT CUST NO LONGER WANTS OWNERSHIP OF VEH. CM ADVD CUST THAT CUST	SALLEN
WILL HAVE TO CONSULT W/ OUTSIDE PARTIES TO START TO TAKE FURTHER	06/24/08
ACTION REGARDING THAT. CUST STATES OKAY. NO FURTHER ACTION.	SALLEN
*****	06/24/08
06/30/08 CNA: RCV'D BBB CCF W/NO START DATE. CCF STATES CONCERNS	SALLEN
WITH ENG AND BATT (REPAIRED). CCF STATES CUST IS SEEKING REPUR PLUS	06/30/08
RENTAL REIMB. CUST IS OUTSIDE OF OH'S LL RIGHTS PERIOD AND PROG SUMM	CNANSLEY
FOR REPUR. CM SENT EMAIL TO BBB/M. LEWIS (CC'D NCRM) AND RFLORES.	06/30/08
CM TO CALL CUST. *** CASE REOPENED. CURRENT MILEAGE: 31,654 ***	CNANSLEY
*** WARR SYSTEM SHOWS 3 CLAIMS: BRAKE LAMP SWITCH 12/4/08, BATT	06/30/08
11/01/06 AND ENG ASSY 10/31/06 (DLR 33052) ***	07/01/08
07/01/08 CNA: CM CALLED CUST AND ACKNOWLEDGED RECEIPT OF HIS BBB CCF.	CNANSLEY
CM INQUIRED ABOUT VEH'S CONDITION/LOC. CUST STATES ENG WAS KNOCKING	07/01/08
AND VEH WOULD NOT ACCEL SO VEH WAS TOWED BACK TO DLR 33052. CUST	CNANSLEY
STATES PER SA/BRANDON, VEH NEEDS A NEW CAMSHAFT SENSOR. CUST STATES	07/01/08
B/C HE IS NOT 21 YRS OLD, HIS GRANDMOTHER RENTED A VEH AND IS	CNANSLEY
CHRG'ING HIM TO DRIVE HER PERSONAL ONE. CUST STATES VEH HAS BEEN	07/01/08
DOWN FOR APPX. 40 DAYS NOW AND HE DOES NOT WANT VEH ANY LONGER. CUST	CNANSLEY
IS SEEKING REPUR AND RENTAL REIMB. CM APOLOGIZED FOR CONCERNS. CM	07/01/08
ADV'D ISZA'S FIRST PRIORITY IS TO REPAIR VEH W/IN TERMS OF WARR. CM	CNANSLEY
ADV'D CM WILL REVIEW CASE THEN FOLLOW UP WITH CUST W/IN 48 HRS (THURS	07/01/08
7/3/08). CUST THANKED. CM TO CALL DLR.	CNANSLEY
07/03/08 CNA: CM CALLED DLR AND TRIED SPEAKING WITH SA/BRANDON, BUT	07/01/08
	CNANSLEY

COMPANY: A CASE NO: 08121003 (CONTINUED)

ACTIONS:

WAS ADV'D BY SA/JEFF THAT SA WAS UNAVAIL. CM INQUIRED ABOUT VEH'S LOCATION. SA/JEFF STATES R/O IS STILL OPEN, BUT HE CANNOT SAY WHETHER VEH HAS BEEN RETURNED TO CUST OR NOT. CM THANKED FOR INFO. CM TO CALL CUST.	07/03/08 CNANSLEY 07/08/08 CNANSLEY 07/08/08 CNANSLEY 07/08/08 CNANSLEY
07/03/08 CNA: CM LVMM FOR CUST, ADVISING CM IS STILL REVIEWING CASE. CM INQUIRED AS TO WHETHER VEH HAS BEEN RETURNED TO HIM OR NOT. CASE PENDING CUST RESPONSE.	07/03/08 CNANSLEY 07/03/08 CNANSLEY 07/03/08 CNANSLEY
07/07/08 SNA: CUST CALLED TO VERIFY STATUS, CM ADVD CUST THAT (PER ORIG CM CNA) ORIG CM WILL CONTACT CUST BACK UPON FURTHER RESEARCH. CM VERIFIED PHONE #'S....	07/07/08 SALLEN 07/07/08 SALLEN 07/07/08 SALLEN
07/08/08 CNA: CM CALLED DLR SA/BRANDON TO INQUIRE ABOUT REPAIRS. SA STATES THEY ARE WAITING ON "CAMSHAFT SOLENOID" SO THEY CAN COMPLETE THE TSB. SA STATES SO FAR, THIS IS THE ONLY CONCERN FOUND. SA STATES PARTS WERE ORDERED LAST TUESDAY. CM THANKED FOR INFO. CM TO CALL PARTS DEPT.	07/08/08 CNANSLEY 07/08/08 CNANSLEY 07/08/08 CNANSLEY 07/08/08 CNANSLEY 07/08/08 CNANSLEY 07/08/08 CNANSLEY
07/08/08 CNA: CM SPOKE WITH PA/TERESA AND REQUESTED PARTS INFO. PA PROVIDED PART#: 8-12602-516-0 AND "SHIP REF #": SZ201677. CM TO CHK PARTS STATUS.	07/08/08 CNANSLEY 07/08/08 CNANSLEY 07/08/08 CNANSLEY 07/08/08 CNANSLEY
07/08/08 CNA: CM WAS UNABLE TO LOCATE PART ORDER (NOT LISTED BY DLR # NOR PART #). PARTS SYSTEM WAS UNABLE TO IDENTIFY SHIP REF#. CM TO DISCUSS WITH NAT'L.	07/08/08 CNANSLEY 07/08/08 CNANSLEY 07/08/08 CNANSLEY 07/08/08 CNANSLEY
07/08/08 CNA: CM SENT EMAIL TO NCRM REQUESTING DIRECTION IN THIS CASE. CASE PENDING NCRM RESPONSE.	07/08/08 CNANSLEY 07/08/08 CNANSLEY
7/8/08 KLH: LOCATED DLR ORDER PLACED 6/30/08. ADVISE CNA TO UPGRADE TO CR STATUS.	07/08/08 KLHOUGHT 07/08/08 KLHOUGHT
07/09/08 CNA: NCRM SENT EMAIL ADVISING LORI BELLOMO RE-ORDERED THE	07/10/08 CNANSLEY

COMPANY: A CASE NO: 08121003 (CONTINUED)

ACTIONS:

07/21/08 CNA: CASE REVIEW. CM CALLED SA/BRANDON AND CONFIRMED VEH	07/21/08
WAS TOWED IN ON FRIDAY FOR A STALLING/NO-START CONCERN. SA STATES	CNANSLEY
THEY HAVE NOT BEEN ABLE TO DUP CUST'S ISSUE AS VEH HAS STARTED DURING	07/21/08
EVERY ATTEMPT. SA STATES THEY WILL PERFORM FURTHER TESTING BEFORE	CNANSLEY
RETURNING VEH TO CUST. CM THANKED. CASE PENDING FURTHER DIAG.	07/21/08
07/24/08 CNA: CM CALLED SA/BRANDON FOR AN UPDATE. SA STATES TECH WAS	07/21/08
ABLE TO DUP CEL CONCERNS AND STATES HE IS RECEIVING THE SAME CODE FOR	CNANSLEY
CAMSHAFT SOLENOID. SA STATES THEY ARE PERFORMING ADD'L TESTS TO SEE	07/24/08
WHAT IS CAUSING CEL TO COME ON, BUT SO FAR, THEY ARE UNSURE. CM	CNANSLEY
THANKED FOR UPDATE. CM TO NOTIFY NAT'L.	07/24/08
07/24/08 CNA: CM SENT EMAIL TO NCRM REQUESTING ASSIST. CASE PENDING	CNANSLEY
NCRM RESPONSE.	07/24/08
7/24/08 KLH: E-MAIL CNA REQUESTING DLR BE CONTACTED AND ASKED TO	07/24/08
CONTACT TAL FOR ASSISTANCE. FWDD CNA E-MAIL TO FSE SELZ FOR FYI AT	KLHOUGHT
THIS TIME.	07/24/08
7/25/08 KLH: FSE CONTACTED DLR AND SPOKE W/BRANDON AND SAM. VEH HAS 3	KLHOUGHT
CODES SET DEALING WITH CAM PHASER. FSE REQUESTED DLR CLEAR THE CODES	07/24/08
AND TEST DRIVE VEH TO VERIFY THE CONCERN. DLR HAS BEEN REQUESTED TO	KLHOUGHT
CONTACT TAL AND OPEN A CASE.	07/25/08
7/31/08 JMS: FSE WAS CONTACTED BY DEALER 33052, TECHNICIAN PREFORMED	KLHOUGHT
DIAG FOUND THE PCM NEED TO BE UPDATE , IDLE LEARN PROCEDURE, CLEANED	07/25/08
THE THOTTLE BODY. ORDER NEW CRANK SENSOR BECAUSE THE"O"RINGS WERE	KLHOUGHT
DAMAGE.	07/31/08
08/04/08 CG: CUST CALLED AND STATED THAT VEH HAS STALLED AGAIN AND HE	JMSELZ
WAS ALMOST IN A ACCIDENT. CUST STATED THAT HE WILL BE GETTING HIS	07/31/08
LAWYERS AND ALSO WILL BE CALLING THE NEWS TO LET THEM KNOW NOT TO BUY	JMSELZ
	07/31/08
	JMSELZ
	08/04/08
	CGARCIA
	08/04/08
	CGARCIA
	08/04/08
	CGARCIA

COMPANY: A CASE NO: 08121003 (CONTINUED)

ACTIONS:

ANY ISUZU VEH'S. CUST STATED THAT VEH HAS BEEN DOWN ABOUT 50 DAYS NOW 08/04/08
 AND THE DLR HAS REPLACED THE CAM SENSORS 3 TIMES NOW. CM ADVISED CUST CGARCIA
 TO TAKE VEH IN TO DLR. CUST STATED THAT HE HAS TO GO TO COLLEGE 08/04/08
 TONIGHT AND ALSO HAS TO WORK TOMMORROW AND HE WILL NOT MISS SCHOOL OR CGARCIA
 WORK FOR THIS VEH ANYMORE. CM ADVISED CUST AGAIN TO TAKE VEH BACK TO 08/04/08
 DLR AND TO CALL ORC TO LET CM KNOW THAT HIS VEH IS IN DLR. CUST STATED CGARCIA
 OK. CM WILL AWAIT CALL FROM CUST. 08/04/08
 CGARCIA
 8/6/08 KLH: PER FSE SELZ THE DLR REPLACED THE CRANK SENSOR, PERFORMED 08/06/08
 THE CRANK LEARN TEST/IDLE LEARN PROCEDURE ON 8/4/08 AND TEST DROVE KLHOUGHT
 VEH ANOTHER 20 MILES. C/S PICKED UP VEH IN THE AFTERNOON, DROVE LESS 08/06/08
 THAN 20 MILES AND STATES HE STILL HAS A STALLING CONCERN. C/S WAS KLHOUGHT
 SUPPOSED TO RETURN 8/5/08 BUT WAS A NO SHOW. DLR CONTACTED C/S AGAIN 08/06/08
 TODAY BUT SO FAR HE HAS NOT SHOWN UP. FSE REQUESTED SERVICE WRITER KLHOUGHT
 ROAD TEST VEH W/CUSTOMER TO VERIFY HIS CONCERN IF/WHEN HE BRINGS VEH 08/06/08
 IN. KLHOUGHT
 8/15/08 KLH: NO FURTHER CONTACT FROM C/S. BBB CLOSED ITS CASE 08/15/08
 7/29/08. KLHOUGHT
 X 11/04/08
 11/04/08 CNA: RCV'D 2ND BBB CCF W/NO START DATE. CCF STATES CONCERNS CNANSLEY
 WITH ENG NOT WORKING PROPERLY AND BATT (REPAIRED). CCF STATES CUST 11/04/08
 IS SEEKING REPUR PLUS COMPENSATION FOR RENTAL WHILE VEH WAS "OUT OF 11/04/08
 COMMISSION". CUST IS BEYOND OH'S LL RIGHTS PERIOD (12MTHS/18K MILES) 11/04/08
 AND PROG SUMM FOR BBB. CM SENT EMAIL TO BBB/M. LEWIS (CC'D NCRM) AND 11/04/08
 RFLORES. CM TO CALL CUST. *** CURRENT MILEAGE/33K MILES *** 11/11/08
 11/11/08 CNA: CM CALLED CUST AND ACKNOWLEDGED RECEIPT OF HIS 2ND BBB CNANSLEY
 CCF. CM ASKED FOR DETAILS REGARDING VEH CONCERNS. CUST STATES VEH 11/11/08
 CNANSLEY

COMPANY: A CASE NO: 08121003 (CONTINUED)

ACTIONS:

HAS NOT BEEN DRIVEN IN 9 MTHS DUE TO ONGOING ENG ISSUES. CUSTSTATES	11/11/08
DLR 33056 HAS SVC'D VEH SEVERAL TIMES, BUT NEVER FULLY REPAIRED IT.	CNANSLEY
CUST STATES HE CHG'D THE SPARK PLUGS B/C HE THOUGHT THIS WOULD	11/11/08
CORRECT THE ISSUE, BUT IT DID NOT. CUST STATES DLR IS NOW ADVISING	CNANSLEY
THAT THE WARR IS VOIDED B/C ONE OF THE INTAKE CLAMPS WERE NOT	11/11/08
PROPERLY TIGHTENED. CUST STATES HE NO LONGER WANTS VEH AND IS	CNANSLEY
SEEKING REPUR. CM APOLOGIZED FOR CONCERNS AND ADV'D CASE WILL BE	11/11/08
REVIEWED. CM ADV'D CM WILL FOLLOW UP WITH CUST. CUST THANKED. CM	CNANSLEY
TO DISCUSS WITH NCRM.	11/11/08
11/11/08 CNA: CM SENT EMAIL TO NCRM, REQUESTING DIRECTION. CASE	CNANSLEY
PENDING RESPONSE.	11/11/08
11/11/08 KLH: E-MAIL FSE SELZ W/REQUEST FOR ASSISTANCE.	CNANSLEY
11/12/08 KLH: REC'D RO FROM C/S LAST VISIT TO DLR ON 9/4/08. DLR	11/11/08
TECH FOUND THE INTAKE AIR BOX HOSE LOOSE, AIR FILTER BOX LOOSE,	KLHOUGHT
THROTTLE BODY RESONATOR BOLT MISSING. DLR ADVISED C/S THESE REPAIRS	11/12/08
WOULD NOT BE COVERED UNDER WTY AS IT WAS OBVIOUS THE C/S HAS BEEN	KLHOUGHT
WORKING ON HIS VEH HIMSELF. C/S DECLINED FURTHER DIAGNOSIS. NOTE:	11/12/08
VEH WAS BROUGHT IN FOR CEL. NO FURTHER ACTION TO BE TAKEN BY ISUZU.	KLHOUGHT
FAXED DOCS TO CNA.	11/12/08
11/18/08 CNA: CASE NOW HAS A START DATE. CM FAXED DOCS TO NCRM.	11/12/08
11/18/08 CNA: CM FAXED SVC DOCS TO DLR 33056 SM/GARY ALLEGRETTO	11/18/08
440-232-6440. CASE PENDING SVC DOCS.	CNANSLEY
12/8/08 KLH: FSE SELZ CONTACTED DLR AND REQUESTED DOCS BE SENT	11/18/08
FED-EX.	CNANSLEY
12/9/08 KLH: REC'D SERVICE DOCS FROM DLR. DLR ADVISES THEY ARE	12/09/08
UNABLE TO LOCATE HARD COPIES FOR 3 RO'S. SENT PRINTOUT. FAX DOCS TO	KLHOUGHT
	12/09/08
	KLHOUGHT

COMPANY: A CASE NO: 08121003 (CONTINUED)

ACTIONS:
CNA.

12/09/08 CNA: CM RCV'D SVC DOCS. CM TO DRAFT MRF.

12/09/08
KLHOUGHT

12/09/08
CNANSLEY

12/09/08 CNA: CM DRAFTED MRF, DENYING REPUR AND OUTLINING DETAILS OF CURRENT CONCERNS AND POSSIBLE DAMAGE CAUSED BY IMPROPERLY INSTALLED

12/09/08
CNANSLEY

12/09/08
CNANSLEY

SPARK PLUGS. WE WILL ONLY ADDRESS WARR ISSUES...CUST MUST PAY TO

12/09/08
CNANSLEY

REPAIR ANY DAMAGED COMPONENTS. CM FAXED MRF TO BBB/M. LEWIS (CC'D

12/09/08
CNANSLEY

NCRM VIA EMAIL). CM ALSO SENT EMAIL REQUESTING THAT HEARING BE SET

12/09/08
CNANSLEY

FOR WK OF 1/5 - 9 INSTEAD OF 12/22 - 23. CASE PENDING RESPONSE.

12/09/08
CNANSLEY

12/09/08 CNA: BBB/M. LEWIS SENT EMAIL ADVISING HEARING CANNOT BE SET

12/09/08
CNANSLEY

FOR 1ST WK IN JAN BECAUSE THERE ARE SOONER DATES AVAIL. CM TO

12/09/08
CNANSLEY

DISCUSS WITH FSE.

12/09/08
CNANSLEY

12/09/08 CNA: CM DISCUSSED CASE WITH FSE/J. SELZ AND ADV'D CUST IS

12/09/08
CNANSLEY

ONLY ELIGIBLE FOR REPAIRS, NOT HIS REPUR REQUEST. CM DISCUSSED THE

12/09/08
CNANSLEY

POSSIBILITY OF MAKING A SETTLEMENT OFFER OF INSPECT/REPAIRS. FSE

12/09/08
CNANSLEY

AGREED. CM ADV'D CM WILL REVIEW WITH NCRM AND IF SHE AGREES, CM WILL

12/09/08
CNANSLEY

PRESENT OFFER TO BBB. FSE THANKED...CM REVIEWED WITH NCRM WHO ALSO

12/09/08
CNANSLEY

AGREED TO SETTLEMENT OFFER. CM TO ALERT BBB.

12/09/08
CNANSLEY

12/09/08 CNA: CM SENT EMAIL TO BBB/M. LEWIS (CC'D NCRM AND FSE)

12/09/08
CNANSLEY

ADVISING SINCE CUST ONLY QUALIFIES FOR REPAIR/REIMB AND OUR FSE HAS

12/09/08
CNANSLEY

NEVER HAD THE OPPTY TO INSPECT THE VEH, WE WOULD LIKE TO OFFER AN

12/09/08
CNANSLEY

INSPECT/REPAIR AS A SETTLEMENT. CASE PENDING BBB RESPONSE.

12/09/08
CNANSLEY

12/9/08 KLH: FILE SENT FED-EX TO FSE.

12/09/08
KLHOUGHT

12/10/08 CNA: RCV'D HEARING DOCS. HEARING HAS BEEN SET FOR 12/22/08

12/10/08
CNANSLEY

9:15AM ET IN AKRON, OH. CM NOTIFIED FSE/J. SELZ VIA EMAIL (CC'D

12/10/08
CNANSLEY

NCRM). CM ALSO FAXED A COPY OF DOCS TO NCRM. CASE PENDING BBB

12/10/08
CNANSLEY

RESPONSE TO SETTLEMENT.

12/10/08
CNANSLEY

COMPANY: A CASE NO: 08121003 (CONTINUED)

ACTIONS:

12/10/08 CNA: CM SENT EMAIL TO BBB/M. LEWIS REQUESTING TO KNOW IF OUR OFFER OF INSPECT/REPAIRS HAS BEEN REVIEWED WITH CUST. CASE PENDING BBB RESPONSE. 12/12/08 CNANSLEY

12/12/08 CNA: CM LVMM FOR BBB/M. LEWIS, INQUIRING ABOUT THE ABOVE OFFER. CASE PENDING BBB RESPONSE. 12/12/08 CNANSLEY

12/12/08 KLH: PER BBB M. LEWIS C/S HAS ACCEPTED OFFER. C/S STATES VEH IS STALLING SO BADLY NOW HE WILL HAVE TO HAVE IT TOWED. 12/12/08 CNANSLEY

12/12/08 CNA: FSE/J. SELZ SENT EMAIL REQUESTING INSPECT/REPAIR BE SET FOR 12/16/08 IN THE AM. CM TO CALL CUST. 12/12/08 CNANSLEY

12/12/08 CNA: CM LVMM FOR CUST, ADVISING OF INSPECT DATE/TIME. CM REQUESTED A RETURN CALL ASAP TO CONFIRM. CASE PENDING CUST'S CALL. 12/12/08 CNANSLEY

X 12/15/08 CNANSLEY

12/15/08 CNA: CM CALLED CUST AND CONFIRMED THAT CUST WILL MAKE VEH AVAIL TO FSE FOR INSPECT/REPAIR ON 12/16/08. CUST STATES HE WILL BE TAKING VEH TO DLR TONIGHT. CM ACKNOWLEDGED AND ADV'D CM WILL FOLLOW UP WITH CUST AS UPDATES BECOME AVAIL. CUST THANKED. CM TO CALL FSE. 12/15/08 CNANSLEY

12/15/08 CNA: CM CALLED FSE/J. SELZ AND ADV'D OF ABOVE CONVO. FSE ASKED IF CUST CAN MEET WITH HIM TO TRY AND DUP HIS CONCERNS. CM ADV'D CM WILL CALL CUST, THEN FOLLOW UP WITH FSE. 12/15/08 CNANSLEY

12/15/08 CNA: CM CALLED CUST AND ADV'D FSE WOULD LIKE TO MEET WITH CUST DIRECTLY SO HE CAN DISCUSS CONCERNS IN DETAIL AND TRY TO DUP THEM. CM ADV'D FSE WILL BE AT DLR AT 9AM. CUST ACKNOWLEDGED AND STATES HE WILL MEET WITH FSE. CM THANKED...CM CALLED FSE TO NOTIFY. FSE THANKED. CASE PENDING INSPECT/REPAIRS. 12/15/08 CNANSLEY

12/16/08 KLH: PER FSE SELZ VEHICLE NEEDS AN ENGINE. THE CRANKSHAFT IS MOVING AND HAS CAUSED METAL SHAVINGS TO ENTER THE OIL. ADVISED 12/16/08 KLHOUGHT

COMPANY: A CASE NO: 08121003 (CONTINUED)

ACTIONS:

FSE TO HAVE DLR ORDER THE ENGINE. REPORT FORTHCOMING.	12/16/08 KLHOUGHT
1/6/09 KLH: E-MAIL FSE SELZ RE STATUS.	01/06/09 KLHOUGHT
1/6/09 KLH: PER FSE ENGINE IS AT DLR BUT THEY HAVE NOT STARTED REPAIRS AS OF YET.	01/06/09 KLHOUGHT
1/12/09 KLH: PER FSE ENGINE HAS BEEN INSTALLED BUT VEHICLE NEEDS A NEW CLUTCH WHICH WILL BE C/S PAY AS IT IS WEAR AND TEAR AND NOT A DEFECT. DLR WILL BE ADVISED TO LET THE C/S KNOW.	01/12/09 KLHOUGHT
1/19/09 KLH: PER FSE SELZ VEHICLE HAS BEEN REPAIRED AND DLR HAS BEEN INSTRUCTED TO TEST DRIVE IT FOR AT LEAST 150 MILES TO ENSURE REPAIRS ARE COMPLETE.	01/19/09 KLHOUGHT
02/03/09 CNA: WARR MGR LVMM ADVISING PER CUST, CEL IS STILL ON. WARR MGR ADV'D CM TO CONTACT DLR TO FIND OUT AN UPDATE. CM TO CALL DLR.	02/03/09 CNANSLEY
02/03/09 CNA: CM SPOKE WITH SA/JEFF AND INQUIRED ABOUT REPAIR STATUS. SA STATES CEL IS STILL ON EVEN AFTER ENG HAS BEEN REPL'D. SA STATES THEY ARE PERFORMING AN EXTENSIVE TEST DRIVE TO TRY AND PINPOINT THE PROB, BUT TO DATE, NOTHING HAS BEEN FOUND. SA STATES SM ADV'D HE WILL BE DISCUSSING CONCERNS WITH FSE. CM THANKED FOR UPDATE. CM NOTIFIED WARR MGR OF UPDATE VIA EMAIL. CASE PENDING RESPONSE.	02/03/09 CNANSLEY
02/04/09 CNA: CM SENT EMAIL TO BBB/M. LEWIS ADVISING OF CASE UPDATE. PER TAL/GARY, DLR FOUND ANOTHER ISSUE WITH VEH AFTER ENG WAS REPL'D. CM CC'D TAL/GARY'S COMMENTS IN EMAIL FOR BBB REVIEW. CM ADV'D CM WILL PROVIDE UPDATES AS THEY BECOME AVAIL. CASE PENDING RESPONSE.	02/04/09 CNANSLEY
02/09/09 CNA: WARR MGR CALLED TO ADVISE HE IS CURRENTLY WORKING WITH TAL/GARY AND DLR TO OBTAIN AN UPDATE AND TIMEFRAME FOR COMPLETION OF REPAIRS. WARR MGR STATES HE WILL ADVISE OF UPDATES AS THEY BECOME AVAIL. CASE PENDING FURTHER RESPONSE.	02/11/09 CNANSLEY

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COMPANY: A CASE NO: 08121003 (CONTINUED)

ACTIONS:

02/16/09 CNA: WARR MGR FWD'D EMAIL FROM TAL/GARY WHICH STATES VEH HAS	02/17/09
BEEN PICKED UP AND ALL CONCERNS CORRECTED. TAL REPORT ATTACHED. CM	CNANSLEY
ADDED DOCS TO FILE. CM TO NOTIFY BBB.	02/17/09
	CNANSLEY
02/17/09 CNA: CM SENT EMAIL TO BBB/M. LEWIS ADVISING VEH HAS BEEN	02/17/09
REPAIRED AND RETURNED TO CUST. CASE PENDING BBB RESPONSE.	CNANSLEY
	02/17/09
02/17/09 CNA: BBB/M. LEWIS SENT EMAIL ADVISING CASE WILL BE CLOSED.	CNANSLEY
	02/17/09
CUST HAS 30 DAYS TO TEST DRIVE VEH AND REOPEN CASE IF NECESSARY.	CNANSLEY

REPORT NO:ACA040-0

DATE: 03/19/09

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COMPANY: A CASE NO: 08137019 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED] W
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: [REDACTED] EXT: 0000
C/S/Z.. ROCHESTER PA [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 05/16/08 TYPE..... T ACKNOW.SENT... Y
CLOSED DATE 05/16/08 SATISFIED.... Y EVALUATION CDS K1
CLOSING SENT. Y APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: PICKUP

V.I.N... 1GGCS199178 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 07/13/07 SERIES TIG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 07/13/07 MODEL. P15 SELLING.... 36064 COURTESY ISUZU 16 02
PROD DT.. 08/30/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: NO E/MAIL-CUST STATES THAT HE HAD HIS BRAKE LIGHT SWITCH REPLACED AT
A BUICK DLR AND WOULD LIKE TO BE REIMBURSED.CUST STATES THAT HE WENT
TO THE ISUZU DLR AND THEY TOLD HIM TO CALL ORC.CUST DOES NOT KNOW HOW
MANY MILES ARE ON THE VEH.

ACTIONS:

5/16/08 JLK: CM ADVISED CUST THAT ISUZU WILL NOT PAY FOR REPAIRS 05/16/08
JLKOWALS
COMPLETED AT A NON ISUZU DLR.CASE CLOSED 05/16/08
JLKOWALS

COMPANY: A CASE NO: 08172001 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. SAN ANTONIO TX [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 06/20/08 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 06/20/08 SATISFIED.... N EVALUATION CDS K1
CLOSING SENT. N APEC CODES.... 09
DEFERRAL> BEGIN ENDING EXPENSE RECAP A REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: PICKUP
V.I.N.... 1GGDT136568 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 12/30/06 SERIES TIG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 12/30/06 MODEL. Q64 SELLING.... 41096 WORLD CAR ISUZU 02 01
PROD DT.. 08/11/05 YEAR.. 06 SERVICING.. 41096 WORLD CAR ISUZU 02 01
MILEAGE.. 13940 SOURCE V ACCOUNTABLE

INQUIRY: (NO EMAIL) CUST STATES THE BRAKE LIGHT SWITCH WAS NOT WORKING AND WAS REPLACED 2X. CUST STATES THE BRAKES WERE STICKING AND THERE WAS A BURNING SMELL AND NOISE. CUST STATES DLR 41096 INSPECTED THE VEH INITIALLY AND WAS UNABLE TO FIND A PROBLEM. CUST STATES THE DLR THE DEALER DUPLICATED THE CONCERN AND DETERMINED THE ABS SYSTEM WAS ACTIVATING AND LOCKING THE BRAKES, AS A REUSLT THE BRAKE LIGHT SWITCH WAS ADJUSTED. CUST STATES DLR ALSO DID A FULL SYSTEM CHECK. CUST STATES HE IS CONCERNED ABOUT INTERNAL DAMAGE. ***BLUE LABEL***

ACTIONS:
6/20/08 TAP: CM VERIFIED CUST'S ADDRESS AND PHONE. CM ADVISED CUST 06/20/08 TROBINSO
THAT PER CUST THE DLR PERFORMED A FULL SYSTEM CHECK AFTER ADJUSTING 06/20/08 TROBINSO
THE BRAKE LIGHT SWITCH AND WAS UNABLE TO CONFIRM ANY INTERNAL DAMAGE 06/20/08 TROBINSO
THE VEH. CM ADVISED CUST THAT DEALER WILL NOT MAKE ANY REPAIRS UNLESS 06/20/08 TROBINSO
A CONCERN IS CONFIRMED. CM ADVISED CUST THAT CONCERNS HAVE BEEN 06/20/08 TROBINSO
DOCUMENTED. CUST STATES HE WOULD LIKE TO TAKE VEH TO ANOTHER ISUZU 06/20/08 TROBINSO
DLR FOR DIAG. CM ADVISED CUST THAT HE MAY TAKE TO ANOTHER ISUZU DLR 06/20/08 TROBINSO
HOWEVER, DLR MAY CHARGE DIAG FEE. CUST SAID OK. CUST THANKED. NO 06/20/08 TROBINSO
FURTHER ACTION. 06/20/08 TROBINSO

COMPANY: A CASE NO: 08172001 (CONTINUED)

ACTIONS:

***** 06/25/08
TROBINSO

6/25/08 TAP: RCV'D CCF WITH NO START DATE. CCF STATES CONCERNS WITH 06/25/08
TROBINSO
THE BRAKE LIGHT SWITCH. CCF STATES HE IS SEEKING NEW BRAKES, PADS AND 06/25/08
TROBINSO
ROTORS INSTALLED ON VEH BECAUSE CUST FEELS THE BRAKES STAYING ON 06/25/08
TROBINSO
CONSTANTLY CREATED INTERNAL DAMAGE TO THE BRAKING SYSTEM SINCE THE 06/25/08
TROBINSO
ROTORS WERE SMOKING AND GLOWING RED. COPY OF CCF FAXED TO NCRM, EMAIL 06/25/08
TROBINSO
SENT TO RFLORES. 06/25/08
TROBINSO

7/1/08 TAP: CM RCV'D REVISED CCF WHICH INDICATES CUST IS NOW 07/01/08
TROBINSO
REQUESING A REPURCHASE. CM FAXED CCF TO NCRM 07/01/08
TROBINSO

7/1/08 KLH: E-MAIL TAP REQUESTING ZSPM WILSON BE CONTACTED AND 07/01/08
KLHOUGHT
ARRANGE FRA. 07/01/08
KLHOUGHT

7/2/08 TAP: CM LVMM FOR ZSPM RWILSON REQUESTING CALLBACK REGARDING 07/02/08
TROBINSO
SCHEDULING FRA. 07/02/08
TROBINSO

7/2/08 TAP: ZSPM RWILSON CONTACTED CM AND ADVISED CM THAT HE IS 07/02/08
TROBINSO
AVAILABLE ANYTIME THAT IS GOOD FOR THE CUST. CM SAID OK. 07/02/08
TROBINSO
CM CONTACTED THE CUST WHO ADVISED HE WORKS FROM 7-11 AND THE BRAKES 07/02/08
TROBINSO
ARE CURRENTLY SQUEAKING. CUST STATES THE DLR HAD FOUR ATTEMPTS TO 07/02/08
TROBINSO
REPAIR VEH AND HE WILL NOT ALLOW A FRA. CM ADVISED CUST THAT ALTHOUGH 07/02/08
TROBINSO
THE PREVIOUS REPAIRS TOOK PLACE @ THE DLR THE FRA WILL BE PERFORMED 07/02/08
TROBINSO
BY THE ZSPM WHICH IS A REPRESENTATIVE FROM ISZA. CUST STATES HE DOES 07/02/08
TROBINSO
NOT WANT TO ALLOW ANY FURTHER REPAIRS AND WOULD LIKE A REPURCHASE. CM 07/02/08
TROBINSO
ADVISED CUST THAT BBB WILL BE IN CONTACT WITH HIM AND ADVISE OF NEXT 07/02/08
TROBINSO
STEP. CUST SAID OK. 07/02/08
TROBINSO

7/2/08 TAP: CM FAXED COPY OF SALES AND SERVICE DOCS REQUEST TO DLR 07/02/08
TROBINSO
41096. 07/02/08
TROBINSO

07/09/08 CNA: CM CREATED MRF (DENY REPUR AND ALLOW FRA). CM FAXED 07/09/08
CNANSLEY

COMPANY: A CASE NO: 08172001 (CONTINUED)

ACTIONS:

MRF TO BBB/M. LEWIS (CC'D NCRM AND CM/TAP VIA EMAIL). CASE PENDING	07/09/08
BBB RESPONSE.	CNANSLEY
	07/09/08
	CNANSLEY
7/10/08 KLH: REC'D S/S DOCS FROM DLR. FED-EX TO CNA.	07/10/08
	KLHOUGHT
7/14/08 KLH: REC'D CALL FROM M. LEWIS @ BBB ADVISING HE HAS DISCUSSED	07/14/08
OUR MRF W/CUST AND THEY ARE WILLING TO ALLOW FRA AND INQUIRED ABOUT A	KLHOUGHT
LOANER VEH. ADVISED BBB WE WOULD BE WILLING TO AUTHORIZE A RENTAL	07/14/08
FOR THIS C/S. BBB WILL BE SENDING OUT SETTLEMENT LETTER.	KLHOUGHT
	07/14/08
	KLHOUGHT
07/14/08 CNA: BBB/M. LEWIS FAXED SETTLEMENT LTR. CM FAXED COPY OF	07/14/08
LTR TO NCRM. CASE PENDING FRA.	CNANSLEY
	07/14/08
	CNANSLEY
7/14/08 KLH: E-MAIL TO FSE HARRIS ADVISING OF FRA. REVIEWED W/RSPM	07/14/08
EARLIER TODAY. C/S WILL BE PROVIDED LOANER.	KLHOUGHT
	07/14/08
	KLHOUGHT
07/14/08 CNA: FSE/CLEM HARRIS CALLED TO ADVISE OF HIS AVAILABILITY.	07/14/08
FRA HAS BEEN SET FOR 7/21/08 @ DLR 41088. FSE STATES CUST WILL BE	CNANSLEY
PROVIDED RENTAL WHEN VEH IS DROPPED OFF. CM THANKED. CM TO CALL	07/14/08
CUST.	CNANSLEY
	07/14/08
	CNANSLEY
07/14/08 CNA: CM CALLED CUST/MR. SANTOS AND ADV'D OF SETTLEMENT LTR	07/14/08
AS WELL AS FRA ARRANGEMENTS. CUST STATES NO ONE FROM BBB HAS SPOKEN	KLHOUGHT
TO HIM ABOUT A SETTLEMENT. CUST STATES HIS WIFE SPOKE WITH BBB.	07/14/08
CUST STATES CONTINUED FRUSTRATIONS W/VEH BUT AGREED TO ALLOW FRA.	CNANSLEY
	07/15/08
	CNANSLEY
CUST STATES ABS ENGAGED WHILE HE WAS DRIVING AND ABS LIGHT DID NOT	07/14/08
COME ON. CUST STATES HE WOULD LIKE ENTIRE BRAKING SYSTEM CHK'D. CM	CNANSLEY
APOLOGIZED FOR CONCERNS AND ADV'D COMMENTS HAVE BEEN NOTED. CM ADV'D	07/14/08
OF FRA ARRANGEMENTS (7/21/08 @ DLR 41088) AND CUST ACCEPTED. CUST	CNANSLEY
STATES HE WILL DROP VEH OFF IN THE MORNING. CM THANKED. CM TO ALERT	07/14/08
NAT'L.	CNANSLEY
	07/14/08
	CNANSLEY
07/14/08 CNA: CM SENT EMAIL TO NCRM, RSPM, FSE/HARRIS AND ZSPM TO	07/14/08
	CNANSLEY

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COMPANY: A CASE NO: 08172001 (CONTINUED)

ACTIONS:

ADVISE OF CONVO W/CUST. CASE PENDING FRA RESULTS.

07/14/08
CNANSLEY

7/22/08 KLH: PER RSPM FSE IS WORKING ON VEHICLE. HUBS, ROTORS, PADS, CALIPERS, EHCU AND ABS WILL ALL BE REPLACED TO ENSURE VEHICLE IS COMPLETELY REPAIRED.

07/25/08
KLHOUGHT
07/25/08
KLHOUGHT
07/25/08
KLHOUGHT

7/25/08 KLH: PER RSPM BRAKE REPAIRS WERE COMPLETED AND WHILE FSE WAS ON TEST DRIVE DISCOVERED AN AXLE BOOT WAS LEAKING SO PART WAS VOR'D AND IS BEING INSTALLED TODAY. VEHICLE SHOULD BE READY FOR C/S PICK UP LATER TODAY.

07/25/08
KLHOUGHT
07/25/08
KLHOUGHT
07/25/08
KLHOUGHT
07/25/08
KLHOUGHT

08/15/08 CNA: CASE REVIEW. BBB CLOSED ITS CASE ON 7/9/08. NO FURTHER CONTACT FROM CUST. CASE REMAINS CLOSED.

08/15/08
CNANSLEY
08/15/08
CNANSLEY

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REGION 00 REQUEST

COMPANY: A CASE NO: 08218022 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1

OWNER-2

ADDRESS

C/S/Z.. HENDERSONVILLE

NC

FGN

0000

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE:

OPENED DATE 08/05/08

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/05/08

SATISFIED.... N

EVALUATION CDS K1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: PICKUP

V.I.N.... 1GGCS198168

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 10/19/06 SERIES TIG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 10/19/06 MODEL. P14

SELLING.... 31070

BRUCE CAVENAUGH ISUZU 13 02

PROD DT.. 05/24/06 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 21114

SOURCE

V

ACCOUNTABLE

INQUIRY: (NO EMAL) CUST STATES DISCOVERED A RECALL FOR THE BRAKE LIGHT SWITCH FROM NHTSA. CUST STATES HIS VEH LOSS CRUISE CNTROL AND THE BRAKE LIGHT. CUST SEEKS TO HAVE REPAIRS PERFORMED UNDER RECALL.

ACTIONS:

8/5/08 TAP: CM UPDATED OWNERSHIP INFO. CM ADVISED CUST THAT VEH IS

08/05/08

TROBINSO

NOT AFFECTED BY ANY RECALL CAMPAIGNS. CUST SAID OK. CUST THANKED. NO

08/05/08

TROBINSO

FURTHER ACTION.

08/05/08

TROBINSO

REPORT NO:ACA040-0

==> 08282003

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COMPANY: A CASE NO: 08282003 ORIGINATING REGION: 00 HANDLING REGION: 01
 OWNER-1 [REDACTED]
 OWNER-2 [REDACTED]
 ADDRESS [REDACTED] FG N BUS PHONE: 000/000-0000 EXT: 0000
 C/S/Z.. MCKINNEY TX [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 10/08/08 TYPE..... T ACKNOW.SENT... Y
 CLOSED DATE 10/08/08 SATISFIED.... N EVALUATION CDS K1
 CLOSING SENT. Y APEC CODES.... 04
 DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
 PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
 PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: PICKUP
 V.I.N.... 1GGCS198068 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
 RETAIL DT 08/25/06 SERIES TIG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
 DEMO DT.. 08/25/06 MODEL. P15 SELLING.... 41069 FRANK BROWN ISUZU 01 01
 PROD DT.. 05/22/06 YEAR.. 06 SERVICING.. 41069 FRANK BROWN ISUZU 01 01
 MILEAGE.. 30000 SOURCE V ACCOUNTABLE

INQUIRY: NO E/MAIL- CUST STATES THAT THE BRAKE LIGHT SWITCH AND THE CRUISE
 DOES NOT WORK.CUST WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS.

ACTIONS:
 10/08/08 JLK: CM ADVISED CUST THAT THE VEH IS FREE FROM RECALLS.CM 10/08/08
 JLKOWALS
 ADVISED CUST THAT THE VEH HAS A 3/50 BASE WARRANTY AND THE VEH WOULD 10/08/08
 JLKOWALS
 NEED TO GO TO THE ISUZU DLR FOR DIAG AND SERVICE.CM PROVIDED CUST 10/08/08
 JLKOWALS
 WITH DLR 41099 NUMBER AND ADDRESS,CUST THANKED.CASE CLOSED 10/08/08
 JLKOWALS

COMPANY: A CASE NO: 08296020 ORIGINATING REGION: 00 HANDLING REGION: 02
 OWNER-1 [REDACTED] H
 OWNER-2 [REDACTED]
 ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
 C/S/Z.. LEXINGTON KY [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 10/22/08 TYPE..... T ACKNOW.SENT... Y
 CLOSED DATE 10/22/08 SATISFIED.... Y EVALUATION CDS K1
 CLOSING SENT. N APEC CODES.... 03
 DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
 PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
 PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: PICKUP
 V.I.N.... 1GGCS198268 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
 RETAIL DT 04/03/06 SERIES TIG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
 DEMO DT.. 04/03/06 MODEL. P15 SELLING.... 15014 PAUL MILLER ISUZU 12 02
 PROD DT.. 10/11/05 YEAR.. 06 SERVICING.. 15019 OXMOOR ISUZU 12 02
 MILEAGE.. 16956 SOURCE V ACCOUNTABLE

INQUIRY: (NO EMAIL) CUST STS HIS CHECK ENGINE LIGHT ON. CUST WANTS WARR
 COVERAGE AND LOCATE.

ACTIONS:
 10/22/08 SMG: CM ADVISED CUST THAT VEH IS COVERED UNDER 10/120 AND 10/22/08
 SQUARASC
 CLOSEST DLR IS 15019. CASE CLOSED. 10/22/08
 SQUARASC
 10/23/08 TAP: CUST STATES NEAREST ISUZU DLR IS 75 MILES AWAY AND THEY 10/23/08
 TROBINSO
 ARE CONCERNED ABOUT DRIVING THE VEH SINCE THE VEH HAS AN OPEN RECALL 10/23/08
 TROBINSO
 FOR THE BRAKE LIGHT AND SINCE THE CEL IS ON. CUST STATES CAN THE VEH 10/23/08
 TROBINSO
 BE TOWED. CM ADVISED VEH CAN BE TOWED IF CUST IS CONCERNED ABOUT 10/23/08
 TROBINSO
 DRIVING VEH. CM ADVISED CUST OF ERS NUMBER. CM ADVISED CUST TO CONTACT 10/23/08
 TROBINSO
 DLR FIRST AND ADVISE VEH IS BEING TOWED TO DLR FOR CONCERNS NOTED 10/23/08
 TROBINSO
 ABOVE THEN CONTACT ERS FOR THE TOW. CUST SAID OK. CUST THANKED. 10/23/08
 TROBINSO
 10/23/08 KLH: E-MAIL TO SMG ADVISING THIS VEHICLE DOES NOT HAVE 10/23/08
 KLHOUGHT
 10/120 COVERAGE. 10/23/08
 KLHOUGHT
 10/23/08 SMG: CM CALLED CUST AND LEFT A MSG NOTING WARR COVERAGE 10/23/08
 SQUARASC

REPORT NO:ACA040-O

DATE: 03/19/09

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

DAILY ACTIVITY REPORT

REGION 00 REQUEST

===> 08296020

TIME: 10:51:07

PAGE: 2

COMPANY: A CASE NO: 08296020 (CONTINUED)

ACTIONS:

ERROR, CUST HAS 7/75 NO 10/120. CM RESPONDED TO KAREN'S EMAIL.

10/23/08
SGUARASC

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REPORT NO:ACA040-0
DATE: 03/31/09

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

====> 07026006
TIME: 13:19:51
PAGE: 1

COMPANY: A CASE NO: 07026006 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FG N BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. LAKE VILLAGE AR [REDACTED] 0000 RES PHONE: [REDACTED]
OPENED DATE 01/26/07 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 02/06/07 SATISFIED.... Y EVALUATION CDS K1
CLOSING SENT. N APEC CODES.... 09
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: PICKUP
V.I.N.... 1GGDT136668 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 05/11/06 SERIES TIG4 -----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 05/11/06 MODEL. Q64 SELLING.... 41060 CROWN ISUZU 01 01
PROD DT.. 09/26/05 YEAR.. 06 SERVICING.. 41060 CROWN ISUZU 01 01
MILEAGE.. 4500 SOURCE V ACCOUNTABLE
INQUIRY: [REDACTED] CUST STATES RECEIVED NOTIFICATION OF RECALL
06V-139 (BRAKE LAMP). CUST STATES NEXT CLOSEST DLR IS SEVERAL MILES
FROM CUST RESIDENCE. CUST STATES SEEKING TO KNOW IF RECALL CAN BE
PERFORMED LOCALLY.

ACTIONS:
01/26/07 SSW: CM ADVISED WILL REVIEW CUST REQUEST TO HAVE RECALL
PERFORMED LOCALLY. CM ADVISED CUST HAVE INDEPENDENT FAX ESTIMATE
FOR LABOR TO ORC. CUST STATES WILL HAVE CHEVY DLR IN AREA SEND
FAX. CM ADVISED OF CASE AND FAX NUMBER.
02/06/07 SSW: CM ADVISED OF CALL TO FOLLOW-UP. CUST STATES CHEVY
DLR ADDRESSED CONCERN.

01/26/07
SWATSON
01/26/07
SWATSON
01/26/07
SWATSON
01/26/07
SWATSON
02/06/07
SWATSON
02/06/07
SWATSON

REPORT NO:ACA040-0
DATE: 03/31/09

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

====> 07207004
TIME: 13:19:51
PAGE: 1

COMPANY: A CASE NO: 07207004 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED] CELL#: [REDACTED]
ADDRESS [REDACTED] FG N BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. CARENCRO LA [REDACTED] 0000 RES PHONE: 000/000-0000

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OPENED DATE 07/26/07 TYPE..... T ACKNOW.SENT... N
 CLOSED DATE 08/06/07 SATISFIED.... Y EVALUATION CDS K1 E5
 DEFERRAL> BEGIN ENDING EXPENSE RECAP CLOSING SENT. N APEC CODES.... 04
 PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. REPAIR ORDER..
 PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 ICSI SURVEY.. 000000
 XREF: 08247006

VEHICLE DESCRIPTION: PICKUP
 V.I.N.... 1GGCS13E478 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
 RETAIL DT 02/08/07 SERIES TIG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
 DEMO DT.. 02/08/07 MODEL. P64 SELLING.... 16012 COURTESY ISUZU 02 01
 PROD DT.. 12/08/06 YEAR.. 07 SERVICING.. 16030 STERLING ISUZU 02 01
 MILEAGE.. 5000 SOURCE V ACCOUNTABLE 16030 STERLING ISUZU 02 01
 INQUIRY: EMAIL: MOUNTAINBIKE1@GMAIL.COM

CUST STATES VEH'S BRAKE LIGHTS AND CRUISE CONTROL ARE INOP, BUT WHEN HE CALLED DLR, HE WAS TOLD THAT THEY WOULD NOT BE ABLE TO REPAIR VEH FOR OVER A WK. CUST STATES BEING W/O BRAKE LIGHTS IS A SAFETY ISSUE THEREFORE, CUST IS UNABLE TO DRIVE VEH. CUST STATES WHEN HE TRIED SPEAKING WITH SM OR GM, HE WAS TOLD BY DLR STAFF THAT NEITHER WERE AVAIL. CUST STATES SEEKING TO GET HIS VEH REPAIRED ASAP.

ACTIONS:

07/26/07 CNA: CM APOLOGIZED FOR CONCERNS AND VERIFIED THAT CONTACT 07/26/07
 INFO IS CORRECT. CM ADVISED WE DO NOT HAVE THE AUTH TO GET INVOLVED 07/26/07
 WITH DLR'S SCHEDULING, AS THEY ARE AN INDEPENDENTLY OWNED/OPERATED 07/26/07
 BUSINESS. CM OFFERED TO DISCUSS CONCERNS FURTHER WITH SM AND REQUEST 07/26/07
 THAT SM FOLLOW UP WITH CUST. CM PROVIDED CASE#. CUST THANKED. CM 07/26/07
 TO CALL DLR. 07/26/07
 7/26/2007 ERS: CUSTOMER CALLED SEEKING UPDATED INFORMATION. CM 07/26/07
 ADVISED THAT THERE ISN'T ANY UPDATED INFORMATION AT THIS TIME. CM 07/26/07
 ADVISED THAT CM WOULD CONTACT CUSTOMER WHEN UPDATED INFORMATION IS 07/26/07
 AVAILABLE. CUSTOMER ACKNOWLEDGES. CM TO CONTACT CUSTOMER. 07/26/07

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DATE: 03/31/09 A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
 DAILY ACTIVITY REPORT
 REGION 00 REQUEST

====> 07207004
 TIME: 13:19:51
 PAGE: 2

COMPANY: A CASE NO: 07207004 (CONTINUED)

ACTIONS:

07/27/07 CNA: CM CALLED DLR AND SPOKE WITH SM/TICO. CM EXPLAINED 07/27/07
 CUST'S ISSUE WITH BRAKE LIGHTS AND ASKED ABOUT DLR'S SCHEDULE. SM 07/27/07
 STATES THAT THEY ARE BACKED UP FOR APPX. 1 1/2 WEEKS, BUT DUE TO 07/27/07
 CONCERNS BEING SAFETY RELATED, SM STATES HE CAN LOOK AT VEH ON MON. 07/27/07
 CM ASKED IF SM WOULD SPEAK WITH CUST DIRECTLY. SM ACKNOWLEDGED AND 07/27/07
 CM GAVE CUST'S CELL #. CM THANKED. CM TO CONTACT CUST. 07/27/07

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07/27/07 CNA: CM LVMM FOR CUST, ADVISING OF CM'S CONVO WITH SM/TICO. CM ADVISED SM WILL BE CONTACTING CUST DIRECTLY TO DISCUSS CONCERNS FURTHER AND SCHEDULE AN APPT FOR MONDAY (POSSIBLY). CASE PENDING DIAG/REPAIR.

08/06/07 CNA: CM LVMM FOR CUST, REQUESTING TO KNOW IF VEH CONCERNS HAVE BEEN ADDRESSED BY DLR. CM ASKED FOR A RETURN CALL..PER WARR SYSTEM, VEH'S BRAKE LAMP SWITCH WAS REPLACED ON 7/27/07. CASE CLOSED PENDING FURTHER CUST CONTACT.

CNANSLEY
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07/27/07
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07/27/07
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08/06/07
CNANSLEY
08/06/07
CNANSLEY
08/06/07
CNANSLEY
08/06/07
CNANSLEY
08/06/07

REPORT NO:ACA040-0

==> 07213001

DATE: 03/31/09 A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 13:19:51

DAILY ACTIVITY REPORT

PAGE: 1

REGION: 00 REQUEST

COMPANY: A CASE NO: 07213001 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1

OWNER-2

ADDRESS

C/S/Z.. LAFAYETTE

LA 0000

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE:

OPENED DATE 08/01/07

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/02/07

SATISFIED.... N

EVALUATION CDS K1

CLOSING SENT.. Y

APEC CODES.... 01

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: PICKUP

V.I.N.... 1GGCS198768

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 10/29/05 SERIES TIG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 10/29/05 MODEL. P24

SELLING.... 16012

COURTESY ISUZU

02 01

PROD DT.. 09/20/05 YEAR.. 06

SERVICING.. 16030

STERLING ISUZU

02 01

MILEAGE.. 90000 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES SEEKING TO E-MAIL A LETTER REGARDING VEHICLE CONCERNS. CUST STATES VEHICLE IS IDLING ROUGH AND THERE IS A CONCERN WITH THE CRUISE CONTROL. CUST STATES DLR AND ISUZU WOULD NOT OFFER ASSISTANCE AND THE WARRANTY HAS EXPIRED. CUST STATES SEEKING TO COMMUNICATE DISSATISFACTION IN LETTER FORM.

ACTIONS:

08/01/07 SSW: CM APOLOGIZED. CM ADVISED CUST MAY MAIL OR FAX LETTER.

08/01/07

CUST STATES WILL FAX. CM ADVISED OF CASE AND FAX NUMBER. CUST

SWATSON

08/01/07

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THANKED. CASE PENDING FAX.

08/02/07 SSW: CUST FAXED LETTER STATING VEHICLE IS OUT OF WARRANTY AND HAS CONCERNS WITH THE ENGINE HEAD. CUST STATES ASSISTANCE WAS DENIED.

08/02/07 SSW: CM SENT CUST LETTER OUTLINING THE WARRANTY, DEALER PRACTICES, AND DENIAL OF ASSISTANCE.

8/2/07 KLH: REC'D CALL FROM RSPM RAMSEY ADVISING NO ASSISTANCE. THIS C/S HAS OTHER ISUZU VEHICLES ALL WITH VERY HIGH MILEAGE AND IT IS BELIEVED THEY ARE BEING USED COMMERCIALY. RSPM SUGGESTED TO DLR

SWATSON
08/01/07
SWATSON
08/02/07
SWATSON
08/02/07
SWATSON
08/02/07
SWATSON
08/02/07
SWATSON
08/02/07
SWATSON
08/02/07
SWATSON
08/02/07
KLHOUGHT
08/02/07
KLHOUGHT
08/02/07
KLHOUGHT
08/02/07
KLHOUGHT

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REGION 00 REQUEST

====> 07213001
TIME: 13:19:51
PAGE: 2

COMPANY: A CASE NO: 07213001 (CONTINUED)

ACTIONS:
THAT IF C/S PURCHASES MORE VEHICLES IT SHOULD BE SUGGESTED TO C/S TO PURCHASE AN IPP.

SWATSON
08/02/07
KLHOUGHT
08/02/07
KLHOUGHT
08/10/07

8/10/2007 ERS: RECEIVED LETTER FROM CUSTOMER. LETTER WAS EXACT COPY OF LETTER CUSTOMER FAXED TO ORC. CM REVIEWED LETTER WITH SCM, PER SCM, NO RESPONSE REQUIRED AS ORIGINAL CM RESPONDED TO FAXED LETTER. CASE CLOSED.
FILE TO CD

ERSCHMAL
08/10/07
ERSCHMAL
08/10/07
ERSCHMAL
08/10/07
ERSCHMAL
08/23/07
RFLORES

REPORT NO:ACA040-0
DATE: 03/31/09 A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

====> 07318011
TIME: 13:19:51
PAGE: 1

COMPANY: A CASE NO: 07318011 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN [REDACTED] BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. MESA AZ [REDACTED] 0000 RES PHONE: [REDACTED]
OPENED DATE 11/14/07 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 11/15/07 SATISFIED... Y EVALUATION CDS K1 Z1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000

VEHICLE DESCRIPTION: PTCKUP
V.I.N.... 1GGCS198968 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 10/09/06 SERIES TIG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 10/09/06 MODEL. P14 SELLING.... 02003 CHAPMAN ISUZU 05 01
PROD DT.. 03/29/06 YEAR.. 06 SERVICING.. 02003 CHAPMAN ISUZU 05 01
MILEAGE.. 18000 SOURCE V ACCOUNTABLE

INQUIRY: CUSTOMER DIDN'T WISH TO PROVIDE EMAIL.
11/14/2007 ERS: CUSTOMER STATES THAT HE CALLED ORC ON 11/13/2007 AND SPOKE WITH CM MIKE REGARDING REPEATED CONCERNS WITH THE VEHICLE. CUSTOMER STATES THAT THE VEHICLE HAS BEEN IN AND OUT OF SERVICE AT DLR 02003 FOR ELECTRICAL CONCERNS SEVEN TIMES SINCE THE PURCHASE OF THE VEHICLE. CUSTOMER STATES THAT HE JUST PICKED UP THE VEHICLE YESTERDAY AND THE VEHICLE IS EXPERIENCING SAME CONCERNS. CUSTOMER STATES THAT IF HE IS DRIVINIG WITH THE CRUISE CONTROL ON, AND GOES TO USE THE TURN SIGNALS, THAT BY USING THE TURN SIGNALS, THE CRUISE CONTROL IS DISENGAGED. CUSTOMER STATES THAT THIS IS NOT A NORMAL CHARACTERISTIC OF THE VEHICLE AND WOULD LIKE TO 'TURN THE VEHICLE IN, GET A CHECK FROM ISUZU AND BUY A NISSAN.'

ACTIONS:
11/14/2007 ERS: CM APOLOGIZED FOR THE CONCERNS. CM ADVISED THAT ISUZU'S OBLIGATION IS TO REPAIR THE VEHICLE WITHIN THE WARRANTY PARAMETERS. CM ADVISED THAT IF THE CUSTOMER IS SEEKING SOMETHING OTHER THAN THE VEHICLE BEING REPAIRED, THE CUSTOMER WOULD PURSUE OPTIONS OUTSIDE OF ISUZU. CM INQUIRED IF DLR HAS BEEN MADE AWARE THAT THE VEHICLE IS STILL EXPERIENCING CONCERNS. CUSTOMER STATES THAT THE VEHICLE IS BACK AT DLR 02003 NOW FOR THE CONCERNS. CUSTOMER STATES

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DAILY ACTIVITY REPORT REGION 00 REQUEST
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COMPANY: A CASE NO: 07318011 (CONTINUED)
ACTIONS:
THAT HE ISN'T SURE IF THEY HAVE DIAGNOSED THE VEHICLE AGAIN. CM ADVISED THAT ORC WOULD FOLLOW UP WITH DLR 02003 REGARDING THE VEHICLE CONCERNS AND TO CONFIRM THAT TECHNICAL RESOURCES ARE BEING UTILIZED. CUSTOMER ACKNOWLEDGES. CM ADVISED THAT THE CUSTOMER'S CONCERNS HAVE BEEN DOCUMENTED AND OF CASE REFERENCING INFORMATION. CM ADVISED THAT THE CUSTOMER WOULD BE CONTACTED WHEN ADDITIONAL INFORMATION IS AVAILABLE. CUSTOMER ACKNOWLEDGES. CM TO FORWARD CASE TO ORIGINAL CM WORKING WITH CUSTOMER.

11/14/07 MAD: CUST STATES HE IS NOT HAPPY WITH WHAT ISZA CAN DO AND
Page 5

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WOULD LIKE TO KNOW IF HE QUALIFIES FOR LEMON LAW. CM ADVISES THAT
CUST WOULD NEED TO CALL BB FOR LEMON LAW DETAILS. CM ADVISES I WILL
CONTACT DLR AND SEE WHAT VEH HISTORY IS AND WHAT THEY ARE DOING FOR
HIM CURRENTLY.

11/14/07 KLH: SPOKE W/ZSPM HALL REQUESTING HE LOOK INTO THIS CASE AND
PROVIDE ASSISTANCE AS NEEDED.

11/15/07 KLH: PER ZSPM DLR ADVISED VEH HAD AFTMKT TRAILER HARNESS
THAT SHORTED OUT THE TURN SIGNAL SWITCH. DLR REPLACED SWITCH AND
REMOVED AFTMKT WIRING. VEH REPAIRED. NO FURTHER ACTION REQUIRED.

MADESANT
11/14/07
MADESANT
11/14/07
MADESANT
11/14/07
MADESANT
11/14/07
MADESANT
11/14/07
KLHOUGHT
11/14/07
KLHOUGHT
11/15/07
KLHOUGHT
11/15/07
KLHOUGHT
11/15/07
KLHOUGHT

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DATE: 03/31/09

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 13:19:51

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 08205017 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1

OWNER-2

ADDRESS

C/S/Z.. PLEASANT VIEW

OPENED DATE 07/23/08

CLOSED DATE 07/24/08

TN FGN 0000

TYPE..... T

SATISFIED.... Y

CLOSING SENT. N

EXPENSE RECAP

INV CTL NBR..

TRANSFER DATE 00/00/00

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE:

ACKNOW.SENT... N

EVALUATION CDS K1

APEC CODES.... 04

REPAIR ORDER..

ICSI SURVEY..

000000

XREF:

VEHICLE DESCRIPTION: PTCKUP

V.I.N.... 1GGCS198968

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 03/23/06 SERIES TIG2

----TYPE---- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 03/23/06 MODEL. P15

SELLING.... 40011

JIM REED ISUZU

12 02

PROD DT.. 06/27/05 YEAR.. 06

SERVICING.. 40028

JIM REED ISUZU

12 02

MILEAGE.. 60585 SOURCE V ACCOUNTABLE

INQUIRY: (STALLINSINS@BELLSOUTH.NET) CUST CALLED AND STATES THAT THE VEH'S BRAKE LIGHTS AND CRUISE CONTROL ARE SHOWING CONCERNS. CUST STATES THAT THE VEHICLE HAS BEEN AT DLR 40028 FOR THE SAME CONCERNS.

ACTIONS:

07/23/08 SNA: CM PLACED CUST ON HOLD TO CONTACT DLR 40028. CM SPOKE W/ SM WELDON WELLS WHO PROVIDED CM W/ A HISTORY OF MAINT. ON THE VEH. SM STATES THAT VEH WAS BROUGHT IN ON 6/4 AND THE BRAKE LAMP SWITCH WAS REPLACED. SM STATES PRIOR TO THAT RECALL WORK WAS DONE FOR CAMPAIGN # 06V-139, AND PRIOR TO THAT THE BRAKE BULB WAS REPLACED. SM CONFIRMED THAT VEH IS OUT OF 12/12, AND SUGGESTED THAT THE VEH BE BROUGHT IN TO HAVE DIAG'D. CM STATE OKAY WILL NOTIFY CUST. 07/23/08 SNA: CM ADVD CUST THAT VEH WILL NEED TO BE BROUGHT INTO DLR 40028 TO HAVE CONCERNS DIAGD. CUST STATES OKAY. 07/23/08 SNA: CM CONTACTED KLH AND ADVD VIA VM THAT CUST HAD RECALL WORK DONE REGARDING INOPERATIVE BRAKE LAMP AND ASKED KLH TO RESEARCH. CM AWAITING RESPONSE FROM KLH.

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DATE: 03/31/09

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

==> 08205017

TIME: 13:19:51

DAILY ACTIVITY REPORT

PAGE: 2

REGION 00 REQUEST

COMPANY: A CASE NO: 08205017 (CONTINUED)

ACTIONS:

7/24/08 KLH: CASE REVIEW...RECALL IS A ONE-TIME AFFAIR. ANY CURRENT CONCERNS WOULD BE CUSTOMER PAY SINCE 12/12 HAS EXPIRED AND 3/50 HAS

EXPIRED.

07/24/08 SNA: CM CONTACTED CUST AGAIN AND CONFIRMED THAT CUST WOULD BE OUT OF WARRS AND TO TAKE VEH INTO DLR FOR FURTHER CONCERNS W/ THE BRAKE LAMP.

KLHOUGHT
07/24/08
KLHOUGHT
07/24/08
SALLEN
07/24/08
SALLEN
07/24/08
SALLEN

REPORT NO:ACA040-0
DATE: 03/31/09 A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST
====> 08289018
TIME: 13:19:51
PAGE: 1

COMPANY: A CASE NO: 08289018 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1
OWNER-2
ADDRESS C/S/Z.. LONGVILLE LA FGN 0000 BUS PHONE: 000/000-0000 EXT: 0000
RES PHONE:
OPENED DATE 10/15/08 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/15/08 SATISFIED.... N EVALUATION CDS K1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: PICKUP
V.I.N.... 1GGDT136468
RETAIL DT 07/11/06 SERIES TIG4 ---DEALER INFO--- SEND TO SERVICE DEALER... Y
DEMO DT.. 07/11/06 MODEL. Q64 -----TYPE--- CODE- -----N A M E----- ZONE RGN
PROD DT.. 08/17/05 YEAR.. 06 SELLING.... 16021 AUTO PLEX ISUZU 02 01
MILEAGE.. 38000 SOURCE V ACCOUNTABLE SERVICING.. 16021 AUTO PLEX ISUZU 02 01
INQUIRY: (NO EMAIL) CUST STATES BRAKE LIGHTS AND CRUISE CONTROL ARE NOT WORKING PROPERLY. CUST STATES IS THE VEH AFFECTED BY ANY RECALLS.

ACTIONS:
10/15/08 TAP: CM ADVISED CUST THAT VEH HAD PAST RECALL AFFECTING VEH 10/15/08
FOR THE BRAKE LIGHTS BUT THE RECALL HAS BEEN COMPLETED. CM ADVISED TROBINSO
CUST VEH IS STILL WITHIN 3/50 BASIC WARR. CM ADVISED CUST TO CONTACT TROBINSO
NEAREST DLR FOR DIAG AND WARR COVERAGE INFO. CUST SAID OK. 10/15/08
TROBINSO
10/15/08
TROBINSO

REPORT NO:ACA040-0

DATE: 03/31/09

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

====> 08305013

TIME: 13:19:51

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 08305013 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

CELL

913866 - Case Rpts for Campaign Text Search txt

ADDRESS [REDACTED] FGN BUS PHONE: [REDACTED] EXT: 0000
C/S/Z.. AUSTIN TX [REDACTED] 0000 RES PHONE: [REDACTED]
OPENED DATE 10/31/08 TYPE..... T ACKNOW.SENT... Y
CLOSED DATE 10/31/08 SATISFIED.... N EVALUATION CDS K1
CLOSING SENT. Y APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: PICKUP
V.I.N.... 1GGCS199178 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 09/03/07 SERIES TIG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 09/03/07 MODEL. P15 SELLING.... 41093 ALL STAR ISUZU, LTD 02 01
PROD DT.. 05/11/07 YEAR.. 07 SERVICING.. 99999
MILEAGE.. 21000 SOURCE V ACCOUNTABLE
INQUIRY: NO E/MAIL

CUST STATES THAT HE JUST PURCHASED THE VEH AND THE CRUISE CONTROL DOES NOT WORK. CUST STATES THAT HE WOULD LIKE TO KNOW IF THERE IS A DLR THAT HE CAN TAKE THE VEH TO IN AUSTIN. CUST STATES THAT HE WILL SELL THE VEH IF HE CANT TAKE IT TO AN INDEP. CUST HAS A CRUISE CONTROL THAT IS INOP.

ACTIONS:

10/31/08 JLK: CM ADVISED CUST THAT THE VEH WILL NEED TO BE DIAG BY AN ISUZU DLR. CM ADVISED CUST THAT ISUZU WILL NOT PAY FOR A WARRANTY CONCERN AT AN IDEP. CASE CLOSED 10/31/08 JLKOWALS
11/06/08 CG: CUST CALLED AND STATED THAT HE HAS A PROBLEM WIT HCRUISE CONTROL AND HE WANTS TO TAKE VEH TO A LOCAL GM DLR FOR REPAIR. CUST STATED THAT ISUZU DLR IS TO FAR AWAY FOR HIM TO DRIVE VEH. CM ADVISED CUST THAT ALL WARRANTY REPAIRS HAVE TO BE DONE AT A ISUZU DLR. CM ADVISED CUST THAT CM WILL CHECK INTO FOR HIM, BUT THERE ARE NO GUARANTEES. CUST THANKED. 10/31/08 JLKOWALS
11/06/08 CG: CM ADVISED SCM OF ISSUE WITH CUST'S VEH AND DISTANCE 11/06/08 JLKOWALS
REPORT NO:ACA040-0 11/06/08 CGARCIA
DATE: 03/31/09 A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM 11/06/08 CGARCIA
DAILY ACTIVITY REPORT 11/06/08 CGARCIA
REGION 00 REQUEST 11/06/08 CGARCIA

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COMPANY: A CASE NO: 08305013 (CONTINUED)

ACTIONS:
FROM HIS HOME TO DLR. CM CALLED CUST AND ADVISED CUST THAT HE CAN HAVE VEH TOWED TO DLR FOR DIAGNOSTIC CHECK ON HIS VEH. CUST STATED THAT HE IS CURRENTLY IN THE STATE OF LOUISIANA AND IF THERE IS A DLR IN MORGANTOWN, LA. CM ADVISED CUST OF DLR'S 16021 AND 16030 AND CUST STATED, THAT HE WILL JUST WAIT UNTIL, HE GETS IN HIS HOME STATE AND 11/06/08 CGARCIA
11/06/08 CGARCIA
11/06/08 CGARCIA
11/06/08 CGARCIA
11/06/08 CGARCIA
11/06/08 CGARCIA

REPORT NO:ACA040-0
DATE: 03/31/09 A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

====> 08346016
TIME: 13:19:51
PAGE: 1

COMPANY: A CASE NO: 08346016 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1
OWNER-2
ADDRESS FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. NEW PORT RICHEY FL 0000 RES PHONE:
OPENED DATE 12/11/08 TYPE..... O ACKNOW.SENT... N
CLOSED DATE 12/11/08 SATISFIED.... Y EVALUATION CDS K1
DEFERRAL> BEGIN ENDING EXPENSE RECAP CLOSING SENT. N APEC CODES.... 05 10 08
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. REPAIR ORDER..
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 000000

VEHICLE DESCRIPTION: PICKUP
V.I.N.... 1GGCS13E088 ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 07/06/08 SERIES TIG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 07/06/08 MODEL.. P64 SELLING.... 08094 FRIENDLY ISUZU 14 02
PROD DT.. 09/12/07 YEAR.. 08 SERVICING... 08094 FRIENDLY ISUZU 14 02
MILEAGE.. 16818 SOURCE V ACCOUNTABLE
INQUIRY: REC'D E-MAIL FROM DLR. C/S STATES TRANS SLIPS/HESITATES/POOR SHIFT
QUALITY. C/S STATES HARD TO STEER AND LOW TIRE INDICATOR LIGHT ON.

ACTIONS:
12/11/08 KLH: DLR TEST DROVE AND DUPLICATED TRANS CONCERN. FOUND VEH 12/11/08
TO FREE-REV IN DRIVE WHEN SHIFTING FROM REV TO DRIVE OR PARK TO DRIVE KLHOUGHT
IT ACTS LIGHT IT IS IN NEUTRAL. DLR CHECKED FLUID LEVEL (GOOD) BUT KLHOUGHT
STATES THERE IS A STRONG BURNT ODOR. TAL CASE OPENED. TAL KLHOUGHT
BELIEVES CONDITION IS DUE TO AFTMKT TIRES/WHEELS SIZE 265-35-22. KLHOUGHT
THEY ARE VERY HEAVY AND HAVE A 2" HEIGHT DIFF OVER OEM WHICH ALSO KLHOUGHT
MEANS HE HAS ACTUALLY DRIVEN FARTHER THAN THE ODO STATES. C/S WAS IN KLHOUGHT
PREVIOUSLY AT 6,698 WITH A CRUISE CONTROL PROBLEM AND TPMS PROBLEM KLHOUGHT
BOTH CAUSED BY THESE WHEELS. THIS WAS BROUGHT TO C/S ATTENTION BUT KLHOUGHT
HE STATES THIS PROBLEM WAS THERE BEFORE HE PUT THE WHEELS ON BUT KLHOUGHT
DLR STATES WHEN C/S BROUGHT VEH IN THE FIRST TIME THERE WAS NO KLHOUGHT

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MENTION OF ANY TRANS ISSUES. DLR WANTS TO KNOW IF THIS WILL BE WTY.

KLHOUGHT
12/11/08
KLHOUGHT

REPORT NO:ACA040-0
DATE: 03/31/09

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

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COMPANY: A CASE NO: 08346016 (CONTINUED)

ACTIONS:

12/11/08 KLH: M. BRUS E-MAIL TO FSE LAMOY TO SEE IF HE CAN LOOK AT THIS VEHICLE. AWAIT RESPONSE.

12/11/08
KLHOUGHT
12/11/08
KLHOUGHT
12/11/08
MDBRUS

12-11-08 MDBRUS: REVIEWED WITH FSE, WHO HAD CONTACTED TECH, AND SM RICH REHKOPF. S.M. STATES THAT THEY FEEL THAT THE TIRE SIZE AND WEIGHT MAY HAVE CAUSED FAILURE OF TRANSMISSION. HOWEVER, FAMILY OF CURRENT CUSTOMER ARE REPEAT ISUZU OWNERS. REQUESTED THAT DEALER ADVISE OWNER OF PROBABLE NON-WARRANTY FAILURE AND PROBABLE OPERATION, SAFETY, AND WARRANTY CONCERNS DUE TO THIS SUBSTANTIAL MODIFICATION. ALSO ADVISED THAT ISUZU WOULD BRAND VIN IN CASE OF FUTURE ISSUES. HOWEVER, BASED ON REPEAT CUSTOMERS, WE WOULD OFFER A ONE TIME GOODWILL REPAIR.

12/11/08
MDBRUS
12/11/08
MDBRUS
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MDBRUS
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MDBRUS
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MDBRUS
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MDBRUS
12/11/08
MDBRUS
12/11/08
MDBRUS

12/11/08 KLH: NO FURTHER ACTION. FILE TO CD.

12/11/08
MDBRUS

12-17-08 MDBRUS: S.M. RICH CONTACTED WRITER TO ADVISE THAT, ALTHOUGH THE CUSTOMER AGREED TO THE ONE TIME GOODWILL PROVISION PRIOR TO THE REPAIR, HE REFUSED TO SIGN THE REPAIR ORDER WHEN THE VEHICLE WAS PICKED UP, "GRABBED THE KEYS AND STORMED OUT". RICH PROVIDED COPY OF REPAIR ORDER. ONCE CLAIM PAYS, VIN WILL BE BRANDED WITH CODE 5.

12/11/08
KLHOUGHT
12/17/08
MDBRUS
12/17/08
MDBRUS
12/17/08
MDBRUS
12/17/08
MDBRUS
12/17/08
MDBRUS
12/17/08
MDBRUS
12/17/08
MDBRUS

REPORT NO:ACA040-0
DATE: 03/31/09

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

====> 09012007
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PAGE: 1

COMPANY: A CASE NO: 09012007 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1
OWNER-2
ADDRESS

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C/S/Z.. WACO TX 0000 RES PHONE:
OPENED DATE 01/12/09 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 01/12/09 SATISFIED.... N EVALUATION CDS K1
CLOSING SENT. N APEC CODES.... 04 01
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: PICKUP
V.I.N.... 1GGCS198168702200 ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 06/17/06 SERIES TIG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 06/17/06 MODEL. P24 SELLING.... 41095 ISUZU OF WACO 02 01
PROD DT.. 09/26/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 67000 SOURCE V ACCOUNTABLE

INQUIRY: (NO EMAIL) CUST STATED THAT HE HAS A ELECTRICAL PROBLEM WITH VEH.
*****BLUE LABEL*****
CUST ALSO STATED THAT HE HAS A CHECK ENGINE LIGHT ON. CUST STATED
THAT HE HAS TAKEN VEH TO DLR 41103 FOR PREVIOUS ELECTRICAL REPAIRS
AND FEELS THAT PROBLEM HAS NOT BEEN RESOLVED CORRECTLY. CUST IS
SEEKING ASSISTANCE.

ACTIONS:

01/12/09 CG: CM ADVISED CUST THAT HE CAN SPEAK WITH DLR AND SM IN 01/12/09
CGARCIA
REGARDS TO ISSUE WITH PAST ELECTRICAL PROBLEMS. CUST STATED THAT HE 01/12/09
CGARCIA
HAS SPOKEN TO DLR AND HE WAS GIVEN ORC'S PHONE NUMBER. CM ADVISED 01/12/09
CGARCIA
CUST THAT VEH IS OUT OF WARRANTY FOR (3/50) ELECTRICAL PROBLEMS AND IF 01/12/09
CGARCIA
HE FEELS THAT DLR DID NOT RESOLVE PROBLEMS WITH VEH, HE CAN CALL 01/12/09
CGARCIA
BBB OR SOME OTHER CONSUMER AFFAIRS THAT CAN ASSIST HIM. CM ADVISED 01/12/09
CGARCIA
CUST THAT IF HE IS HAVING PROBLEMS WITH ENGINE, HE CAN TAKE VEH TO A 01/12/09
CGARCIA
ISUZU DLR FOR A DIAGNOSTIC CHECK. CUST STATED THAT HE WILL GET A 01/12/09
CGARCIA
LAWYER, BECAUSE VEH IS A LEMON. CUST THANKED, CASE CLOSED, PENDING 01/12/09
CGARCIA
CALL FROM CUST. 01/12/09
CGARCIA

REPORT NO:ACA040-0 ==> 09012007
DATE: 03/31/09 A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM TIME: 13:19:51
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REGION 00 REQUEST

COMPANY: A CASE NO: 09012007 (CONTINUED)

ACTIONS:
02-18-09 MDBRUS: REC. ATTN DEMAND FROM KAHN AND ASSOCIATES DUE TO 02/18/09
MDBRUS
DEFECTS IN "ELECTRICAL SYSTEM, ENGINE/ENGINE LIGHT, CRUISE CONTROL, 02/18/09
MDBRUS
AND ALL ADDITIONAL COMPLAINTS...." LAST WARRANTY CLAIM 11-27-07. 02/18/09
MDBRUS
FWD TO CNA FOR REVIEW. 02/18/09
MDBRUS

02/20/09 CNA: CM CALLED DLR SA/GARY AND OBTAINED NAME/FAX# FOR SM: 02/20/09
CNANSLEY
CHARLIE HOWARD 254-399-6776. SA STATES THEY ALSO RCV'D A DEMAND LTR 02/20/09

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FROM CUST'S ATTY SO SVC DOCS HAVE ALREADY BEEN PULLED. CM ADV'D CM
WILL SEND OFFICIAL REQUEST ASAP AND THANKED...CM FAXED SVC DOCS
REQUEST. CASE PENDING DLR'S FAX.

02/23/09 CNA: CM RCV'D DLR'S FAX (S/S DOCS). CM TO CREATE ROH.

02/26/09 CNA: CM SENT EMAIL TO WARR MGR REQUESTING DIRECTION ON OUR
RESPONSE TO ATTY DEMAND LTR.

02/26/09 CNA: WARR MGR SENT EMAIL ADVISING NO ACTION REQUIRED PENDING
FURTHER LEGAL ACTION.

CNANSLEY
02/20/09
CNANSLEY
02/20/09
CNANSLEY
02/20/09
CNANSLEY
02/26/09
CNANSLEY
02/26/09
CNANSLEY
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