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Lumberton, Texas [REDACTED]
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February 22, 2006

National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, D.C. 20590

Re: Safety Recall 2003 Isuzu Rodeo

Dear Administrator:

I am writing concerning a Safety Recall letter dated November 25, 2005 (copy attached) advising me of a defect relating to my vehicle's fuel system. In accordance with it's instructions, I immediately contacted my local Isuzu dealership (JK Chevrolet Isuzu, 1451 Highway 69, Nederland, TX 77627 (409) 722-0443) to schedule an inspection of my Rodeo. I spoke with Randy, the Service Manager, who told me the necessary part was on a 6-week back order. I have followed up with him every 2-3 weeks, and to date the part is still not available. Twice he put me on hold for an extended period of time and never returned to the line. On February 6, 2006 he explained that the part "could be one of many different parts". He said by bringing my vehicle in at that time, I would be "taking a chance". He said he could possibly have the right part, but if not he would have to "down" my vehicle until he was able to obtain it. He did not tell me whether or not a replacement vehicle would be available. On February 13, 2006 he said that he has been "putting the pressure on Isuzu" to send the back-ordered parts, but they were not responding. Today I spoke with Randy briefly. He said he has not heard anything, but he would ask someone about it. After

*M. W. W.
3/20/06*

nearly seven minutes of holding without any response, I finally called National Owner Relations Department at Isuzu Motors America, Inc. and spoke to Mike. He asked me to remain on the line while he called J.K. Chevrolet to inquire about the delay. He said J.K. Chevrolet has been receiving different parts for my vehicle every two weeks, but they did not have all of the parts it at this time. He told me to call J.K. Chevrolet again in two weeks, but he did not offer any type of explanation or apology for the delay, nothing.

I believe J.K. Chevrolet and Isuzu have done absolutely nothing to remedy this matter within a reasonable time, and that is the basis for this complaint. I have been given the "run-a-round" for three months, and I would really appreciate someone looking into this on my behalf.

Thank you so much for your attention to this.

Sincerely,

A black rectangular redaction box covering the signature of the sender.

cc: National Owner Relations Department (w/out encls.)
Isuzu Motors America, Inc.
13340 183rd Street
Cerritos, CA 90702

Isuzu Motors America, Inc. (w/out encls.)
P.O. Box 6007
Artesia, CA 90702-6007

November 25, 2005
SB05-02-S002

Dear Isuzu Owner:

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

WHAT IS THE CONDITION

Isuzu Motors Limited has decided that a defect which relates to motor vehicle safety exists in certain 2002-2004 Rodeo, 2002-2003 Rodeo Sport and 2002-2004 Axiom vehicles when these vehicles have been operated with silicon-contaminated fuel. If your vehicle has been operated with silicon-contaminated fuel over a period of time, the fuel pump feed port in your fuel system can become damaged and eventually develop pinholes at the top of the feed port. If your fuel pump feed port develops pinholes, you may smell a fuel odor or fuel could leak. In some circumstances, a vehicle fire could result. Isuzu has identified silicon-contaminated fuel in Texas. As a result, Isuzu is recalling the above vehicles registered in Texas and the four surrounding states; Arkansas, Louisiana, New Mexico and Oklahoma.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will inspect your fuel pump feed port. If the dealer determines that pinholes have already started to develop, they will provide you with a new fuel pump with a new feed port cover. If pinholes have not started to develop, the dealer will still install a new cover on the fuel pump feed port. In both instances, the new cover will be made of a different material. This service will be performed for you at no charge.

WHAT YOU SHOULD DO

To limit any possible inconvenience, and in order to ensure that the necessary parts are obtained, we recommend that you contact your Isuzu dealer as soon as possible to schedule an appointment to bring your vehicle in to have this work performed. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin SB05-02-S002. We urge you to bring your vehicle in for this repair whether or not you have had your fuel pump replaced in the past. Isuzu estimates that the repair will take approximately 1 hour 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, or if you have any questions regarding this matter, 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 Office 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 campaign 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.