

“URGENT SAFETY RECALL”

October 2012

Dear <CustomerName>:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your <MY> model year Isuzu Ascender, VIN <VIN>, is involved in safety recall 12V-406.

The manufacturer of your vehicle, General Motors, has decided that a defect, which relates to motor vehicle safety, exists in certain 2006-2007 model year Isuzu Ascender vehicles originally sold or currently registered in Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin. As a result, Isuzu is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Why is your vehicle being recalled?

If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or to stop working. A short may also cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed. It is advised that you park the vehicle outdoors until it has been remedied.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your Isuzu Service Facility will repair the driver door module. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Isuzu Service Facility to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

Do you have questions?

If you have questions or concerns that your Isuzu Service Facility is unable to resolve, please contact the Isuzu Owner Relations department at 1-800-255-6727.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Sincerely,

ISUZU MOTORS AMERICA, LLC.

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.