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ISUZU MOTORS AMERICA, LLC 3400 SOUTH DOUGLASS ROAD SUITE 100 AMAHEIM, CA 92806

Issued in Accordance With Federal Law

IMPORTANT SAFETY RECALL INFORMATION

**ASTHU** 

# IMPORTANT SAFETY RECALL SECOND NOTICE

This notice applies to your vehicle, 4S2CK57D

August 11, 2014

#### Dear Isuzu Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Isuzu Motors Limited has decided that a defect which relates to motor vehicle safety exists in certain model year (MY) 1998-2002 Amigo and Rodeo Sport vehicles originally or currently registered in the following states (the "Salt Belt"): Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, the District of Columbia, West Virginia, Ohio, Indiana, Kentucky, Michigan, Illinois, Wisconsin, Minnesota, Iowa, and Missouri.

#### WHAT IS THE CONDITION?

Certain Isuzu vehicles that have experienced sustained exposure to highly corrosive materials used in some jurisdictions for road deicing purposes may experience excessive corrosion in the vicinity of the forward mounting point bracket for the left or right rear suspension lower link prematurely. In certain extreme cases, excessive corrosion in this vicinity may result in a lower link bracket becoming detached from the frame, which can affect vehicle handling and potentially cause a crash.

#### WHAT WE WILL DO

An Isuzu service facility will inspect the left and right forward mounting point bracket areas of the rear suspension lower link of your vehicle to determine if corrosion is present in those areas. For vehicles in which little or no corrosion is observed in those areas, the service facility will treat the areas with an anti-corrosion compound to reduce the likelihood of additional corrosion in those areas in the future. In the case in which corrosion has damaged the area around either or both of the forward mounting point brackets of the rear suspension lower link and affected their connection to the vehicle's frame, one of two different types of reinforcement brackets will be installed, depending upon the extent of the corrosion.

Please note that because your vehicle was originally purchased more than ten years before November 1, 2013, which is the date on which Isuzu advised the National Highway Traffic Safety Administration of this recall, Isuzu is not required to provide a remedy at no charge. If you wish to obtain the remedy you will need to pay for the necessary parts and labor. The current Manufacturer's Suggested Retail Price ("MSRP") of the anti-corrosion compound is between approximately \$27.00 and approximately \$54.00, depending on how many cans of the compound are required. However, if your vehicle requires reinforcement brackets, the MSRP of the bracket kits plus the required anti-corrosion compound is currently approximately \$285.00 or approximately \$551.00, depending on which type of bracket is required. Labor charges will be in addition to the cost of the required parts.

For the majority of vehicles, the inspection and the application of the anti-corrosion compound will be all that is necessary, and that work will take approximately ninety minutes. If, however, the corrosion in the area(s) specified above is so extensive that it is necessary to install new reinforcement brackets, the repairs will take approximately three hours or ten hours, depending on which type of bracket is used. Of course, depending upon the service facility's work schedule and/or the need to have the necessary parts delivered to the service facility, it may be necessary for you to make your vehicle available for a longer period of time.

Continued on reverse.

**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.

	Tear Here—	We're looking to	the future by recycling today.
ISUZU	Change Of Ownership / Address		
□ Never owned/	12V-306		
☐ Stolen//		 	
	4S2 <u>CK57</u>		To mail
☐ Moved, new address below		· Tea	card, tear
☐ Sold vehicle, new owner / address below		Tear Here	at both perforations & remove
Signature			this piece.
NEW ADDRESS INFORMATION			
Name			
Address			
City	State Zip Zip		
Phone (			

Continued from reverse.

#### WHAT YOU SHOULD DO

Please call the Isuzu Special Assistance Center at 1-877-460-0706 or visit our website at <a href="www.isuzu.com">www.isuzu.com</a> to identify the Isuzu service facility that is closest to you. Then, you should contact the service facility to arrange an appointment to bring your vehicle in to have the inspection and the remedy work performed. Please present this letter or refer to Safety Recall No. 12V-306.

#### REIMBURSEMENT

If you already paid for repairs to address the condition covered by this recall prior to the initial notice of August 1, 2012, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. Among other things, you will need to provide the original paid receipt or invoice verifying the repair and the costs of that repair.

If you have any questions regarding this matter you can visit our website at <a href="https://www.isuzu.com">www.isuzu.com</a> or contact our Special Assistance Center at 1-877-460-0706.

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

#### **National Owner Relations Department**

Isuzu Motors America, LLC 1400 S. Douglass Road, Suite 100 Anaheim, CA 92806

If you still are not satisfied, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., 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 <a href="https://www.safercar.gov">https://www.safercar.gov</a>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience that this action may cause you.

Sincerely,

ISUZU MOTORS AMERICA, LLC

#### CUSTOMER REIMBURSEMENT PROCEDURE

If you paid to have this condition corrected prior to the initial August 1, 2012 notification, you may be eligible to receive reimbursement

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

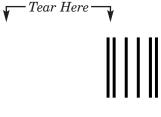
Your claim will be acted upon within 60 days of receipt.

### If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

To file a claim for reimbursement, please follow the instructions on the Claim Form provided on the reverse side of this procedure. If you have any questions or need assistance, please contact Isuzu Owner Relations at 1-800-255-6727, or email at <a href="mailto:customerservice@isza.com">customerservice@isza.com</a>.

To mail card, tear at both perforations & remove this piece.



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 1569 ANAHEIM CA

POSTAGE WILL BE PAID BY ADDRESSEE

CUSTOMER RELATIONS
ISUZU MOTORS AMERICA LLC
1400 S DOUGLAS RD STE 100
ANAHEIM CA 92806-9966



## **Customer Reimbursement Claim Form**

If you paid to have this condition corrected prior to the initial August 1, 2012 notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant		
Date Claim Submitted:		
17-Digit Vehicle Identification Number (VIN):		
Mileage at Time of Repair:Date of Repair:		
Claimant Name (please print):		
Street Address or PO Box Number:		
City: State: ZIP Code:		
Claimant Email:		
Daytime Telephone Number (include Area Code):		
Evening Telephone Number (include Area Code):		
Amount of Reimbursement Requested: \$		
The following documentation must accompany this claim form.		
Original or clear copy of all receipts, invoices, and/or repair orders that show:		
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>		
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.		
Claimant's Signature:		

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Owner Relations

1400 S. Douglass Road, Suite 100 Anaheim, CA 92806

Reimbursement questions should be directed to the following number: 1-800-255-6727

Or E mail at customerservice@isza.com

12V-306-O