

“IMPORTANT SAFETY RECALL”

This notice applies to your vehicle, 4S2DF58X [REDACTED]

DECEMBER 13, 2013

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) 2003 Rodeo Sport, 2003-2004 Rodeo and 2003-2004 Axiom 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. In the event that the reinforcement bracket remedy would not be effective, Isuzu will provide an alternative remedy. This service will be performed for you at **no charge**, subject to the limitations set out in the following paragraph.

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. However, as a courtesy, if you present your vehicle to an Isuzu service facility no later than twelve (12) months from the date of this letter, Isuzu will voluntarily provide this remedy at no charge. If you wish to obtain the remedy after the expiration of this one-year period, 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.

Continued on reverse.

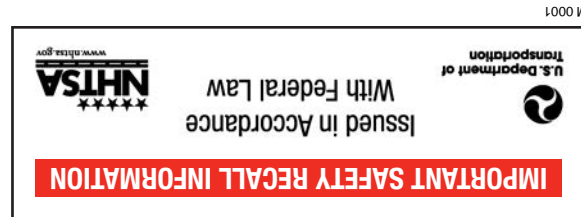
IMPORTANT: If you have sold or traded your Isuzu vehicle, please enter the owner’s name and address, if known, on the attached “Change of Information” postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner. Federal law requires that 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 1 day.



SAFETY RECALL NOTICE



Change Of Ownership / Address
13V-547 UA-UE-UP Rust Campaign

- Never owned ____/____/____
- Stolen ____/____/____
- Totaled/scrapped ____/____/____
- Moved, new address below
- Sold vehicle, new owner / address below

4S2DF58X [REDACTED]

Signature

NEW ADDRESS INFORMATION

Name

Address

City State Zip

Phone () -

← Tear Here →
To mail card, tear at both perforations & remove this piece

PRSR1 1ST CLASS
U.S. POSTAGE
PAID
Whittier, CA
Permit No. 175

ISUZU MOTORS AMERICA, LLC
1400 SOUTH DOUGLASS ROAD
SUITE 100
ANAHEIM, CA 92806

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.

WHAT YOU SHOULD DO

Please call the Isuzu Special Assistance Center at 1-877-460-0706 or visit our website at www.isuzu.com 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. 13V-547.

If your vehicle is not drivable due to the conditions noted in this letter, please call the Isuzu Special Assistance Center at 1-877-460-0706 so we can arrange to have the vehicle transported to an Isuzu service facility to be inspected and to receive an appropriate remedy. That transportation will be provided at **no charge**.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this recall, 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 www.isuzu.com 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 <http://www.safercar.gov>.

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.

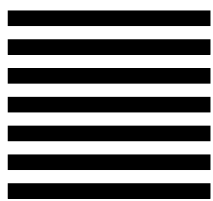
Sincerely,

ISUZU MOTORS AMERICA, LLC

↓ *Tear Here* ↓



**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



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

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this 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:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- 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)

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