

IMPORTANT SAFETY RECALL

MAY 2014

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your 2012 model year Reach Van, VIN JALB4T [redacted] is involved in safety recall 14V-203.

WHAT IS THE CONDITION?

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2013MY Isuzu Stripped Chassis (Reach Van) produced between July 2011 and August 2013. In the affected vehicles, a resin covering used during transportation may have fallen between the steering column and the horn contact shaft. If the resin cover fell, the lubricant for the horn contact shaft may have been removed and the horn contact shaft could be bent causing the horn to become inoperable. An inoperable horn may not be available in an emergency to help avoid a crash.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will inspect the horn contact shaft, apply grease and if necessary replace the steering wheel combination switch assembly in your vehicle at no charge.

WHAT YOU SHOULD DO

We recommend that you contact your dealer to schedule an appointment. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB14-N-001. Isuzu estimates that the repair will take approximately 45 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.isuzucv.com, click on the dealer locator icon and enter your zip code or state. If you do not have access to a computer terminal please contact our Customer Relations Department at the number listed below.

Isuzu Commercial Truck of America
Customer Relations
1-866-441-9638

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's 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 Commercial Truck of America

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.



We're looking to the future by recycling today.



Safety Recall 14V-203 Change Of Ownership / Address
Inoperative Horn

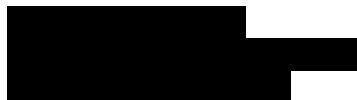
- Never owned
Stolen
Totaled/scrapped
Moved, new address below
Sold vehicle, new owner / address below

NEW ADDRESS INFORMATION

Name
Address
City
State
Zip
Phone

Signature

VIN# JALB4T178 [redacted]



ISUZU COMMERCIAL TRUCK OF AMERICA
1400 SOUTH DOUGLASS ROAD
SUITE 100
ANAHEIM, CA 92806



IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance
With Federal Law

NHTSA
www.nhtsa.gov



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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 232 PLYMOUTH MI

POSTAGE WILL BE PAID BY ADDRESSEE

ATTENTION: CUSTOMER RELATIONS
ISUZU COMMERCIAL TRUCK OF AMERICA
46401 COMMERCE CENTER DR
PLYMOUTH MI 48170-9982

