
IMPORTANT SAFETY RECALL

JULY 2014

Dear Isuzu Customer:

This notice applies to your vehicle, <Year> model year Isuzu Ascender VIN <VIN>. This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

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.

Recently, you may have received a letter informing you that your <Year> model year Isuzu Ascender VIN <VIN>, was involved in a Special Policy and/or a safety recall. The program provided additional coverage for the driver door module if the module ever failed. We have decided to inspect the module and replace it, if necessary, to prevent the condition from occurring and have now included your vehicle in Safety Recall 13V-248. Even if you were previously notified of this safety recall, please review the details of the recall below so that you can participate in the campaign if you have not already done so.

WHAT IS THE CONDITION?

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 may 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 WE WILL DO

Isuzu will direct you to a Service Facility that will inspect the part number of the door module in your vehicle and, if necessary, install a new door module.

This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that the Service Facility will need your vehicle longer than the actual inspection time of approximately 15 minutes. If the door module requires replacement, an additional 20 minutes will be required.

WHAT YOU SHOULD DO

Contact our special assistance center at xxx-xxx-xxxx. We will identify a Service Facility for you, based on your location and assist you in making arrangements for this service. When you visit the Service Facility, please present this letter or refer to Safety Recall No. 13V-248.

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>. The National Highway Traffic Safety Administration Campaign ID number for this recall is 12V-406.

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 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

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.

CUSTOMER REIMBURSEMENT PROCEDURE

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.

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 customerservice@isza.com.

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