



IMPORTANT SAFETY RECALL

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

OCTOBER 2014



Dear Isuzu Customer:

This notice is sent to you in accordance with the requirement of the National Traffic and Motor Vehicle Safety Act. Your 2006 model year Isuzu Ascender, VIN 4NUDS [REDACTED] is involved in safety recall 14V-404.

The manufacturer of your vehicle, General Motors, has decided that a defect, which relates to motor vehicle safety, exists in certain vehicles repaired under safety recalls 12V-406 and/or 13V-248. As a result, Isuzu Motors America, LLC 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?

Previously, your vehicle was serviced under safety recalls 12V-406 and/or 13V-248, which provided that if the driver's door module was functioning properly, a protective coating was to be applied. If the module was not working properly, it was to be replaced. Your vehicle was repaired by having a protective coating applied to the driver's door module and may continue to have a safety related defect.

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 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.

WHAT WE WILL DO?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your Isuzu Service Facility will install a new 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 and did not submit for reimbursement under safety recalls 12V-406 and/or 13V-248, a reimbursement request form will be included with the letter.

It is advised that you park your vehicle outdoors until it has been remedied.

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 regulation requires 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