



December 2015
Safety Recall #15V-704

IMPORTANT SAFETY RECALL - INTERIM NOTICE PREMATURE FUEL TANK CORROSION - #15V-704

(TRANSPORT CANADA #2015-503)

To: All Isuzu Commercial Truck Service Managers and Parts Managers

This notice and a sample interim owner letter are being sent to notify you of a Safety Recall for 15V-704 Premature Fuel Tank Corrosion in certain Isuzu commercial vehicles.

AFFECTED VEHICLES

- 2006-2008MY Isuzu N-Series vehicles equipped with 6.0L gasoline engines
- 2006-2008MY Chevrolet/GMC W-Series vehicles equipped with 6.0L gasoline engines

CONDITION

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2006-2008 Isuzu N-Series and Chevrolet/GMC W-Series vehicles equipped with 6.0L gasoline engines. In the affected vehicles, certain fuel tanks may be susceptible to premature corrosion on the external surface of the tanks, which may result in a fuel leak, increasing the risk of a fire.

Isuzu is working hard to secure replacement parts to replace the fuel tank with a new fuel tank, as set forth below. Unfortunately, parts are not yet available. If a customer smells gas, if the “check engine” light illuminates, or if the fuel tank appears to be leaking, owners are being instructed to bring their vehicle to an Isuzu dealer. Otherwise, Isuzu will send another notification once parts become available and customers can bring their vehicle to an Isuzu dealer at that time.

CORRECTION

Isuzu will replace the affected fuel tank with a new fuel tank manufactured with a more durable and higher quality coating at **no charge**.

PARTS ARE NOT CURRENTLY AVAILABLE for this remedy. We are working as quickly as possible to obtain the necessary parts. When parts become available, we will send another notice to dealers.

In the meantime, owners are instructed to check their fuel tanks for a leak. If fuel is leaking from the tank, they are to contact their dealer to schedule an appointment. Dealers are to determine whether the source of the leak is the fuel tank. If the fuel tank is determined to be the cause of the leak, the dealer is to contact their Isuzu DSPM for further action prior to the recall remedy parts becoming available.

OWNER INTERIM NOTIFICATION

OWNER NOTIFICATION WILL BEGIN DECEMBER 18, 2015



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>

DECEMBER 2015

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your <model year> model year <make>, <model type> vehicle, VIN <VIN> is involved in safety recall 15V-704.

WHAT IS THE CONDITION?

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2006-2008 Isuzu N-Series and Chevrolet/GMC W-Series vehicles equipped with 6.0L gasoline engines. In the affected vehicles, certain fuel tanks may be susceptible to premature corrosion on the external surface of the tanks, which may result in a fuel leak, increasing the risk of a fire.

Isuzu is working hard to secure replacement parts to replace your fuel tank with a new fuel tank, as set forth below. Unfortunately, parts are not yet available. If you smell gas, if your "check engine" light illuminates, or if your fuel tank appears to be leaking, please bring it to an Isuzu dealer. Otherwise, Isuzu will notify you once parts become available and ask you to bring your vehicle to an Isuzu dealer at that time.

WHAT WE WILL DO

Isuzu will replace the affected fuel tank with a new fuel tank manufactured with a more durable and higher quality coating at **no charge**.

PARTS ARE NOT CURRENTLY AVAILABLE for this remedy. We are working as quickly as possible to obtain the necessary parts. When parts become available in your area, we will send you another letter asking you to take your vehicle to your dealer to have your vehicle serviced.

WHAT YOU SHOULD DO

In the meantime, please check your fuel tank for a leak. If fuel is leaking from the tank, contact your dealer to schedule an appointment. Present this Owner Notification Letter at the time of your appointment. The dealer will check to determine whether the source of the leak is the fuel tank. If the fuel tank is determined to be the cause of the leak, the dealer will contact its Isuzu representative for further action prior to the recall remedy parts becoming available.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety 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. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

If you have any difficulties or concerns, please call Isuzu Customer Relations at 1-866-441-9638. If you are still not satisfied, you may 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>.

Sincerely,

Isuzu Commercial Truck of America, Inc.

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

Reimbursement questions should be directed to the following number:

1-866-441-9638

Or Email: cvcs@icta-us.com