



**To:** Dealer Executive Manager and Sales Manager  
**From:** ICTA Sales Operations  
**Subject:** Dealer Gas Vehicle Inventory Reimbursement – 2014-2016 MY GAS NPR/NPR-HD  
Safety Recall 16V-797  
**Date:** December 20, 2016  
**Tab:** Dealer Communications

Isuzu Commercial Truck of America, Inc. (ICTA) has created this dealer communication to inform dealers of a gas vehicle inventory reimbursement that ICTA will process to all dealers impacted by the stop sale. This reimbursement is for any unsold 2014-2016 Model Year Gas NPR/NPR-HD vehicles that were in dealer inventory as of October 31, 2016. Below outlines the reimbursement process.

- **ICTA will reimburse dealers one percent (1%) of the dealer net price (DNP) less holdback for each eligible gas vehicle in dealer inventory. A credit memo will be generated to the dealer's account in the Isuzu Communication System (ICS). This credit memo lists the vehicle identification number(s) and the corresponding credit(s).**

We worked hard to implement this recall quickly, efficiently and properly. As you know owner letters for this recall have been mailed and owners should have begun contacting your dealership to have the recall repair performed. We understand that many of you are already performing these repairs. Please note that there are ample parts for the recall repair.

If you have any questions, please contact your District Sales Manager, or the Sales Support Team at 877-478-9828, prompt #1.