

# CSC-10031465-2071

## Owner Letter US

Dear <CustomerName>:

The purpose of this Notice is to inform you that Isuzu Commercial Truck of America is conducting a customer satisfaction campaign that affects certain 2007 Isuzu F-Series vehicles. Your 2007 model year Isuzu F-Series, VIN <VIN>, is involved in this campaign.

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**WHAT IS THE CONDITION?** Some 2007MY Isuzu F-Series vehicles may have an air compressor that will not build enough air pressure to operate auxiliary air operated systems such as the air suspension, air seat, air horn, etc. Your satisfaction with your F-Series is very important to us so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**WHAT WE WILL DO:** Your Isuzu dealer will inspect the air compressor for its ability to build air pressure, and either modify the air compressor or replace the air compressor assembly. This service will be performed for you **at no charge until September 30, 2010.**

**WHAT YOU SHOULD DO:** To limit any possible inconvenience, we recommend that you contact your Isuzu dealer as soon as possible to schedule an appointment to bring your vehicle in to have this work performed. Present this Owner Notification Letter at the time of your appointment or refer to customer satisfaction campaign bulletin CB09-H-002 Isuzu estimates that the inspection and modification will take approximately 1 hour and 30 minutes. If the air compressor assembly requires replacement, an additional 2 hours will be required. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate your nearest dealer please use the dealer locator on our website at [www.isuzucv.com](http://www.isuzucv.com).

**DID YOU ALREADY PAY FOR THIS REPAIR?** The enclosed Claim Form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this campaign. 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 Isuzu dealer. Even though you may have already had this condition corrected, you will still need to take your vehicle to your Isuzu dealer for this repair.

Please follow the instructions on the Claim Form provided to file a claim for reimbursement.

If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at 1-866-441-9638.

We regret any inconvenience which this action may have caused you.

Sincerely,

Isuzu Commercial Truck of America

**Important:** If you have sold or traded your Isuzu vehicle, please enter the VIN, the owner's name and address if known on the attached "Change of Information" postcard and drop it in the mail. Postage has already been paid. We will contact the new owner.

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Customer Reimbursement Claim Form (To be given to the Isuzu dealer IF repairs have already been made previously to your truck)

## This section to be completed by Claimant

Date Claim Submitted: \_\_\_\_\_

17-Character Vehicle Identification Number (VIN): \_\_\_\_\_

Current Mileage of Vehicle: \_\_\_\_\_

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Claimant Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM AND BE PRESENTED TO THE ISUZU DEALER.**

**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, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Proof of ownership (current vehicle registration paper)
- 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: \_\_\_\_\_ Date: \_\_\_\_\_

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Please present this claim form and the required documents to your Isuzu dealer.