

## DEALER RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

## OWNER LETTER

Dear Customer:

This notice is sent to inform you that Isuzu Motors Limited is conducting a voluntary emission recall that includes your vehicle.

### WHAT IS THE CONDITION?

Your <Year> model year Isuzu H-Series vehicle was built with the engine emission label installed in a location that is visually obstructed by the air cleaner.

### WHAT WE WILL DO?

A supplemental emission label will be installed on the underside of the hood. Since this label is easily installed, and to reduce your inconvenience, we have included the label and installation instructions with this letter. If you desire, however, you may take the label to your dealer for installation. This service will be performed for you at no charge.

### WHAT YOU SHOULD DO?

If you would like an Isuzu dealer to install the label, we recommend that you contact your local dealer as soon as possible to schedule an appointment. Be sure to take the label with you to your appointment. Isuzu estimates that the installation will take approximately 10 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate the nearest Isuzu dealer you can visit our website at [www.isuzucv.com](http://www.isuzucv.com) and click on the dealer locator icon and enter your zip code or state. Should you not have access to a computer terminal please contact our Customer Relations Department by calling 1-866-441-9638.

### Emission Warranty Information:

In order to ensure your full protection under the emission warranty made applicable to your vehicle by State and Federal Law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

