

**OWNER LETTER**

Dear Isuzu Ascender Customer:

As the owner of a 2003-2004 model year Isuzu Ascender, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2003-2004 model year Isuzu Ascender vehicles may have a condition where the Service Engine Soon (SES) light may illuminate, which may be accompanied with a fuel odor, and/or a few drops of fuel may fall on the ground when refueling the vehicle. This may be caused by a fracture of a weld on the fuel tank inlet check valve (ICV). The fuel tank ICV is located above the full fuel level. A fracture in this area may allow fuel vapors to pass through and allow droplets of fuel to accumulate on the side of the fuel tank as it passes over the fracture during refueling.

SES light activation does not necessarily indicate a condition due to the fuel tank ICV fracture. Except when SES light activation is accompanied by the additional conditions mentioned (i.e., fuel odor and/or a few drops of fuel on the ground during refueling), please consult your Owner's Manual.

Do not take your vehicle to your Isuzu dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

**What We Have Done:**

Isuzu Motors America, Inc. is providing you with additional protection for the fuel tank ICV. If this condition occurs on your 2003-2004 Isuzu Ascender within 10 years of the date that your vehicle was originally placed in service or 150,000 miles, whichever occurs first, the condition will be repaired for you at no charge.

**What You Should Do:**

Repairs and adjustments qualifying under this special coverage must be performed by an Isuzu dealer. You may want to call the service department at your dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:**

The enclosed form explains what reimbursement is available and how to request reimbursement if you have already paid for repairs for the special coverage condition.

If you have any questions or need any assistance, just contact your Isuzu dealer or the National Owner Relations Department at (800) 255-6727. The Owner Relations Department hours of operation are from 6:00am to 5:00pm, PST, Monday through Friday.

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Sincerely,

ISUZU MOTORS AMERICA, INC.