



## SERVICE CAMPAIGN – V1607

MAY, 2016

Dear FedEx Corporation,

The purpose of this notice is to inform you that Isuzu Commercial Truck of America is conducting a service campaign that affects some 2013-2014MY Isuzu Stripped Chassis (Reach Vans). A list of Vehicle Identification Numbers (VINs) owned by your company and affected by this campaign and a copy of campaign bulletin CB16-K-002 are provided with this letter.

### CONDITION

In some 2013-2014MY Isuzu NPR Stripped Chassis manufactured by Isuzu Motors Limited during October 2013 and April 2014, the Automatic Transmission Shift Cable may be bent. Over time and with use, the bent cable may fatigue and break. If the cable breaks, the driver may be unable to shift the transmission out of Park or from one gear to another.

### WHAT WE WILL DO

Isuzu is requesting you to inspect and if necessary replace the Automatic Transmission Shift Cable of your affected vehicles utilizing your service network as outlined in the campaign bulletin. We will reimburse you for repair costs associated with inspection and, if needed, replacement of this cable, making the requested service **free of charge** to you.

### WHAT YOU SHOULD DO

We request you schedule your vehicles for inspection as soon as possible. Isuzu estimates the inspection and, if necessary, replacement may take up to 54 minutes. Your service facilities may view the campaign bulletin on our website [www.isuzutruckservice.com](http://www.isuzutruckservice.com) by referring to campaign bulletin number CB16-K-002. In the event that parts are needed, they are available to order from your local dealer. Please refer to the provided bulletin for part number information. In the event a vehicle is outside of your normal service network, you may choose to have this service completed by an Isuzu dealer. We recommend you contact the closest Isuzu dealer as soon as possible and schedule an appointment to bring your vehicle in to have this service performed. Refer to service campaign bulletin CB16-K-002 when making the appointment. To locate the dealer nearest to your vehicles please use the dealer locator on our website at [www.isuzucv.com](http://www.isuzucv.com).

If you have questions or concerns regarding this campaign, please contact your Isuzu Fleet Representative.

We regret any inconvenience which this action may cause you.

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.*

**Isuzu Commercial Truck of America, Inc.**

**Customer Relations Department**

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