



# SAFETY RECALL NOTICE

JANUARY 2011

<CustomerName>

<CustomerAddress>

Dear <CustomerName>:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Your <Year> model year < Vehicle Make> <Vehicle\_Series>, VIN <VIN>, is involved in safety recall 10V-636.

## WHAT IS THE CONDITION?

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 and 2007 model year <Vehicle\_Make><Vehicle\_Series> vehicles produced during December 2006 and January 2007 with a diesel engine. The engine oil lubrication oil pipe banjo bolt at the vacuum pump may not have been tightened properly during the vehicle production process. If not adequately tightened, the bolt may loosen after prolonged vehicle operation, which can result in oil seepage or leakage from the banjo bolt packing seals. In general, as oil is lost, the oil warning lamp will illuminate, and there may be abnormal engine noise. However, if the problem is not addressed, the loss of oil could eventually lead to engine seizure. If the engine seizes while the vehicle is being driven, the vehicle may experience sudden deceleration leading to an increased risk of a crash.

## WHAT WE WILL DO

To correct this condition, your Isuzu dealer will replace the banjo bolt packing seals and correctly torque the banjo bolt for you at **no charge**.

## WHAT YOU SHOULD DO

To limit any possible inconvenience, and in order to ensure that the necessary parts are obtained, 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 Safety Recall No. 10V-636. Isuzu estimates that the procedure will take approximately 30 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.

## REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. Among other things, you will need to provide the original paid receipt or invoice verifying the repair and the costs of that repair.

If, after contacting your Isuzu dealer or the Customer Relations Department with any problems, you still are not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of America

***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.***

*Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.*