IMPORTANT SAFETY RECALL
SECOND NOTICE

This notice applies to your vehicle, 4NUET[redacted] JANUARY 2015

Dear Isuzu Customer:

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

The manufacturer of your vehicle, General Motors, has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 model year Isuzu Ascender vehicles. As a result, Isuzu Motors America, LLC is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

We are very interested in your satisfaction with your vehicle. Our records show that although your 2006 model year Isuzu Ascender vehicle is subject to an important recall, the necessary repairs have not been made. Therefore, we are sending an additional notification of this important recall. Please follow the instructions below to address this important matter.

WHAT IS THE CONDITION?
If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may cause overheating which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed.

It is advised that you park your vehicle outdoors until it has been remedied.

WHAT WE WILL DO
Your Isuzu service facility will install a new driver door module. This service will be performed for you at **no charge.** Because of service scheduling requirements, it is likely that your service facility will need your vehicle longer than the actual inspection time of approximately 15 minutes. If the door module requires replacement, an additional 20 minutes will be required.

WHAT YOU SHOULD DO
Visit our website at www.isuzu.com to identify the Isuzu service facility that is closest to you. Then, you should contact the service facility to arrange a service appointment as soon as possible. Please present this letter or refer to safety recall number 12V-406.

Continued on reverse.

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 campaign 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.

Tear Here

We're looking to the future by recycling today.

ISUZU

Change Of Ownership / Address

12V-406

4NUET[redacted]

❑ Never owned ____/____/____ *Date*

❑ Stolen ____/____/____ *Date*

❑ Totaled/scrapped ____/____/____ *Date*

❑ Moved, new address below

❑ Sold vehicle, new owner / address below

_____ *Signature*

NEW ADDRESS INFORMATION

Name ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Address ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

City ☐☐☐☐☐☐☐☐☐☐☐☐☐☐ State ☐☐ Zip ☐☐☐☐☐

Phone (☐☐☐) ☐☐☐-☐☐☐☐

Tear Here

To mail card, tear at both perforations & remove this piece.

ISUZU

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance With Federal Law

U.S. Department of Transportation

NHTSA www.nhtsa.gov

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[redacted]

ISUZU MOTORS AMERICA, LLC
1400 SOUTH DOUGLASS ROAD
SUITE 100
ANAHEIM, CA 92806

PRSRT 1ST CLASS
U.S. POSTAGE
PAID
Whittier, CA
Permit No. 175

Continued from reverse.

If you have any problems obtaining the needed repair or believe that this repair has not been made within a reasonable time, you may contact:

National Owner Relations Department
Isuzu Motors America, LLC
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

If you still are not satisfied, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., 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. The National Highway Traffic Safety Administration Campaign ID number for this recall is 12V-406.

REIMBURSEMENT
Even through you may have already had this condition corrected, you will still need to take your vehicle to your service facility for additional repairs. If you have already paid for repairs for the recall condition, 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 you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience that this action may cause you.

Sincerely,

ISUZU MOTORS AMERICA, LLC

Tear Here

To mail card, tear at both perforations & remove this piece.

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 1569 ANAHEIM CA
POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

CUSTOMER RELATIONS
ISUZU MOTORS AMERICA LLC
1400 S DOUGLAS RD STE 100
ANAHEIM CA 92806-9966

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. 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 service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted:_____

17-Digit Vehicle Identification Number (VIN):_____

Mileage at Time of Repair: _____ Date of Repair:_____

Claimant Name (please print):_____

Street Address or PO Box Number:_____

City:_____ State:_____ ZIP Code:

Claimant Email:_____

Daytime Telephone Number (include Area Code):_____

Evening Telephone Number (include Area Code):_____

Amount of Reimbursement Requested: $_____

The following documentation must accompany this claim form.

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, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- 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:_____

If your claim is:
- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:
Isuzu Owner Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number:
1-800-255-6727
Or E-mail at: customerservice@isza.com