



CUSTOMER SATISFACTION CAMPAIGN

This notice applies to your vehicle, <VIN>

MAY, 2016

Dear Customer,

The purpose of this notice is to inform you that Isuzu Commercial Truck of America is conducting a customer satisfaction campaign that affects some 2012-2016MY Isuzu Stripped Chassis (Reach Vans) and 2011-2016MY NPR-HD trucks equipped with a diesel engine. Your [Year] model year Isuzu [Vehicle_Series], VIN [VIN], is involved in this campaign.

CONDITION

In some 2012-2016MY Isuzu Stripped Chassis (Reach Vans) and 2011-2016MY NPR-HD diesel trucks, the original factory-installed grease in the front wheel bearings may degrade under certain circumstances. If left unattended, the front wheel bearings could eventually seize or loosen. Typically this condition is preceded by a loud noise and can be avoided with timely servicing of the front wheel bearings.

FRONT WHEEL BEARING SERVICE SCHEDULE REMINDER

As noted in the Owner's Manual, the scheduled maintenance for the front wheel bearing assembly in your vehicle is every 30,000 miles or 24 months, whichever occurs first.

WHAT WE WILL DO

If your vehicle has 60,000 miles or less, Isuzu will replace the front wheel bearing grease. The front wheel bearings will also be inspected and, if they are found to have been damaged due to grease degradation, they will be replaced. This inspection and replacement will be performed one time up to 60,000 miles free of charge. **This free of charge service will be discontinued 24 months from the date of this notification.**

WHAT YOU SHOULD DO

Check the mileage on your vehicle. If your vehicle has 60,000 miles or less, we recommend you contact your Isuzu dealer as soon as possible and schedule an appointment to bring your vehicle in to have this service performed. Present this Owner Notification Letter at the time of your appointment or refer to customer satisfaction campaign bulletin CB16-E-001. Isuzu estimates the inspection and service will take approximately 2 hours. If the front wheel bearings require replacement, an additional 0.2 hours will be required. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate your nearest dealer please use the dealer locator on our website at www.isuzucv.com.

If your vehicle has over 60,000 miles and the front wheel bearings have not been serviced or you do not know if they have been serviced, we recommend that you contact your dealer to arrange for servicing of your front wheel bearings at your expense.

REIMBURSEMENT

The enclosed Reimbursement Claim Form explains what reimbursement is available and how to request reimbursement if you have paid for a repair as a result of front wheel bearing grease degradation. 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 Isuzu dealer. Wheel bearing maintenance will not be reimbursed. Please follow the instructions on the Reimbursement Claim Form provided to file a claim for reimbursement.

Isuzu Commercial Truck of America, Inc.
Customer Relations Department
1400 S. Douglass Road, Suite 100, Anaheim, CA 92806 *1-866-441-9638

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Even though you may have already had your front wheel bearings serviced or replaced, you are still eligible to have the front wheel bearings grease replaced for free in this campaign if your vehicle has 60,000 miles or less and you visit your Isuzu dealer within 24 months of this notification.

If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at 1-866-441-9638.

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.

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.

Customer Reimbursement Claim Form

If you have paid for a repair as a result of front wheel bearing grease degradation, 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 Isuzu dealer. Wheel bearing maintenance will not be reimbursed.

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 Customer Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number: 1-866-441-9638
Or Email: cvcs@icta-us.com