



## CUSTOMER SATISFACTION CAMPAIGN

### SECOND NOTICE

This notice applies to your vehicle, <VIN>

APRIL 2022

Dear Customer,

The purpose of this second notice is to inform you that Isuzu Commercial Truck of America, Inc. is conducting a customer satisfaction campaign that affects some 2012 – 2017MY Isuzu N-Series trucks equipped with 6.0L gasoline engines. Your <model year> model year Isuzu N-Series, VIN <VIN>, is involved in this campaign. Our records indicate that your vehicle has not yet received this campaign remedy.

#### WHAT IS THE CONDITION?

In some 2012 – 2017MY Isuzu N-Series trucks equipped with 6.0L gasoline engines, the E-98 and E-97 ground terminals may have excess tape or glue on the ground terminal surfaces from the engine harness manufacturing process. Over time, this condition may result in a poor ground connection. If the resistance of these grounds becomes too high, the engine may surge. If the engine surges as the vehicle is coming to a stop or just after it has stopped, and at the same time the driver is applying very light brake pressure (e.g., the driver only partially depresses the brake pedal or uses just the tip of their foot to press the brake pedal) or the driver is not applying any pressure on the brake pedal, the vehicle may move slightly.

#### WHAT WE WILL DO

Your Isuzu dealer will clean, inspect, and, if necessary, replace the E-98 and E-97 ground terminals. This service will be provided **free of charge**.

#### WHAT YOU SHOULD DO

We recommend you contact your Isuzu dealer to 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 CB21-N-001. We estimate this service may take approximately 26 minutes to perform. 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](http://www.isuzucv.com). If you have questions or concerns, please contact our Customer Relations Department at 1-866-441-9638.

#### REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this customer satisfaction campaign, 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. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

We regret any inconvenience 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**  
1400 S. Douglass Road, Suite 100, Anaheim, CA 92806 \*1-866-441-9638

DOC ID: ON\_a\_V2104\_20220411

## 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 Commercial Truck 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](mailto:cvcs@icta-us.com)