



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 17, 2011

MR. JEFFERY MARSEE
CHIEF REPRESENTATIVE, EMISSIONS & SAFETY
ISUZU MANUFACTURING SERVICES OF AMERICA
46401 COMMERCE CENTER DRIVE
PLYMOUTH, MI 48170-2473

NVS-215kjs
11V-415

SUBJECT: ECM SOFTWARE/CRUISE CONTROL DEACTIVATION

DEAR MR. MARSEE:

This letter serves to acknowledge Isuzu Manufacturing Services of America's (Isuzu) notification to the National Highway Traffic Safety Administration (NHTSA) of a defect in the vehicles listed below for which a safety recall campaign will be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ISUZU/NPR/2012
ISUZU/NQR/2012

NHTSA Campaign Number: 11V-415 **Mfg's Report Date:** August 15, 2011

Components: VEHICLE SPEED CONTROL

Potential Number of Units Affected: 614

Summary:

ISUZU IS RECALLING CERTAIN MODEL YEAR 2012 N-SERIES TRUCKS EQUIPPED WITH GASOLINE ENGINES, MANUFACTURED FROM APRIL 27, 2011, THROUGH JULY 26, 2011. DUE TO A CALIBRATION ERROR IN THE ECM SOFTWARE, IN THE EVENT OF A FAILURE OR MALFUNCTION OF THE BRAKE PEDAL SWITCH, APPLICATION OF THE BRAKE PEDAL WILL NOT CAUSE THE CRUISE CONTROL TO BE CANCELED.

Consequence:

THIS CONDITION COULD RESULT IN A VEHICLE CRASH.

Remedy:

ISUZU WILL NOTIFY OWNERS, AND DEALERS WILL REPROGRAM THE ECM SOFTWARE FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN LATE AUGUST OR EARLY SEPTEMBER 2011. OWNERS MAY CONTACT ISUZU AT 1-866-441-9638.

Notes:

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-423 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Therefore, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 1-202-366-5227, or by email at Kelly.Schuler@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for successful completion of this recall campaign.

Sincerely,



Ric Willard
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement