

**Part 573 Safety Recall Report****16V-105****Manufacturer Name :** Isuzu Technical Center of America, Inc.**Submission Date :** FEB 19, 2016**NHTSA Recall No. :** 16V-105**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Isuzu Technical Center of America, Inc

Address : 46401 Commerce Center Drive

Plymouth MI 48170-2473

Company phone : 866-441-9638

**Population :**

Number of potentially involved : 21

Estimated percentage with defect : 100

**Vehicle Information :**

Vehicle : 2016-2016 Isuzu NPR-HD, NPR-XD, NQR, NRR

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Isuzu incomplete heavy duty truck.

Production Dates : JUL 03, 2015 - SEP 02, 2015

**VIN (Vehicle Identification Number) Range**

Begin : JALC4W167G7002447

End : JALC4W167G7002447

 Not sequential VINs

Begin : JALE5W163G7301827

End : JALE5W163G7302654

 Not sequential VINs

Begin : JALE5W161G7901133

End : JALE5W160G7901186

 Not sequential VINs

Begin : JALC4W164G7K01214

End : JALC4W160G7K01341

 Not sequential VINs**Description of Defect :**

Description of the Defect : Due to typographical errors, the vehicle certification labels may not comply with the requirements of 49 C.F.R. § 567.

FMVSS 1 : 567 - Certification

FMVSS 2 : NR

Description of the Safety Risk : There is no safety risk.

Description of the Cause : Communication error between computer and label printer at Isuzu's Port.

Identification of Any Warning that can Occur : None

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

In October 2015, Isuzu was initially informed by one of its truck body builders that it had observed a typographical error on a certification label. Isuzu initiated an investigation to determine whether there were additional affected certification labels. Isuzu's investigation revealed that a miscommunication occurred between the certification label printing server and the printer when the label information was being transmitted to the printer. The issue was isolated only to certification labels that were printed on October 13, 2015. On February 12, 2016, Isuzu determined that a recall was necessary to correct any typographical errors on the certification labels.

**Description of Remedy :**

Description of Remedy Program : The customer will be provided a correct certification label.

How Remedy Component Differs from Recalled Component : Copies of the owner notification letter which includes the company's reimbursement plan will be submitted once it becomes available.

Identify How/When Recall Condition was Corrected in Production : Normal shutdown of computer and label printer at the end of the day corrected the condition the next day. Isuzu is now monitoring the process.

**Recall Schedule :**

Description of Recall Schedule : Isuzu does not yet have a schedule for notification.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported