



November 2016
Safety Recall 16V-797
Campaign Bulletin CB16-J-003

IMPORTANT SAFETY RECALL

STOPPER BRACKET INSTALLATION – 16V-797

(Transport Canada 2016-545)

To: Isuzu Commercial Truck Service Managers and Parts Managers

This notice, Safety Recall bulletin CB16-J-003 with sample owner letters and an affected dealer stock report (if applicable) are being sent to update you about Safety Recall – Stopper Bracket Installation 16V-797 (TC 2016-545) in certain Isuzu commercial vehicles.

AFFECTED VEHICLES

- **2014-2016 Isuzu NPR Gas & NPR Gas HD Vehicles**

Reminder: Federal law prohibits the sale and delivery to customers of any vehicle containing a safety defect. You must not deliver any covered vehicles to customers until after the vehicle has been remedied.

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in Model Year 2014-2016 Isuzu N-Series vehicles equipped with 6.0L gasoline engines. In the affected vehicles, the accelerator pedal assembly contains a steel stopper plate that is intended to stop the depression of the pedal when the plate contacts the stopper bolt that is fixed to a bracket on the floor panel. As a result of unintended lateral play, the stopper plate can be forced under the outer ridge of the stopper bolt, causing the accelerator pedal to remain in the open position. An open throttle can increase the risk of a crash.

CORRECTION

Dealers are to remove the stopper bolt and install a Stopper Bracket Assembly. This service will be performed for the customer at **no charge**.

PARTS AVAILABILITY

Initially, due to limited supply, remedy parts will be MAC coded and only available for repairing customer vehicles and vehicles pending immediate delivery. As soon as sufficient remedy parts supply becomes available, the MAC code will be removed and dealers will be able to order for their affected vehicles in inventory.

- **Customer Vehicles/Vehicles Pending Delivery** – Isuzu will expedite shipment of a few Stopper Bracket Assembly Kits to each dealer to be used for repairing customers' vehicles and vehicles pending immediate delivery. Additional parts may be ordered as needed. Place each order individually and contact your facing PDC to expedite the MAC code release.
- **Dealer Vehicle Inventory** – When sufficient remedy parts supply becomes available, the MAC code will be removed and dealers will be able to order parts to repair their inventory. Isuzu anticipates availability of sufficient parts for dealer inventory by mid-November, 2016.

OWNER NOTIFICATION

OWNER NOTIFICATION WILL BEGIN NOVEMBER 10, 2016.

Please ensure that all appropriate personnel within your dealership are aware of this Safety Recall – Stopper Bracket Installation 16V-797 (TC 2016-545) and that the necessary repairs are performed on all affected vehicles either in your inventory or brought into your dealership for repair per the above instructions.

**Isuzu Commercial Truck of America, Inc.
Customer Relations Department**

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