



**To: Dealer Executive Manager and Sales Manager**  
**From: ICTA Sales and Distribution**  
**Subject: 2014-16 NPR/NPR-HD Gas Recall Update**  
**Date: November 18, 2016**  
**Tab: Fleet & Distribution**

To ensure a high level of communication with our dealers concerning the status of trucks affected by the NPR and NPR-HD gas truck recall, please read the most current status listed below:

**Update**

On Thursday November 10<sup>th</sup>, 2016 the official recall notification letter was sent out to all 2014-2016 Isuzu gas NPR and NPR-HD owners. At the same time we have started receiving the required replacement parts to perform the retrofit at the Isuzu PDC and we have also shipped three replacement parts kits to our dealers so there are parts available for owners requiring the retrofit. Additionally, we expect to have an even greater number of replacement parts arrive early next week which should allow for us to remove the limitations on order quantities. Additionally, our Charlotte, MI production facility will begin retrofitting a limited number of units and shipments of vehicles could start as early as this week. To reach as many trucks as possible before they ship to our customers, plans are being put in place to retrofit Isuzu vehicles at the various Body Companies across the country. We will update all with those plans when available.

As mentioned above, we will begin shipments from Charlotte late this week and by next week – we should begin to see our shipment levels return to normal in addition to cutting into the backlog.

If you have any questions, please contact your District Sales Manager, or the Sales Support Team at 877-478-9828, prompt #1.