



NOVEMBER 2018
Safety Recall 18V-758
Campaign Bulletin CB18-E-001

IMPORTANT SAFETY RECALL
FTR TILT CAB LOCK LEVER POSITION REMINDER – 18V-758
(TRANSPORT CANADA 2018-590)

To: Isuzu Commercial Truck Service Managers and Parts Managers

This notice, Safety Recall bulletin CB18-E-001 with sample owner letters, affected dealer stock report (if applicable) and initial parts shipment report (if applicable) are being sent to update you about Safety Recall – FTR Tilt Cab Lock Lever Position Reminder in certain Isuzu commercial vehicles.

AFFECTED VEHICLES

- 2018-2019 model year Isuzu FTR vehicles (Wholesaled before October 29, 2018)

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 and 2019 model year FTR vehicles. The vehicle cab is designed so that it may be tilted forward to allow for vehicle service or maintenance to be performed, then lowered back into position and secured in place through use of the lock lever. We have learned of instances in which a vehicle operator has driven the vehicle without the lock lever having been pushed up to secure the cab in its locked position. If the vehicle is driven with the cab not secured in its locked position, the cab could tilt forward, increasing the risk of crash and/or injury.

CORRECTION

Isuzu dealers will install a cab unlock marker on the cab tilt lock lever, a tilt cab warning label on the back of the cab (if not previously factory installed), and will provide owners with an updated owner's manual. This service will be performed **free of charge** to the customer.

NOTE: It is not necessary to open a TAL case or generate a health report in order to submit a campaign claim.

VEHICLES INVOLVED

Involved are a limited number of Model Year 2018 and 2019 Isuzu FTR vehicles that were wholesaled before October 29, 2018.

PARTS INFORMATION

Dealers will be shipped an initial quantity of the cab unlock markers, cab warning labels and owner's manuals to complete immediate repairs for customer vehicles. Due to the limited number of affected vehicles, these parts will initially be MAC coded "A" to ensure availability for customer demand. Contact your facing Parts Distribution Center (PDC), if there is any question about the release timing for additional parts.

OWNER NOTIFICATION

OWNER NOTIFICATION WILL BEGIN NOVEMBER 30, 2018.

Please ensure that all appropriate personnel within your dealership are aware of this Safety Recall – FTR Tilt Cab Lock Lever Position Reminder and that the necessary repairs are performed on all affected vehicles either in your inventory or brought into your dealership for repair per the campaign bulletin.

Isuzu Commercial Truck of America, Inc.
Customer Relations Department
1400 S. Douglass Road, Suite 100, Anaheim, CA 92806 *1-866-441-9638

DOC ID: DN_18V758_20181130