

IMPORTANT SAFETY RECALL
NHTSA Recall 18V-758

This notice applies to your vehicle, [REDACTED]

NOVEMBER 2018

Dear Customer,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your vehicle [REDACTED] 2018 model year Isuzu FTR is involved in safety recall 18V-758.

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.


WHAT WE WILL DO

To correct this condition, Isuzu dealers will add new features to your vehicle aimed at reminding operators to properly secure the cab in its locked position by pushing the lock lever up. This service will be performed **free of charge**.

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB18-E-001. Isuzu estimates that the repair will take approximately 20 minutes to perform, but additional time may be necessary. To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com, click on the dealer locator link and enter your zip code or state. If you do not have access to a computer terminal please contact our Customer Relations Department at the number listed below.

Isuzu Commercial Truck of America
Customer Relations
1-866-441-9638

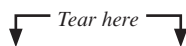
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If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>. We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

IMPORTANT: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.
Federal law requires that any vehicle lessor receiving this campaign notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.



Phone () - -
City
Address
Name

NEW ADDRESS INFORMATION



Signature
 Sold vehicle, new owner / address below
 Moved, new address below
 Totalled/scrapped
 Stolen
 Never owned

#18V-758
FTR Tilt Cab Lock Lever

Change of Ownership / Address

