



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 13, 2019

Mr. Jeffery Marsee
Chief Representative, Emission and Safety
Isuzu Technical Center of America, Inc.
46401 Commerce Center Drive
Plymouth, MI 48170-2473

NEF-150MR
19V-064

Subject: Incorrect Odometer Display/FMVSS 101

Dear Mr. Marsee:

This letter serves to acknowledge Isuzu Technical Center of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHEVROLET/LOW CAB FORWARD 4500/2019
CHEVROLET/LOW CAB FORWARD 5500/2019
ISUZU/NPR HD/2019
ISUZU/NPR XD/2019
ISUZU/NQR/2019
ISUZU/NRR/2019

Mfr's Report Date: February 8, 2019

NHTSA Campaign Number: 19V-064

Components:

ELECTRICAL SYSTEM: INSTRUMENT PANEL

Potential Number of Units Affected: 264

Problem Description:

Isuzu Technical Center of America, Inc. (Isuzu) is recalling certain 2019 Isuzu NPR-HD, NPR-XD, NQR, NRR, Chevrolet 4500HD, 4500XD, 5500HD, and 5500XD. The odometer accurately measures the distance traveled in miles, but erroneously indicates that they are kilometers in the LCD display instead of miles.

Consequence:

An incorrect odometer reading could lead to an unintended delay in critical safety related maintenance, potentially impairing the safe operation of the vehicle and increasing the risk of a crash.

Remedy:

Isuzu will notify customers and dealers to inspect the odometer LCD on their vehicle. If the distance traveled is listed as 'mi' (miles), the customer or dealer will be requested to inform Isuzu and the recall for that vehicle will be deemed complete. If the distance is listed as 'km' (kilometers), the customer will be requested to take the vehicle to the dealer, and the dealer will replace the meter cluster with one that indicates 'mi' (miles). The new odometer will be reprogrammed to reflect the number of miles traveled that was

indicated on the original odometer. The recall is expected to begin in March 2019. Isuzu owners may contact Isuzu customer service at 1-866-441-9638, GM owners may contact GM customer service at 1-800-862-4389.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please amend the recall filing to provide the populations of the individual models, if known.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.



Kareem Habib
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement