



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

1200 New Jersey Avenue SE
Washington, DC 20590

September 23, 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-647

Subject: Loss of Electrical Power at Relay

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 3500/2017-2019
CHEVROLET/LOW CAB FORWARD 4500/2017-2019
CHEVROLET/LOW CAB FORWARD 6500/2018-2019
ISUZU/FTR/2018-2019
ISUZU/N-SERIES/2017-2019

Mfr's Report Date: September 9, 2019

NHTSA Campaign Number: 19V-647

Components:

ELECTRICAL SYSTEM:WIRING

Potential Number of Units Affected: 16,766

Problem Description:

Isuzu Technical Center of America, Inc. (Isuzu) is recalling certain 2017-2019 N-GAS HD and Chevrolet Low Cab Forward 3500 and 4500 vehicles and 2018-2019 Isuzu FTR and Chevrolet Low Cab Forward 6500XD vehicles. The power supply bolt in the relay box may not have been properly tightened during harness production at the supplier. This may lead to melting of the power wire and/or a loss of electrical power to the vehicle, which can lead to a stall.

Consequence:

A stall can increase the risk of a crash.

Remedy:

Isuzu will notify owners, and dealers will inspect the relay box power supply bolt, tightening it as necessary. If the harness or relay box is found to be damaged, it will be replaced or repaired, free of charge. The recall is expected to begin October 25, 2019. Owners may contact Isuzu customer service at 1-866-441-9638. Isuzu's number for this recall is V1905.

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.

We have received Isuzu's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement