



STOP SALE AND DELIVERY – SAFETY RECALL

Date: September 09, 2019

Subject: Stop Sale and Delivery for Upcoming Safety Recall

Affected Models:

- **2018-2019MY Isuzu FTR Vehicles**
 - **2017-2018MY Isuzu N-Gas Vehicles**
- Wholesaled on or before 9/9/2019**

To: Isuzu Dealer Principal, Sales Manager and Service Manager

Effective immediately, stop the sale and delivery of affected vehicles in your inventory, even if a customer has purchased an affected vehicle. We are in the process of taking steps to address a safety related defect in these vehicles. **Federal law prohibits the sale and delivery to customers of any vehicle containing a safety defect. You must not deliver any covered vehicles to customers until after the vehicle has been remedied.**

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2019MY Isuzu FTR and 2017-2019MY Isuzu N-Gas vehicles wholesaled on or before 9/9/2019. In some of the affected 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 an engine stall. If the bolt is loose, the vehicle could lose electrical power and stall while being driven, increasing the risk of a crash.

WHAT WE WILL DO

Isuzu Commercial Truck of America, Inc. has issued this notice, an affected inventory report (for dealers with involved inventory) and Campaign Bulletin CB19-N-002. The bulletin provides recall remedy instructions. This recall also supersedes the Fuse Box Bolt Dealer Service Campaign (V1904). Vehicles with an “Open” status for campaign V1904 will be reassigned to this new safety recall (V1905).

WHAT YOU SHOULD DO

Confirm the affected vehicles in dealer inventory, open a repair order referencing this Stop Sale and perform the procedure provided Campaign Bulletin CB19-N-002. Vehicles that were inspected as part of dealer service campaign V1904 do not require any further action. If you still need to submit for reimbursement for V1904, please follow the information provided in the Warranty Information section of bulletin CB19-N-002.

IMPORTANT: Always confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS).

You will receive another notice regarding owner notification as well as a version of the campaign bulletin containing a sample owner letter as soon as the owner notification schedule is available and owner letter has been approved by NHTSA.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

**Isuzu Commercial Truck of America, Inc.
Customer Relations Department**

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