



STOP SALE AND DELIVERY – SAFETY RECALL

Date: November 20, 2019

Subject: Stop Sale and Delivery for Upcoming Safety Recall

Affected Models:

- **2019 and 2020 Isuzu N-Series Vehicles (and one 2017 Isuzu N-Series Vehicle) Equipped with Diesel Engines**

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 2017, 2019 and 2020 Isuzu N-Series vehicles equipped with diesel engines. In some of the affected vehicles, the outer rear wheel lug nuts may not have been properly tightened and/or torqued when installed onto the rear axles at the Baltimore port. The lug nuts may loosen and the wheel may ultimately separate from the vehicle, increasing the risk of a crash and/or injury to persons or property.

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-E-002, which provides the recall remedy instructions.

WHAT YOU SHOULD DO

Confirm the affected vehicles in dealer inventory, open a repair order referencing this Stop Sale and perform the remedy procedure set forth Campaign Bulletin CB19-E-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 revised campaign bulletin containing sample owner letters as soon as the owner notification schedule is available and once the owner letter has been approved by NHTSA.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.