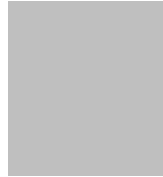




**IMPORTANT NONCOMPLIANCE RECALL**  
**NHTSA Recall 19V-064**

This notice applies to your vehicle, [REDACTED]



MARCH 2019

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your vehicle [REDACTED] 2019 model year Isuzu N-Series is involved in noncompliance recall 19V-064.

**WHAT IS THE CONDITION?**

Isuzu Motors Limited has decided that certain 2019 model year Isuzu N-Series trucks produced between August 24, 2018 and November 17, 2018 and equipped with 5.2L (4HK1) diesel engines fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 101. Some vehicles may have an odometer which accurately records the distance traveled in miles, but erroneously indicates “km” in the LCD display. The vehicle odometer display may incorrectly list the distance traveled in kilometers when it is actually being recorded in miles. 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.

**WHAT WE WILL DO**

An Isuzu dealer will inspect and if necessary replace the meter cluster with one that has an odometer LCD that indicates “mi” (miles). The new odometer will be reprogrammed to reflect the number of miles traveled that was indicated on the original odometer. This service will be performed **free of charge**.

**WHAT YOU SHOULD DO**

Inspect the odometer LCD on your vehicle. If the distance traveled indicates “mi” miles, the display is correct. Please complete the odometer check postcard included with this letter and drop it in the mail to inform us of your inspection result. No additional action is required. If the distance traveled indicates “km” kilometers, the meter cluster must be replaced. If you prefer not to perform the inspection yourself or have completed the inspection and determined the meter cluster indicates “km” kilometers, please contact your Isuzu dealer to schedule an appointment to have the meter cluster replaced **free of charge**. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Bulletin CB19-N-001A. Isuzu estimates that the repair will take approximately 24 minutes to perform, but additional time may be necessary. To locate the nearest Isuzu dealer you can visit our website at [www.isuzucv.com](http://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**

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>.

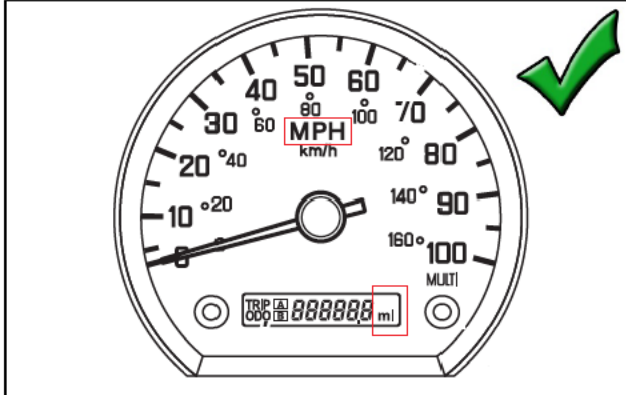
We regret any inconvenience which this action may cause you.

Sincerely,

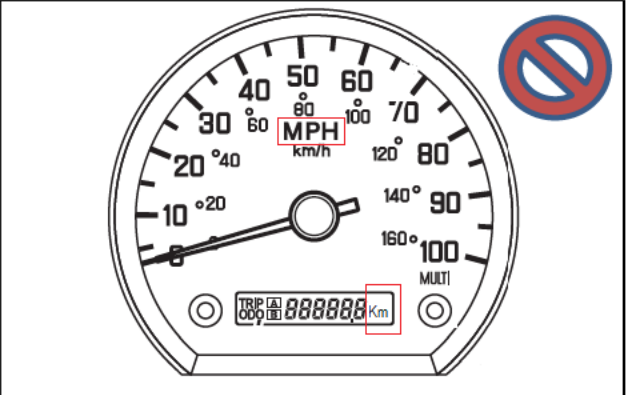
Isuzu Commercial Truck of America, Inc.

*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 recall 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.*



USA OK Speedometer/Odometer  
MPH = "mi"



USA Noncompliance  
Speedometer/Odometer  
MPH ≠ Km



## *Customer Campaign Completion*

### *Incorrect Odometer Display Noncompliance Recall 19V-064*

I have verified that the distance traveled indicates “mi” on my odometer LCD display.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**AFFECTED VIN**




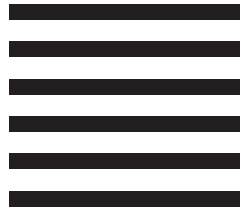


NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL      PERMIT NO. 106      ANAHEIM, CA

POSTAGE WILL BE PAID BY ADDRESSEE

  
ISUZU COMMERCIAL TRUCK, INC.  
CUSTOMER RELATIONS  
PO BOX 66011  
ANAHEIM CA 92816-9900





***Change Of  
Ownership / Address***

***19V-064***

***Incorrect Odometer Display***

Never owned / /  
Date

Stolen / /  
Date

Totaled/scrapped / /  
Date

Moved, new address below

Sold vehicle, new owner / address below

VIN#

*Signature*

**NEW ADDRESS INFORMATION**

Name

Address

City               State   Zip


Phone (    )    -



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 106 ANAHEIM, CA

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