

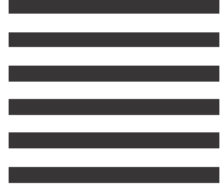


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



↑ Tear here ↑

ISUZU

ISUZU COMMERCIAL TRUCK OF AMERICA, INC.
1400 SOUTH DOUGLASS ROAD
SUITE 100
ANAHEIM, CA 92806

PRSR 1ST CLASS
U.S. POSTAGE
PAID
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Permit No. 175



IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance
With Federal Law

NHTSA
www.nhtsa.gov

SAFETY RECALL NOTICE



IMPORTANT SAFETY RECALL
NHTSA Recall 19V-467

This notice applies to your vehicle, [REDACTED]

JULY 2019

Dear Customer,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your vehicle [REDACTED] 2019 model year Isuzu FTR is involved in safety recall 19V-467.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018, 2019 and 2020 model year FTR vehicles. The jam nut for the steering stopper bolt on the left-front knuckle may loosen and allow the bolt to back away from the steering knuckle. This could result in an increase in the turning radius of the vehicle in left turns. A change in turning radius could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash.

WHAT WE WILL DO

Isuzu dealers will replace the existing left and right jam nuts with a Grade 8 jam nut, torque the nut to a new torque specification and apply Loctite to the nut and bolt. Where a bolt is damaged or missing the assembly will be replaced along with a Grade 8 jam nut. This service will be performed **free of charge**.

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB19-E-001. Isuzu estimates that the repair may take up to 1½ hours to perform, but additional time may be necessary. To locate the nearest Isuzu dealer you can visit our website at 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.

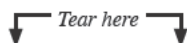
Isuzu Commercial Truck of America
Customer Relations
1-866-441-9638

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 campaign 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.



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NEW ADDRESS INFORMATION



#19V-467
Steering Stop
Jam Nut Replacement

Signature

Never owned _____ Date / _____

Stolen _____ Date / _____

Totaled/scrapped _____ Date / _____

Moved, new address below

Sold vehicle, new owner / address below

Change of Ownership / Address

