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# ISUZU

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

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Issued in Accordance With Federal Law





# **SAFETY RECALL NOTICE**



## IMPORTANT SAFETY RECALL NHTSA Recall 19V-647

This notice applies to your vehicle, 5

OCTOBER 2019

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle 2017 model year Isuzu NPRGASHD is involved in safety recall NHTSA 19V 647.

#### 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 dealers are to inspect and torque the power supply bolt in all affected vehicles. During the inspection, the harness and relay box will be checked for damage and any excess insulation. If there is any excessive insulation, the bolt will be removed, the excess insulation will be trimmed away and the bolt will then be torqued to the appropriate specification. If the harness or relay box is found to be damaged it will be repaired or replaced. 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 N 002B. Isuzu estimates that the repair may take up to 48 minutes to perform, but additional time may be necessary. To locate the nearest Isuzu dealer you can visit our website at <a href="https://www.isuzucv.com">www.isuzucv.com</a>, 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 <a href="http://www.safercar.gov">http://www.safercar.gov</a>. 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.

