

Chronology of Defect / Noncompliance Determination

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Describe the chronology of events leading up to the defect decision or test data for the noncompliance decision: (2000)

In October 2018, Isuzu received information from a Canadian dealership that the odometer LCD in several of its stock vehicles indicated “miles” instead of “kilometers”. Isuzu sought additional information about the issue and inspected Canadian vehicles located at ports to ensure that the odometer LCD was displaying the label “km”. After receiving the returned parts from the Canadian dealer in November 2018, Isuzu found that the meter clusters had been improperly assembled by the supplier. The meter clusters for these vehicles had received an odometer LCD that was intended for U.S. vehicles (and thus listed “mi” in the display) instead of a Canadian odometer LCD that indicated “km”. Late that same month, Isuzu received information from one of its port facilities that a few units manufactured for the U.S. market listed “kilometers” instead of “miles” on the odometer LCD. Isuzu instructed that port facility to inspect the meter clusters on all of its vehicles.

Isuzu received an additional report of an incorrect odometer display for a U.S. vehicle in December 2018. Investigation found that in three separate meter cluster lots, the supplier’s assembly personnel did not check the part numbers for the odometer LCD prior to installation in the cluster. The supplier identified that it had modified its photographic process for checking the accuracy of the odometer metric (“km” or “mi”) on the LCD, which resulted in allowing certain LCDs with an inaccurate metric to be released. Isuzu initiated an inspection protocol for the meter clusters for all port vehicles and took steps to replace any that displayed the incorrect metric on the odometer LCD.

In January 2019, Isuzu considered what type of field campaign would be appropriate to address this issue and observed that similar past field actions by other manufacturers were conducted as both service campaigns and as safety or noncompliance campaigns. Isuzu considered the language and requirements of FMVSS 101 which does not directly speak to the situation impacting the Isuzu vehicles - where the numerical distance traveled is correct, but the unit of measurement on the LCD is not listed accurately. After consulting with the agency on January 28, 2019, Isuzu decided to conduct a noncompliance recall to address this issue.