



STOP SALE AND DELIVERY – SAFETY RECALL

Date: January 17, 2020

Subject: Stop Sale and Delivery for Upcoming Safety Recall

Affected Models:

- 2019MY Isuzu N-Gas Vehicles Produced Between November 8, 2019 and November 25, 2019
- 2020MY Isuzu N-Diesel Vehicles Produced Between August 23, 2019 and September 14, 2019

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 2019MY Isuzu N-Gas vehicles produced between November 8, 2019 and November 25, 2019; and 2020MY Isuzu N-Diesel vehicles produced between August 23, 2019 and September 14, 2019. In some of the affected vehicles, the belt webbing locking mechanism (which is applied by the rapid movement of the seat belt) may not function. Occupants may not be restrained as designed and/or may become unrestrained if the separate G-sensor locking mechanism becomes unavailable, increasing the risk of injury in the event of a crash.

WHAT WE WILL DO

Isuzu Commercial Truck of America, Inc. has issued this notice, an affected inventory report for the 800 vehicles (approximately) in dealer inventory, and Campaign Bulletin CB20-C-001, which provides inspection and replacement instructions. Dealers with affected inventory will be shipped an initial quantity of replacement parts in order to complete immediate repairs should inspection lead to replacement.

WHAT YOU SHOULD DO

Confirm the affected vehicles in dealer inventory using the Isuzu Vehicle Information System (IVIS), open a repair order referencing this Stop Sale and perform the inspection and, if necessary, the replacement as set forth Campaign Bulletin CB20-C-001. Order additional parts only if and to the extent your seat belt inspections have determined replacement belts are needed.

IMPORTANT: Always confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Information 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.

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