



## **STOP SALE AND DELIVERY – SAFETY RECALL**

**Date: November 20, 2020**

**Subject: Stop Sale and Delivery for Upcoming Safety Recall**

**Affected Models:**

- Certain 2020MY N-Series Crew Cab Vehicles with Gasoline Engines 6.6 L8T

**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 2020MY N-Series crew cab vehicles with gasoline engines 6.6 L8T. In the affected vehicles, the chassis harness and the coolant return hose from the radiator to the reservoir (surge hose) are located near the edge of the cab floor panel. During normal driving, the harness and/or hose could potentially chafe from contact with the cab floor panel. Continued chafing could cause wear in the harness and/or hose, ultimately causing a hole in the hose with the potential for engine coolant to leak and/or causing damage to the harness with the potential for a short circuit. Leaking engine coolant and/or a damaged wire harness may result in a no-start condition, engine stall, or thermal event, increasing the risk of a crash or fire.

**WHAT WE WILL DO**

Isuzu Commercial Truck of America, Inc. has issued this notice and, if applicable, an affected inventory report (approximately 24 vehicles are in dealer inventory). **On Monday, November 23, 2020, dealers with affected vehicles will be force-shipped an initial quantity of remedy parts and the campaign bulletin will be published.**

**WHAT YOU SHOULD DO**

After confirming there are affected vehicles in your dealer's inventory, using the Isuzu Vehicle Information System (IVIS), open a repair order referencing this Stop Sale for each affected NEW vehicle in your inventory and hold the vehicle until the campaign bulletin is released.

**IMPORTANT:** Always confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Information System (IVIS).

You will receive information about owner notification in the near future.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.