

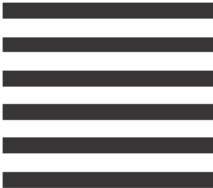


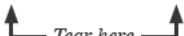

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

FIRST CLASS MAIL
U.S. POSTAGE
PAID
Whittier, CA
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



NHTSA Recall 20V-193

MAY 2020

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle [REDACTED] 2019 model year Isuzu NPRGAS is involved in safety recall NHTSA 20V-193.

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 July 8 and July 12, 2019. In some of the affected vehicles, the brake line clip(s) for the rear driver side brake line (which is routed inside the passenger side frame rail) may have been incorrectly installed, potentially allowing the brake line to make contact with a grounding bolt. Repeated contact with the bolt could compromise the rear driver side brake line, leading to a loss of brake fluid and resulting in a drop in the hydraulic brake pressure and a reduction or loss of the rear driver side braking performance. All of the remaining brakes (front, passenger side rear and parking brake) will continue to operate normally. If the rear driver side brake fails, the braking performance of the vehicle can be reduced, increasing the risk of a crash.

WHAT WE WILL DO

Dealers will inspect the brake line mounting clips to determine if they were installed correctly. If the clips are not installed correctly, the brake line will be 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 CB20-H-001A. We estimate that the inspection may take up to 18 minutes to perform. However, additional time may be necessary due to the dealer's schedule and/or if it is necessary to replace the brake line. To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com or 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.nhtsa.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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[illegible]

NEW ADDRESS INFORMATION

Signature _____

☐ Sold vehicle, new owner / address below

☐ Moved, new address below

☐ Totalled/scrapped _____/_____/_____
Date

☐ Stolen _____
Date _____

☐ Never owned _____ Date _____

Brake Line Clip Inspection
and Installation - 20V-193

Change of Ownership / Address

02051