

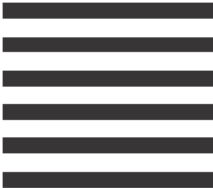


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

PRSRT 1ST CLASS
U.S. POSTAGE
PAID
Whittier, CA
Permit No. 175

1*****AUTO**ALL FOR AADC 900



IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of
Transportation

Issued in Accordance
With Federal Law

NHTSA
www.nhtsa.gov

SAFETY RECALL NOTICE



IMPORTANT SAFETY RECALL
NHTSA Recall 20V-195

This notice applies to your vehicle, 5 [REDACTED]

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 FTR is involved in safety recall NHTSA 20V-195.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018- 2020MY Isuzu FTR vehicles produced between February 6, 2018 and February 5, 2020. In the affected vehicles, the chassis wire harness outside the relay box was improperly routed. As routed, it can contact the suspension's leaf spring hanger bracket, causing the harness to chafe and the wires to be damaged. Depending on which of the wires within the harness is affected, different systems could be impacted, yielding varying possible results including the possibility of a vehicle stall and/or reduced functionality of the ABS brake system. These results could increase the risk of a crash.

WHAT WE WILL DO

Isuzu dealers will inspect the chassis harness and install additional clamps to ensure the wire harness is secured away from the hanger bracket. If the wire harness is chafed, 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 CB20-N-001A. We estimate that the repair may take up to 30 minutes to perform. However, additional time may be necessary due to the dealer's schedule and/or if harness repair or replacement is necessary. 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

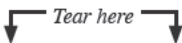
If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the 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.



Phone () - -
City
Address
Name

NEW ADDRESS INFORMATION

Signature
☐ Sold vehicle, new owner / address below
☐ Moved, new address below
☐ Totaled/scrapped Date /
☐ Stolen Date /
☐ Never owned Date /

**Clip Installation and
Harness Inspection – 20V-195**

Change of Ownership / Address

