

ISUZU

*1400 South Douglass Road, Suite 100
Anaheim, California 92806*



IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



SAFETY RECALL NOTICE



IMPORTANT SAFETY RECALL

NHTSA Recall 20V-721

This notice applies to your vehicle, [REDACTED]

DECEMBER 2020

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle, [REDACTED] 2020 model year Isuzu N-Series is involved in safety recall NHTSA 20V-721.

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 6.6L gasoline engines. 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 chafe from contact with the cab floor panel. Continued chafing could lead to wear in the harness and/or hose, ultimately causing a hole in the hose from which engine coolant could 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 dealers will install additional retention parts and an edge protector to ensure adequate clearance and protection. 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-J-001A. We estimate that the repair may take up to 42 minutes to perform. However, additional time may be necessary due to the dealer's schedule. 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 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 recall 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.

Isuzu Commercial Truck of America, Inc.
Customer Relations Department
1400 S. Douglass Road, Suite 100, Anaheim, CA 92806 *1-866-441-9638

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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

