

IMPORTANT SAFETY RECALL

NHTSA Recall 21V-861

This notice applies to your vehicle, [REDACTED]

DECEMBER 2021

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your 2018 model year F-Series vehicle, VIN [REDACTED] is involved in safety recall 21V-861.

WHAT IS THE CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in 2018, 2019, 2020 and 2021 model year F-Series vehicles. The jam nut for the steering stopper bolt on the left side may loosen and allow the bolt to back away from the steering knuckle. This could result in an increase in the turning radius of the vehicle in left turns, which could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash. A prior recall (19V-467) was conducted to address this issue, but Isuzu has identified this condition on vehicles that were remedied in that campaign as well as those that were produced after a change in production intended to prevent the condition. For this reason, even if you obtained the remedy in that prior recall, you need to plan to participate in this campaign as well.

We are working hard to secure replacement parts to repair your vehicle, as set forth below. Unfortunately, parts are not yet available. We will notify you once parts become available and ask you to bring your vehicle to an Isuzu dealer at that time.

WHAT WE WILL DO

Isuzu dealers will replace one or more parts of both the right and left side stopper bolt assemblies, which will include a newly designed Jam Nut. This service will be performed **free of charge**.

PARTS ARE NOT CURRENTLY AVAILABLE for this remedy. We are working as quickly as possible to obtain the necessary parts. When parts become available, we will send you another notice.

WHAT WE WILL DO

Please pay special attention to the turning radius of your vehicle and allow additional clearance when making sharp left turns. If at any point before you receive the second notice you believe your vehicle is having a problem with its turning radius in left turns, please promptly contact your dealer to schedule an appointment. Present this Owner Notification Letter and/or mention recall number 21V-861 at the time of your appointment. The dealer will check to determine whether there is a problem with the stopper bolts. If the dealer finds that the stopper bolt is causing a problem with your vehicle's steering, the dealer will contact Isuzu Commercial Truck of America to obtain instructions for a temporary repair and will then implement that temporary repair. However, you will still need to bring your vehicle back to the dealer after you receive a letter notifying you that the remedy parts have become available.

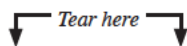
If you have any questions or concerns, please call Isuzu Customer Relations at 1-866-441-9638. If you are still not satisfied, you may write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's toll-free Vehicle Safety Hotline at 1-888- 327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.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.*



Form fields for Name, Address, City, State, Zip, and Phone.

NEW ADDRESS INFORMATION



Form fields for Signature, Date, and checkboxes for vehicle status (Never owned, Stolen, Totaled/scrapped, Moved, Sold).

FTR Stopper Bolt Safety Recall 21V-861

Change of Ownership / Address



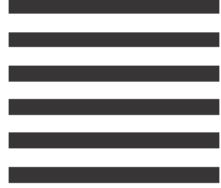


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NECESSARY
IF MAILED
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UNITED STATES

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



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IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law




SAFETY RECALL NOTICE

