



AUGUST 2022
Safety Recall 22V-497 (NHTSA)
Campaign Bulletin CB22-K-001

IMPORTANT SAFETY RECALL

INCORRECT TRANSMISSION INSTALLED – 22V-497

To: Isuzu Commercial Truck Service Managers and Parts Managers

This notice and Campaign Bulletin CB22-K-001 are being sent to inform you about Safety Recall – Incorrect Transmission Installed in certain Isuzu commercial vehicles. Our records indicate your dealer last serviced one of the below affected VINs. While we will be mailing a notification to the customer directly, we request you also reach out to the customer and attempt to schedule an appointment to remedy their vehicle.

AFFECTED VEHICLES

- 2022MY Isuzu FTR (See affected 2 VINs below)

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022MY Isuzu FTR vehicles. The affected FTR vehicles were erroneously built with the 2022 MY FVR (Class 7 truck) transmission, which does not have a parking pawl. When the transmission shift lever is set to the Park “P” position in the PRNDL, there is no parking pawl inside the transmission to engage the Park position. If the parking brake is not applied in this condition, the truck can roll away, **which could lead to a crash.**

CORRECTION

You (the Isuzu dealer) are to replace the existing transmission with the correct and new 2022MY FTR (Class 6 truck) transmission, which includes the parking pawl. This service will be performed **free of charge.**

PARTS

The Allison Transmission must be requested when the customer appointment is set or when the affected vehicle arrives at your location, whichever occurs first. Request the replacement transmission by sending an email to ICTA.Warranty@icta-us.com. In the subject line for the email, please type “22V-497 Allison Part Request”. In the body of the email, please include the following information pertaining to the subject vehicle:

- VIN
- Mileage (approximate is OK)
- Appointment Date for the repair. If the vehicle is already at your dealership, please state that in the email
- Preferred shipping address
- Contact name
- Contact phone number

These details are required to ensure the replacement transmission is shipped to the correct location.

OWNER NOTIFICATION

OWNER NOTIFICATION WILL BEGIN AUGUST 25, 2022.

Please ensure that all appropriate personnel within your dealership are aware of this Safety Recall – Incorrect Transmission Installed.

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