

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



www.isuzu.gov

SAFETY RECALL NOTICE



IMPORTANT SAFETY RECALL

NHTSA Recall 22V-497

This notice applies to your vehicle, [REDACTED]

AUGUST 2022

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle [REDACTED] 2022 model year Isuzu FTR vehicle is involved in safety recall NHTSA 22V-497.

WHAT IS THE 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.**

WHAT WE WILL DO

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

WHAT YOU SHOULD DO

Contact your Isuzu dealer to schedule an appointment. Although not necessary, making the appointment will allow Isuzu to schedule delivery of the new, replacement, transmission to your servicing dealer. Please present this Owner Notification Letter or refer to Campaign Service Bulletin CB22-K-001 at the time of your appointment. We estimate that the transmission replacement will take 5 hours to perform. However, additional time may be necessary depending on how appointments are scheduled, processed and the delivery of the new transmission. 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 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

DOC ID: ON_22V497_20220825

