



STOP SALE AND DELIVERY – SAFETY RECALL

Date: June 21, 2024

Subject: Stop Sale and Delivery for Safety Recall

Affected Models:

- **Certain 2025MY F-Series Vehicles Produced Between 4/19/2024 – 5/13/2024**

To: Isuzu Dealer Principal, Sales Manager and Service Manager

Effective immediately, stop the sale and delivery of affected vehicles in your inventory, even if a customer has purchased an affected vehicle. We are in the process of taking steps to address a safety-related defect in these vehicles. **Federal law prohibits the sale and delivery to customers of any vehicle containing a safety defect. You must not deliver any covered vehicles to customers until after the vehicle has been remedied (or, in this case, as to affected vehicles that are/have been inspected and found not to require any physical repairs, until after we have instructed you via the campaign bulletin to put a Campaign Label on the vehicle).**

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in thirty-eight (38) 2025MY F-Series vehicles produced between 4/19/2024 and 5/13/2024. The affected vehicles may have been built with tie rod ball studs that were subjected to an improper heat treatment, which results in tie rods that do not meet material design strength requirements and are vulnerable to the ball studs fracturing. If one or more of the ball studs within the tie rod fractures, the center link can detach from the steering knuckle, resulting in a sudden loss of steering control and **increasing the risk of a crash.**

WHAT WE WILL DO

Isuzu Commercial Truck of America, Inc. has issued this notice, and campaign bulletin CB24-E-001 for dealers to complete the inspection of the 38 affected vehicles, all of which are in dealer inventory or in the possession of body builders. We are in the process of preparing a service procedure and procuring parts to remedy those among the 38 affected vehicles that require new tie rod assemblies. You will receive another notice, and the campaign bulletin will be updated, when the service procedure and parts are available.

WHAT YOU SHOULD DO

In the meantime, if you have not already done so, confirm the affected vehicles are in dealer inventory, open a repair order referencing this Stop Sale and follow the instructions in the campaign bulletin. Vehicles that require tie-rod assembly replacement must remain on hold **and are not to be driven** until further notification is received.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.