



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 11, 2025

Mr. Jeffery Marsee
Chief Representative, Emission and Safety
Isuzu Motors Limited
46401 Commerce Center Drive
Plymouth, MI 48170-2473

NEF-107HG
25V-217

Subject: Loss of Drive Power from Cooling Pump Failure

Dear Mr. Marsee:

This letter serves to acknowledge Isuzu Motors Limited's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ISUZU/NRR EV/2025

Mfr's Report Date: April 8, 2025

NHTSA Campaign Number: 25V-217

Components:

ENGINE AND ENGINE COOLING:COOLING SYSTEM:PUMP

Potential Number of Units Affected: 73

Problem Description:

Isuzu Motors Limited (Isuzu) is recalling certain 2025 NRR EV trucks. Due to mix of incompatible coolants, debris may build up in the cooling system, causing the cooling pump to fail.

Consequence:

A cooling pump failure can cause a loss of drive power, increasing the risk of a crash.

Remedy:

Dealers will replace the cooling pump, flush the cooling systems, and update the owner's manual, free of charge. Owner notification letters are expected to be mailed May 30, 2025. Owners may contact Isuzu customer service at 1-866-441-9638. Isuzu's number for this recall is V2502.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171) or go to www.safercar.gov.

Please ensure the following requirements are met:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

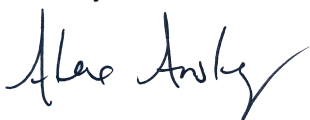
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Isuzu Motors Limited's contact for this recall will be Hensly Guerra who may be reached by email at hensly.guerra1@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement