



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

# Part 573 Safety Recall Report

## 25V630

**Manufacturer Name:** Isuzu Motors Limited

**Submission Date:** Sep 25, 2025

**NHTSA Recall No.:** 25V630

**Manufacturer Recall No.:** V2504

### Manufacturer Information

### Population

**Manufacturer Name:** Isuzu Motors Limited

**Address:** 46401 Commerce Center  
Drive  
Plymouth MI, 48170-2473

**Total number of potentially involved:** 11,385

**Estimated percentage with defect:** 10%

### Vehicle Information

**Vehicle 1:** 2023-2026 CHEVROLET 7500XD

**Product Category:** Buses, Medium & Heavy Vehicles

**Product Type:** Truck

**Fuel / Propulsion:** Compression Ignition Fuel

**Production Dates:** Oct 12, 2022 - Mar 19, 2025

**Number of potentially involved:** 43

**Descriptive Information:**

This recall applies to all 2022MY-2026MY Isuzu FTR/FVR and Chevrolet 6500XD/7500XD model vehicles equipped with a factory-installed fuel heater prior to the Stop Ship issued on September 12, 2025

**Vehicle 2:** 2022-2026 ISUZU FVR

**Product Category:** Buses, Medium & Heavy Vehicles

**Product Type:** Truck

**Fuel / Propulsion:** Compression Ignition Fuel

**Production Dates:** Oct 06, 2021 - Aug 06, 2025

**Number of potentially involved:** 882

**Descriptive Information:**

This recall applies to all 2022MY-2026MY Isuzu FTR/FVR and Chevrolet 6500XD/7500XD model vehicles equipped with a factory-installed fuel heater prior to the Stop Ship issued on September 12, 2025.

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**Vehicle 3:** 2022-2026 CHEVROLET 6500XD

**Product Category:** Buses, Medium & Heavy Vehicles

**Product Type:** Truck

**Fuel / Propulsion:** Compression Ignition Fuel

**Production Dates:** Feb 23, 2022 - Mar 31, 2025

**Number of potentially involved:** 491

**Descriptive Information:**

This recall applies to all 2022MY-2026MY Isuzu FTR/FVR and Chevrolet 6500XD/7500XD model vehicles equipped with a factory-installed fuel heater prior to the Stop Ship issued on September 12, 2025.

**Vehicle 4:** 2022-2026 ISUZU FTR

**Product Category:** Buses, Medium & Heavy Vehicles

**Product Type:** Truck

**Fuel / Propulsion:** Compression Ignition Fuel

**Production Dates:** Oct 05, 2021 - Aug 14, 2025

**Number of potentially involved:** 9,969

**Descriptive Information:**

This recall applies to all 2022MY-2026MY Isuzu FTR/FVR and Chevrolet 6500XD/7500XD model vehicles equipped with a factory-installed fuel heater prior to the Stop Ship issued on September 12, 2025.

### Defect / Noncompliance Description

**Description of the defect or noncompliance:**

Isuzu has received reports of engine no starts, fuel leakage, and melting of the fuel heater in the affected vehicles. Based on Isuzu's investigation the cause was found to be the presence of an air pocket within the suction port of the fuel filter head. According to the fuel filter assembly supplier, the presence of an air pocket around the fuel heating element results in localized overheating of the fuel heater's connection terminals. Over time as the heater cycles on and off, resistance slowly increases between the connection pins within the housing and the mating connectors of the main heating element. Due to the higher resistance values, temperatures at the connection pin and the heater element connection increase and eventually exceed the temperature limits of the Nylon PA66 material of the fuel heater housing, resulting in melting of the material. When this occurs, fuel begins to seep into the sealed electrical connector. With continued use, the circuit resistance further increases, which in turn results in temperatures that can increase to the point of melting the metal connection terminals. If this occurs, it may result in an engine no start or hard start condition and may also result in melting of the external nylon housing or internal metal electrical terminals, which increases the risk of a fire.

**FMVSS1:**

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## FMVSS2:

### Description of the safety risk, including crash, fire, death, injury:

If the fuel heater overheats, fuel may enter the electrical connector, increasing the risk of fire.

### Description of the cause:

Isuzu receives the fuel filter assembly as a complete unit from the supplier; this includes the fuel filter head, the primer pump, the fuel heater, and the fuel filter. When installed on the Isuzu vehicle, an air pocket resides within the suction port of the filter head, which contains the fuel heater element. Due to the air pocket, the entire fuel heating element surface is not immersed in fuel, but rather is periodically exposed to air. As a result, the portions of the heating element exposed to air do not dissipate heat properly. Over time, this results in increased resistance between the electrical pins that feed the heating element and the C-shaped heater element connectors. When the resistance reaches a certain level, the connections produce heat capable of melting the Nylon PA66 material of the housing and/or the metal connection pins.

### Identification of any warning that can occur:

A fuel leak may be visible directly around the fuel heater, and the vehicle may be especially hard to start in cold weather. A burning smell and/or smoke may also be observed near the fuel filter assembly.

## Component Manufacturer

**Tier of Supplier:** Tier 1

**Supplier Type:** Other

**Name:** Atmus Filtration Technologies

**Address:** 1200 Fleetguard Road  
Cookeville TN, 38506

**Country:** United States

## Involved Components

**Component Name 1:** FILTER ASM; FUEL

**Component Description:** Fuel Filter Assembly (with integrated fuel heater)

**Component Part Number:** 8976894180

## Chronology

3/17/2025 - 2 Field Product Reports (FPRs) were received by Isuzu from a large fleet customer regarding its F-Series vehicles. The FPRs included 26 cases of vehicles that had a diesel fuel leak at the J-303 fuel heater electrical connection and 1 case of a melted fuel heater.

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3/27/2025 - Issue was opened in INAC's (Isuzu North America Corporation) US-SA issue tracking meeting after confirming the details of the original cases.

4/8/2025 - Returned parts arrived at Isuzu's WPC (warranty parts center), INAC-QA disassembled and inspected the returned parts.

4/22/2025 - A TIR (Technical Information Report) was submitted to Isuzu Motors Limited.

5/12/2025 – 6/20/2025 - INAC began communications with the fuel filter assembly supplier, Atmus, about the heater's technical specifications, which included the thermostat's operating temperatures, and about Atmus' theory of how the failures are occurring. During this cooperative investigation, Isuzu learned that the current production heater does not feature the same thermostat from the returned parts. Atmus confirmed that the two thermostats share the same technical specification, and that the change occurred sometime in 2023.

6/24/2025 – INAC-QA fitted a vehicle with a “clear housing” provided by Atmus, to permit a visual observation of whether air is present in the system. When the clear housing was mounted on vehicle, an air bubble was observed.

7/2/2025 – 7/30/2025 – Atmus and INAC continued the investigation of the consequences of the air bubble for safety. During these discussions, INAC learned that the tier 2 supplier, Sensata, had selected a thermostat that does not match Atmus' specification.

8/4/2025 – INAC-QA performed additional testing of the returned heaters to determine if elevated temperatures could be observed.

8/8/2025 – INAC-QA completed bench and vehicle testing and confirmed that a phenomenon of elevated inrush temperatures can be observed on returned heaters when the heater is activated.

8/21/2025 – ITCA Engineering provided their analysis of the known data/information available.

8/29/2025 – INAC-QA performed a vehicle sweep at the production plant to determine if an identifiable changepoint could be found for the newer thermostat.

9/3/2025 – Vehicle sweep completed, identifying January 2025 build month as a thermostat changepoint.

9/12/2025 – Isuzu decided to conduct a safety recall.

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:** Inspect, Reimburse, Replace

**Consumer Advisories:**  Do Not Drive  Park Outside

**Description of remedy program:**

Dealers will replace the current fuel heater with an updated fuel heater and inspect the fuel heater electrical connection on the chassis harness for damage. If the connector on the chassis harness is damaged, it will also be replaced. This service will be provided free of charge.

**How remedy component differs from recalled component:**

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The updated fuel heater utilizes a 1pc solid design heating element with no internal electrical connections. The current fuel heater utilizes a multi-piece design, which has physical connections between the electrical connections and heating element; these additional physical connections require full submersion in fuel to prevent localized overheating from occurring. The updated 1pc solid design eliminates localized hot spots and allows the heating element to function in both fuel and air thereby eliminating any adverse effects from air pockets within the fuel system.

## Identify how/when recall condition was corrected in production:

A Stop Ship at the factory was placed on all Isuzu FTR/FVR and Chevrolet 6500XD/7500XD vehicles on September 12, 2025, all vehicles shipped after this date will have the updated fuel heater. For all other vehicles in Port inventory, the fuel heaters will be replaced prior to shipping with the updated fuel heater. Since the fuel heater is a subcomponent of the fuel filter assembly, this activity will continue until the remedy parts can be preinstalled into the fuel filter assembly by the fuel filter assembly supplier.

## Reimbursement Plan

### Description of reimbursement program:

If a customer has already paid for repairs to address the condition covered by this safety recall, they may be eligible to have those costs reimbursed. A form will be included with the customer notification which explains the terms under which reimbursement may be available and how to request reimbursement.

### Period of reimbursement:

Up to 2 years from the date of notification.

### Costs to be reimbursed:

Any parts and labor cost paid for repair of the fuel filter assembly due to a failed fuel heater.

### Address for reimbursement claims:

1400 S. Douglass Road  
Suite 100  
Anaheim CA, 92806

## Recall Schedule

### Description of recall schedule:

For additional information, Isuzu owners may contact Isuzu Customer Relations at 1-866-441-9638 and Chevrolet owners may contact the GM Medium Duty Truck assistance line at 1-800-862-4389.

**Planned Dealer Notification Date:** Sep 19, 2025 - Nov 07, 2025  No Dealers

**Planned Interim Owner Notification Date:** Nov 07, 2025 - Nov 07, 2025  No Owners

**Planned Remedy Owner Notification Date:** Nov 07, 2025 - Nov 07, 2025  Phased Recall

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Date when VIN will be searchable: