



August 08, 2025

Safety Recall 25V-217 (NHTSA) / 2025-178 (TC)

Campaign Bulletin CB25-G-002

IMPORTANT SAFETY RECALL

NRR-EV WATER PUMP REPLACEMENT – 25V-217

(Transport Canada 2025-178)

To: Isuzu Commercial Truck Service Managers and Parts Managers

This notice, affected dealer inventory report (if applicable) and Campaign Bulletin CB25-G-002 are being sent to inform you about Safety Recall – Water Pump Replacement in certain Isuzu commercial vehicles.

Previously, we sent you a notice about this safety recall. This notice is to inform you that remedy parts are now available.

AFFECTED VEHICLES

- 2025MY NRR-EV (Electric Vehicles)

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2025MY NRR EV vehicles. In the affected vehicles, the factory-filled coolant may be incompatible with coolant that was prefilled in the EV drive motor cooling system prior to its delivery to the factory. As a result, the EV drive motor cooling system's coolant may develop a black gel-like substance that can adhere to the EV drive motor cooling system's coolant pump shaft, causing the coolant pump to seize. If this happens, coolant temperature may increase causing the vehicle control system to respond by illuminating the EV System Serious Malfunction Warning Light, the Reduced Power Warning Light and entering a reduced power mode to prevent thermal damage to the EV drive motor system components. Continued operation of the vehicle in this state results in a progressive reduction of motor torque, up to and including a total loss of propulsion, **increasing the risk of a crash.**

CORRECTION

Isuzu dealers will flush out and replace the coolant in all three (3) vehicle cooling systems, replace the cooling pump in the EV drive motor cooling system, and if necessary, replace the coolant level sensors. Additionally, dealers will also install a new coolant caution plate under the cab and apply a sticker(s) into the Owner's and Driver's Manual that contains updated information and warnings. This service will be performed **free of charge.**

OWNER NOTIFICATION

OWNER NOTIFICATION WILL BEGIN AUGUST 15, 2025.

Please ensure that all appropriate personnel within your dealership are aware of this Safety Recall – Water Pump Replacement.

Isuzu Commercial Truck of America, Inc.

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