



## IMPORTANT SAFETY RECALL

### NHTSA Recall 25V-319

This notice applies to your vehicle,

JULY 2025

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

#### 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. Isuzu discovered an improper gap between the connector and the bus bar in the EV motor sub-junction box that caused loosening of the bolt fastening the bus bar to the connector terminal, resulting in increased resistance of the current flow. This resistance increases heat in the sub-junction box and may activate one or more Diagnostic Trouble Codes (DTCs). One of these DTCs will illuminate a warning to the driver and turn off electrical current to the EV drive motor. The driver will experience loss of motive power, **increasing the risk of a crash**.

#### WHAT WE WILL DO

Your Isuzu dealer will replace the sub-junction box. Additionally, if dealer inspection finds a DTC which indicates potential damage to the high voltage harness or EV drive motor assembly, the dealer will also replace these parts. This service will be performed **free of charge**.

#### WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB25-G-001. We estimate that the remedy may take up to 1 hour to perform. Additional time may be required if the harness or the EV drive motor assembly requires replacement. To locate the nearest Isuzu dealer, you can visit our website at [www.isuzucv.com](http://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: 1-888-275-9171) 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.*





NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL      PERMIT NO. 106      ANAHEIM, CA

POSTAGE WILL BE PAID BY ADDRESSEE



ISUZU COMMERCIAL TRUCK, INC.  
CUSTOMER RELATIONS  
PO BOX 66011  
ANAHEIM CA 92816-9900

