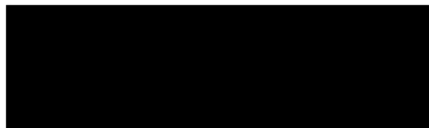


ISUZU

*1400 South Douglass Road, Suite 100
Anaheim, California 92806*



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



SAFETY RECALL NOTICE



IMPORTANT SAFETY RECALL

NHTSA Recall 25V-217

This notice applies to your vehicle, 54D [REDACTED]

MAY 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. In the affected vehicles, the factory-filled coolant may be incompatible with coolant that was pre-filled 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.**

WHAT WE WILL DO

REMEDY PARTS ARE NOT CURRENTLY AVAILABLE for this recall. We are working as quickly as possible to obtain the necessary parts. **When parts become available, we will send you another letter asking you to take your vehicle to your Isuzu dealer to have your vehicle remedied.**

WHAT YOU SHOULD DO

Until you are able to obtain the remedy for this condition, if your vehicle experiences the above condition, please contact Isuzu's Roadside Assistance at 1-866-441-9659, to have your vehicle towed to the nearest EV certified Isuzu dealer for diagnosis. The events described above are not necessarily unique to this recall and could be caused by another repairable condition. In that case, your dealer will diagnose the concern and, if possible, repair the vehicle and return it to you. If instead, the recall condition is present in your vehicle, the dealer will contact our Technical Assistance Line for further instructions.

To locate the nearest Isuzu dealer you can visit our website at 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 questions or concerns, please call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied, you may 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: 1-800-424-9153) 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 by first class mail to the lessee within ten days of receipt of this notice. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Isuzu Commercial Truck of America, Inc.
Customer Relations Department

1400 S. Douglass Road, Suite 100, Anaheim, CA 92806 *1-866-441-9638


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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



POSTAGE WILL BE PAID BY ADDRESSEE



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

