



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

**STOP SALE AND DELIVERY –**  
**SAFETY RECALL UPDATE!**

**NRR-EV WATER PUMP STOPPING – 25V-217**  
**(Transport Canada 2025-178)**

**To: Isuzu Commercial Truck Service Managers and Parts Managers**

As previously communicated on April 8<sup>th</sup>, dealers must continue the Stop Sale and delivery of affected vehicles in your inventory, even if a customer has purchased an affected vehicle. We are in the process of taking steps to address a safety related defect in these vehicles. **Federal law prohibits the sale and delivery to customers of any vehicle containing a safety defect. You must not deliver any covered vehicles to customers until after the vehicle has been remedied.**

**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, the EV motor and inverter temperatures will increase. As coolant temperature increases, the vehicle control system responds by 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. In the interim, we will be sending customers the attached Interim Safety Recall Letter. This letter will inform customers about safety concern and direct them what they should do if they believe they are experiencing the condition, which includes bring the vehicle to an Isuzu dealer. **When parts become available, we will send out another notice informing dealers and customers.**

**INTERIM OWNER NOTIFICATION**

Interim Owner Notification will begin on MAY 30, 2025

**WHAT YOU SHOULD DO**

Please ensure that all appropriate personnel within your dealership are aware of this Safety Recall –NRR-EV Water Pump Stopping. Confirm the affected vehicles in dealer inventory, open a repair order referencing this Stop Sale and hold the vehicles until further notification is received.

In the event a customer returns for this issue, dealers must diagnose the concern and, if not the recall condition, repair the vehicle and return it to the customer. If instead, the recall condition is present in the vehicle, dealers are to contact our Technical Assistance Line for further instructions.

**Isuzu Commercial Truck of America, Inc.**  
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