



**IMPORTANT SERVICE
INFORMATION FOR:**

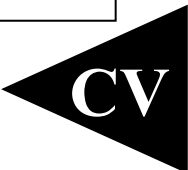
- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL

Campaign Service BULLETIN

BULLETIN NUMBER:
CB26-N-002

ISSUE DATE:
AUGUST 2026

GROUP:
ELECTRICAL

CV

IMPORTANT SAFETY RECALL

NRR-EV CAB HARNESS EXPANDED SAFETY RECALL – 26V-210 (Transport Canada 2026-386)

AFFECTED VEHICLES

- 2025-2026MY Isuzu NRR-EV (Electric Vehicles)

This bulletin supersedes CB26-G-001. This bulletin is being updated to expand inspection locations. Please discard previous bulletin CB26-G-001.

INFORMATION

CONDITION

Isuzu Motors Limited has decided to expand the vehicle population and remedy requirements for Safety Recall 26V-210. The defect type remains unchanged, however, several additional harness locations have been identified which require added remediation. In the affected vehicles, if any part of the cab harness is damaged, the engine may stall, electronic parking brake malfunction may occur, tail lamps and brake lamps may not illuminate, Supplemental Restraint System (SRS) may malfunction, the SRS warning lamps may illuminate, transmission shifting issues may occur, or the combination switch may malfunction, all of which could **increase the risk of vehicle crash**. Damage to 12V circuits may also lead to melting and charring of the chassis harness, **increasing the risk of a fire**.

CORRECTION

Isuzu dealers will reroute and secure the cab harnesses. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are 2025-2026MY Isuzu NRR-EV electric vehicles.

NOTE: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Information System (IVIS).

For dealers with involved vehicles, a report of involved vehicles containing the complete vehicle identification number has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

PARTS INFORMATION

Parts orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles” listing before ordering parts. Normal (non-emergency) orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

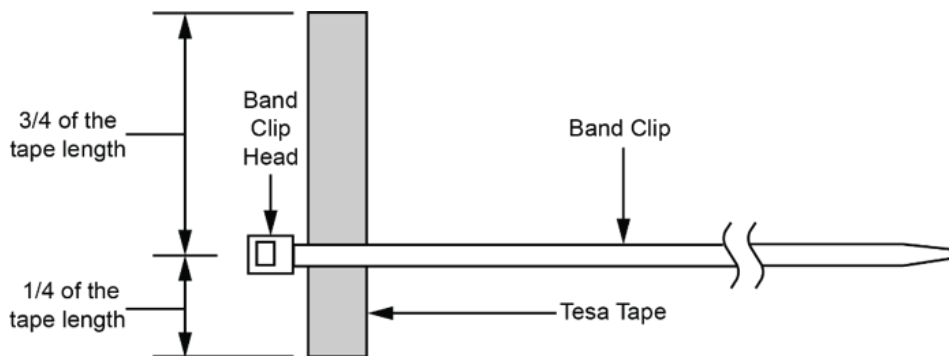
Part Number	Description	Quantity Required	NOTE
2-9002T-200-0	TESA® TAPE 51006	<i>*see note below</i>	For wrapping connectors and various areas of wiring harness
2-90006-430-0	CLIP; BAND, HARNESS	1	

**** One (1) roll of tape can service up to five (5) vehicles.***

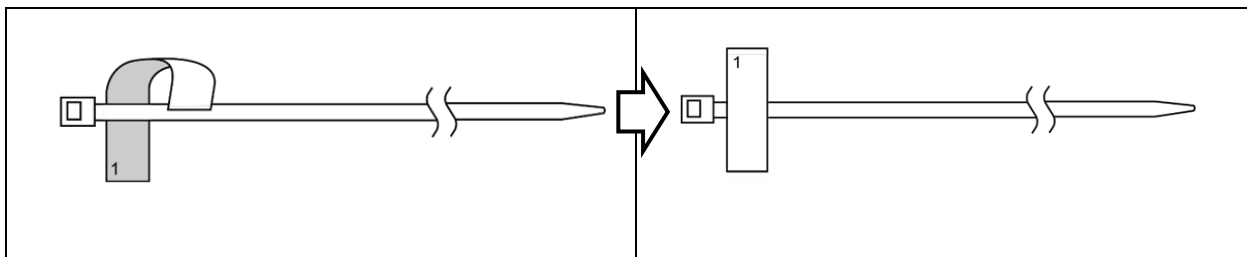
HOW TO ASSEMBLE THE BAND CLIP WITH PROTECTIVE TAPE

In this procedure, you will apply Tesa tape to one (1) band clip to create a protection wrap for a section of harness behind the Instrument Panel Cluster (IPC) in Step 59. Follow the steps below.

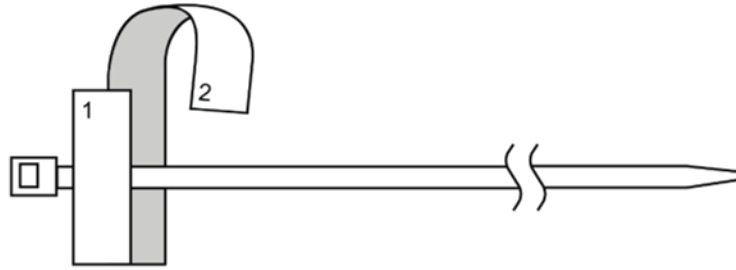
1. Cut twelve (12) pieces of Tesa tape approximately 5” inches long to create the wiring protection wrap.
2. Begin placing the first piece of tape “at” or “next to” the band clip head with approximately one-quarter (1/4) of the tape exposed on one side and three-quarters (3/4) exposed on the opposite side.



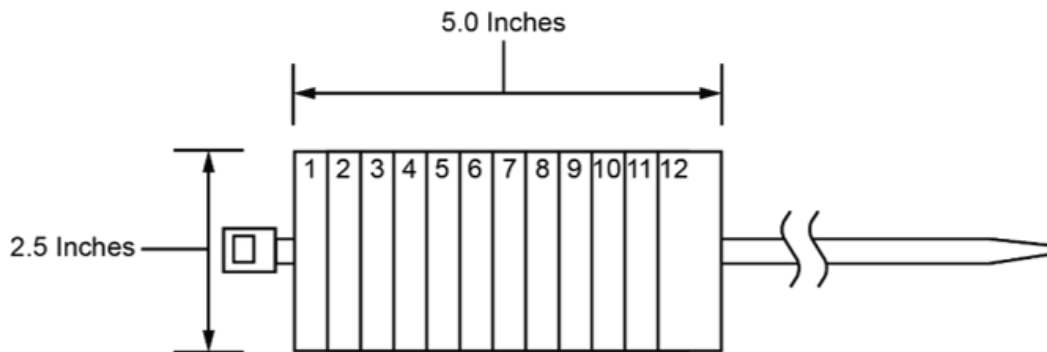
3. Fold the tape in half around the band clip so that the two ends meet. Press firmly to ensure the adhesive seals.



4. Place a second piece of tape half way underneath the first piece of tape with one-quarter ($\frac{1}{4}$) of the tape exposed on one side and three-quarters ($\frac{3}{4}$) exposed on the opposite side. Fold the tape in half around the band clip so that the two ends meet. Press firmly to ensure the adhesive seals.



5. Repeat Step 4 with the ten (10) remaining pieces of tape so that each piece continues overlapping the preceding piece by half. The completed assembly should be approximately 5" inches in length.

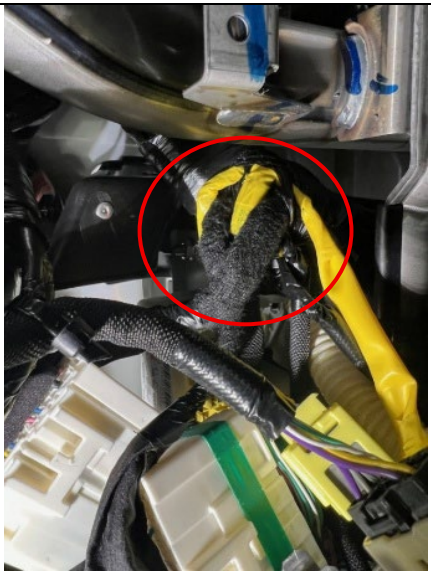
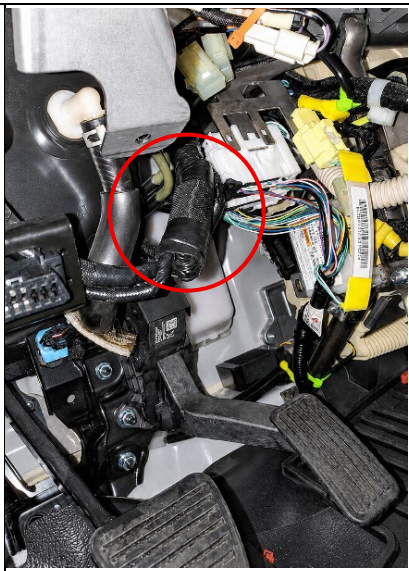
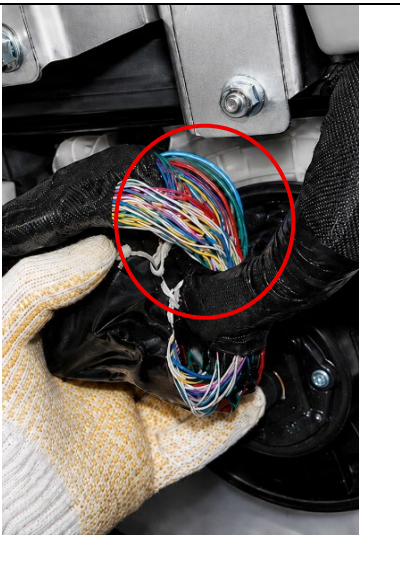
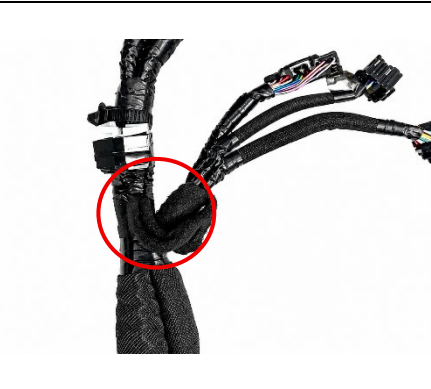
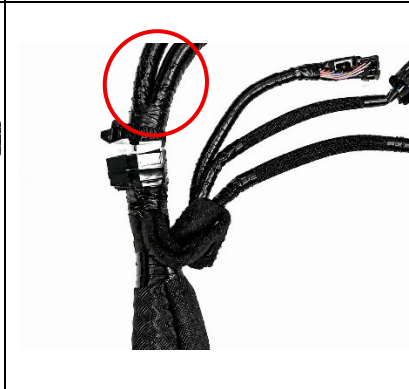


IMPORTANT: PRIOR TO STARTING THE SERVICE PROCEDURE -- Click the link [here](#) to watch a video on how to prepare band clip with protective tape.

PREFACE

IMPORTANT: Check IVIS CLAIM HISTORY before beginning the service procedure. If labor operation code V2602 (V2602EV) has been claimed, some inspection points will not be required.

This Service Procedure will instruct a technician to inspect six (6) areas of the vehicle's wiring harness in the cab.

		
Step 21 – Inspection (H98 & H99 Connector Harness) may be previously repaired if V2602EV is already closed.	Step 28 – Inspection (Harness Above Accelerator Pedal)	Step 40 – Inspection (Module Stack Harness Point A)
		
Step 40 – Inspection (Module Stack Harness Point B)	Step 40 – Inspection (Module Stack Harness Point C)	Step 57 – Inspection (Behind the IPC)

At each “Inspection Step”, if any exposed (bare) wiring is found, stop and take a digital photo of the damaged area. It is important to follow the procedure and complete all six (6) inspection steps BEFORE calling Isuzu Technical Assistance (TAC) at Step 58.

Use one of the following methods to contact TAC, if directed;

- **PREFERRED:** Isuzu Connect Note: refer to bulletin WB25-X-002
- Email to: ISUZUTA@ICTA-US.COM
- IDSS Comments subject matter: “I want to request technical assistance support.”

Be sure to include the following information:

- Inspection “Step number” where exposed (bare) wire(s) were found.
- Dealer Information (contact name, contact number, FAX number, E-mail address).
- Vehicle Information (17-digit VIN, model year, mileage, body type).
- Failure Information (RO#, RO open date, customer name, customer complaint, towing history)
- Attached photo taken as directed by the inspection step.

SERVICE PROCEDURE

1. Turn off the EV Control Switch and allow a minimum of three (3) minutes to pass to allow complete power-down of the Vehicle Control Unit (VCU).
2. Tilt the steering wheel all the way up.
3. Remove and secure the remote-control unit(s) away from the cab and place them in a locked lock box at least six (6) feet away from the truck.
4. Remove the battery cover and disconnect both of the 12V auxiliary battery negative cable terminals. Secure the loose cable to prevent reconnection. (See Figure 1.)



Figure 1

5. Place a protective sheet or cloth over the dashboard completely covering the defroster vents. This cover will ensure loose parts do not damage the dashboard or fall into the vents.
6. Pull out the bezel from the center cluster. (See Figure 2.)

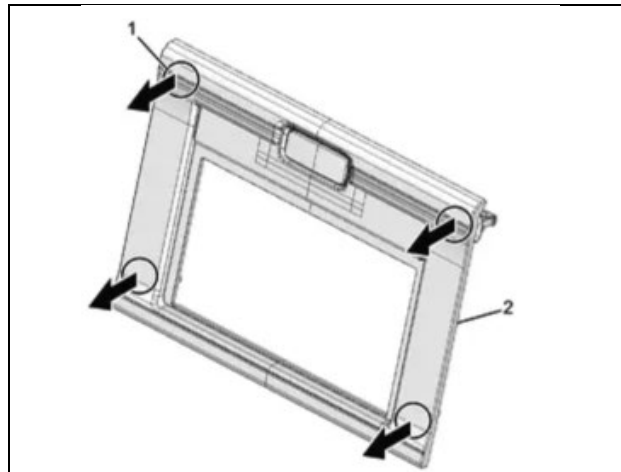


Figure 2

7. Squeeze the white plastic clips holding the bezel on the center cluster with needle nose pliers to completely remove the bezel. (See Figures 3 and 4.)

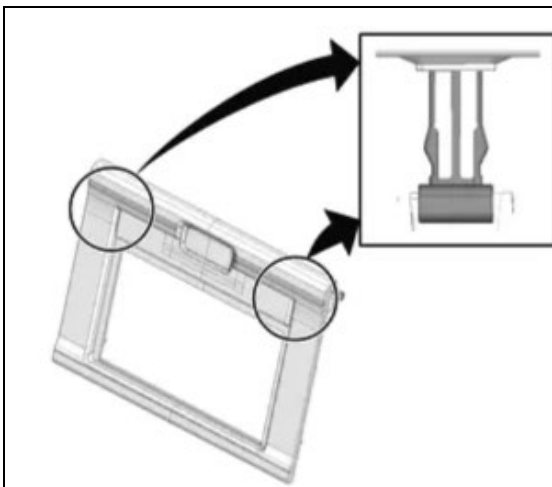


Figure 3



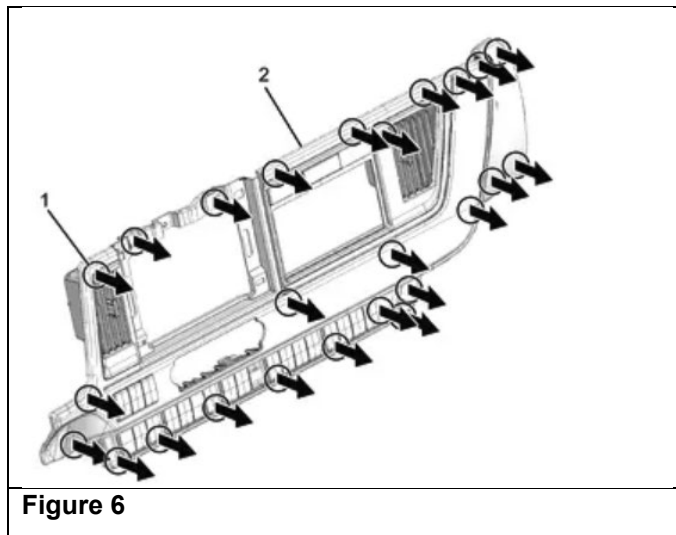
Figure 4

8. Remove the screw from the center cluster. (See Figure 5.)

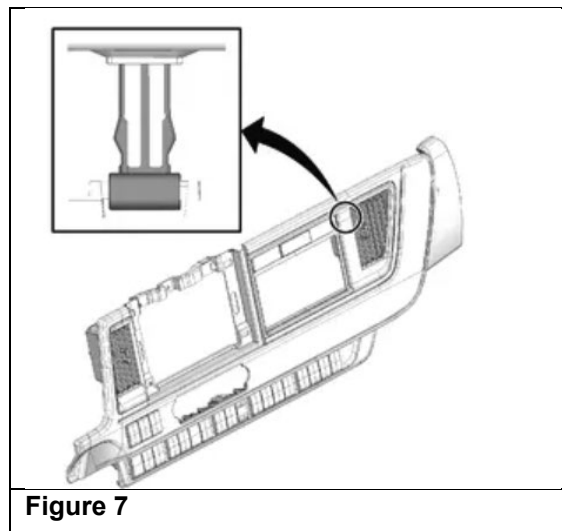


Figure 5

9. Pull out the center cluster from the instrument panel. (See Figure 6.)



10. Use needle nose pliers to squeeze the white plastic clip at the location shown in Figure 7 and pull the center cluster away from the instrument panel.

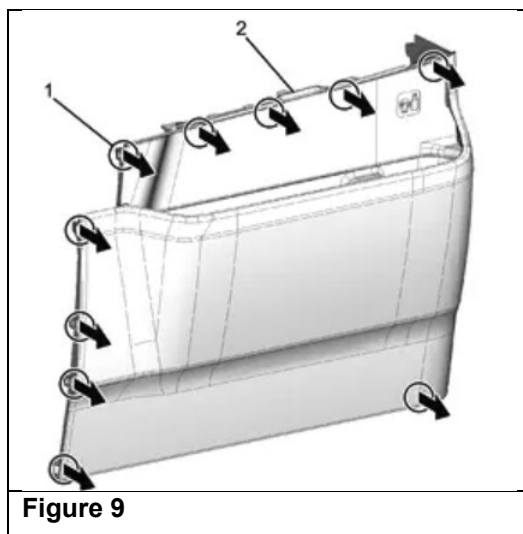


11. Disconnect all the connectors from the center cluster. (See Figure 8.) Remove the center cluster.

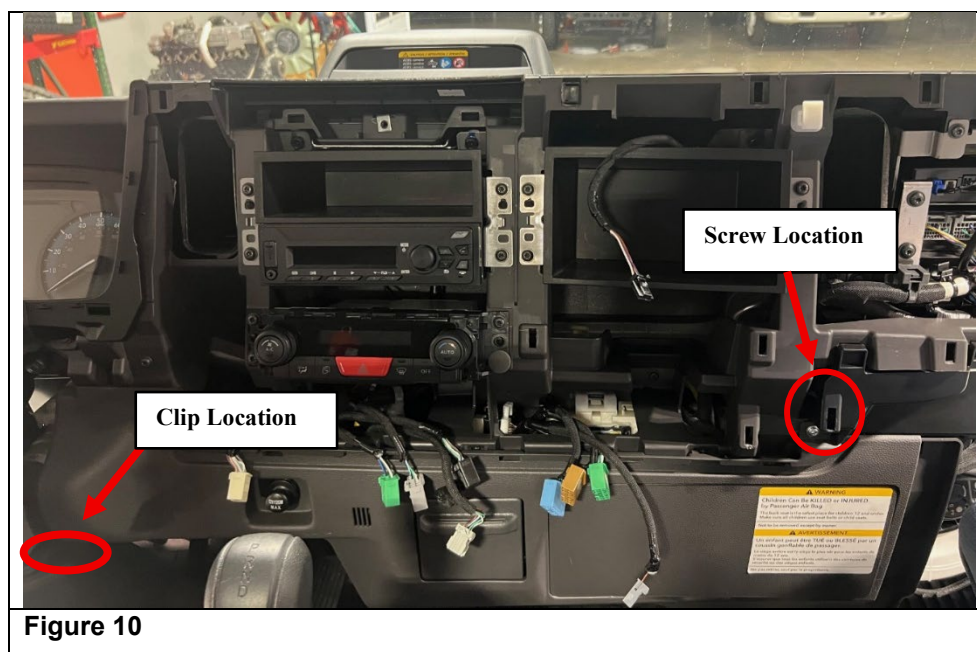
NOTE: Taking a quick photo of the orientation of these connectors will help ensure proper reinstallation.



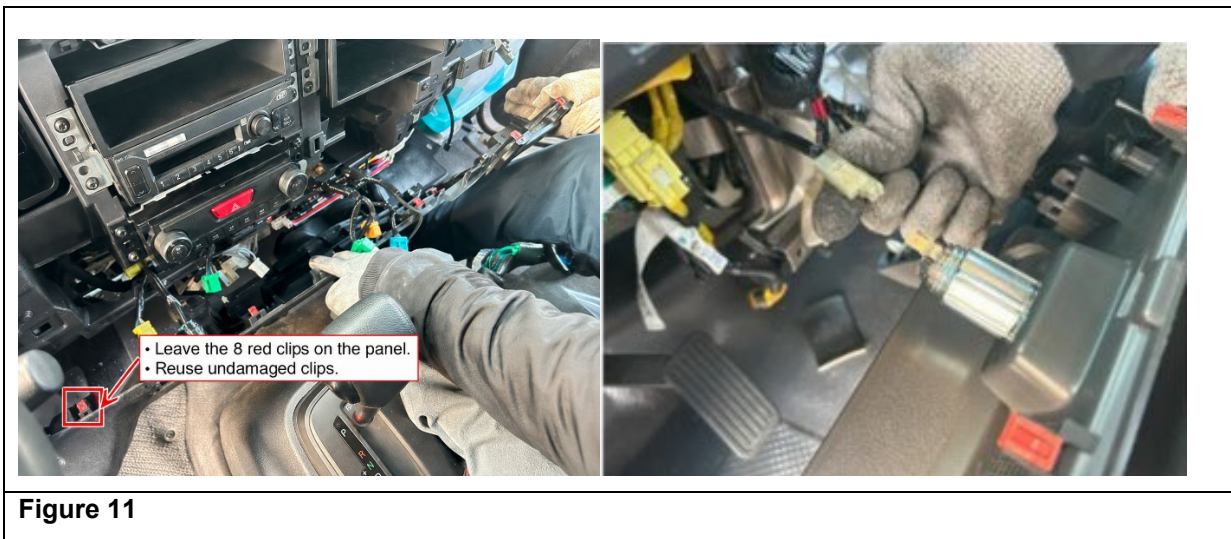
12. Remove the side under cover/pocket on the right-hand side of the instrument panel.
(See Figure 9.)



13. Disconnect the connector from the passenger air bag cut off switch.
14. Remove the screw from the lower instrument panel under cover. Remove the plastic clip holding the lower instrument panel under cover on the bottom left-hand side. (See Figure 10.)



15. Pull the lower instrument panel under cover out to disengage the clips, disconnect the 12V accessory port and HVAC temperature sensor housing, and remove the lower instrument panel under cover. (See Figure 11.)



NOTE: If recall remedy V2602EV was confirmed completed in IVIS Claim History, skip to Step 28.

16. Locate the H98 and H99 connector bracket nuts. (See Figure 12.) Unclip the white harness clamp from the bottom nut/stud by pushing up on the tab with a small screwdriver and pulling the clamp outward. (See Figure 13.)

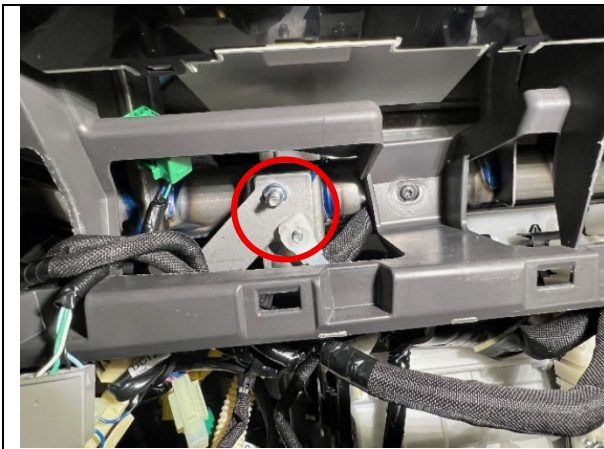


Figure 12

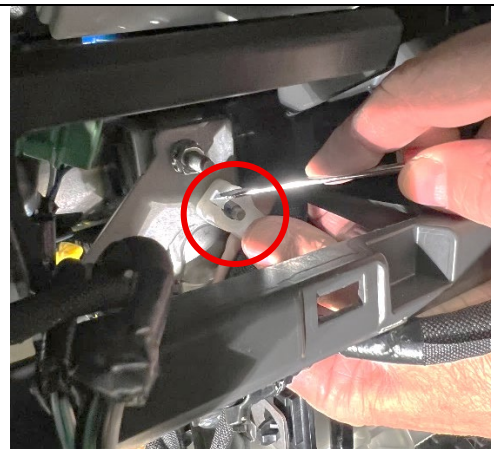


Figure 13

17. Remove the two (2) nuts holding on the H98 and H99 connector bracket.
18. Move the H98 and H99 connector bracket to the left and downward for easier access to the connectors. (See Figure 14.)

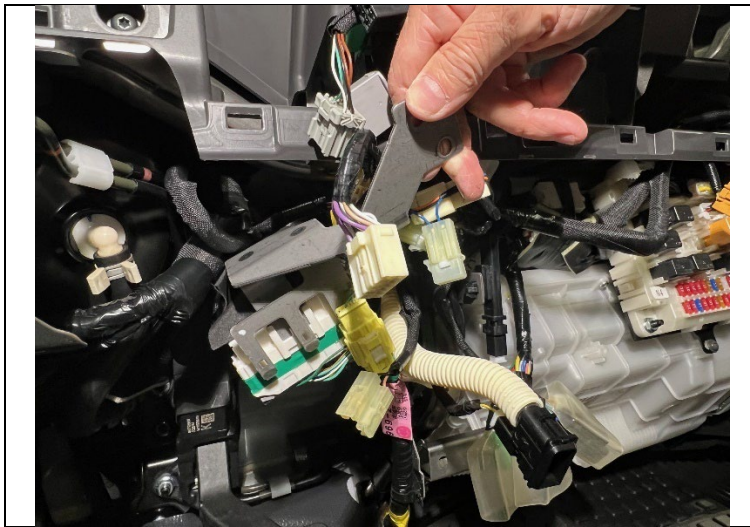


Figure 14

19. Remove the H98 connector by carefully lifting the white tab on the connector and sliding it off the bracket. (See Figure 15.)



Figure 15

20. Remove the H99 connector by carefully lifting the white tab on the connector and sliding it off the bracket. (See Figure 16.)

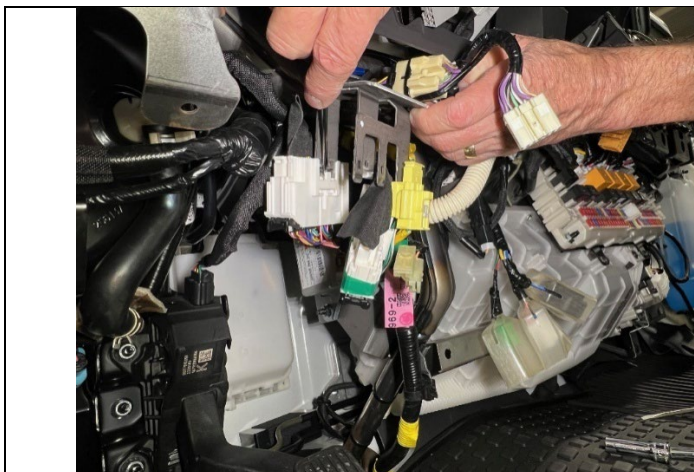


Figure 16

21. Inspect each black wiring harness going to H98 and H99 for signs of chafing. (See Figure 17.)

- a. Any harness chafing that has not damaged the colored insulation should be rewrapped with Tesa tape 51006. After wrapping continue to the next step.
- b. If bare wiring is exposed, stop and take a digital photo of the damaged area. Make notation of the damage on your repair order and skip to Step 58.

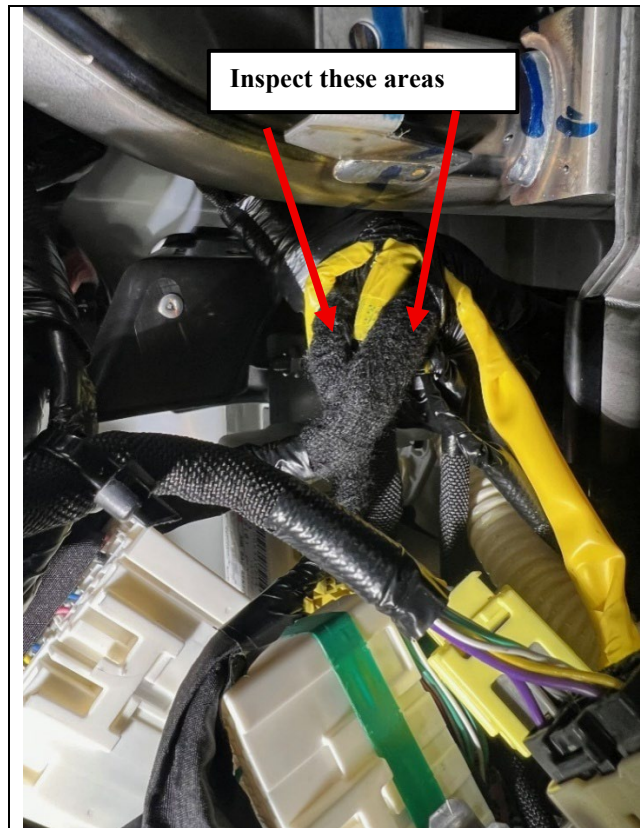


Figure 17

22. Prepare two strips of Tesa tape about 12" long.

23. Use a strip of Tesa tape to tape the black wiring harness going to H99 to the right-hand side of H99. (See Figures 18 and 19.)



Figure 18

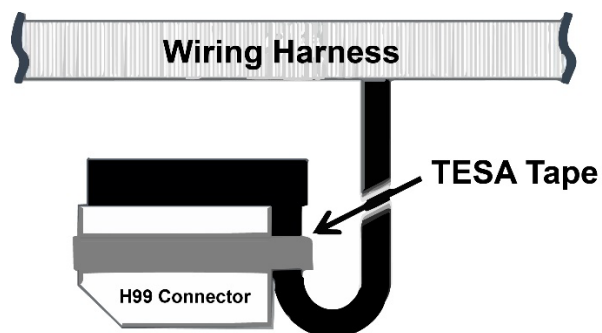


Figure 19

24. Use a strip of Tesa tape to tape the black wiring harness going to H98 to the right-hand side of H98. (See Figures 20 and 21.)

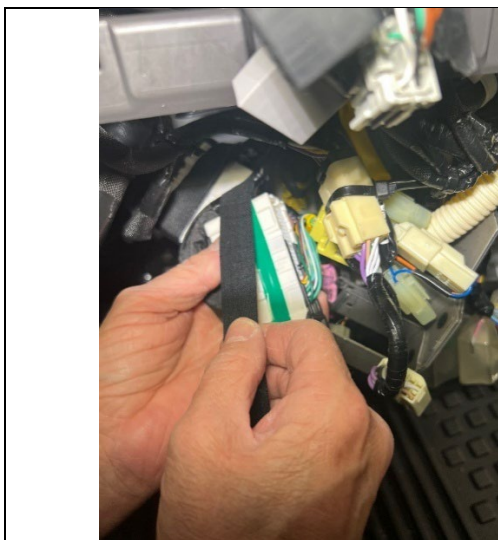


Figure 20

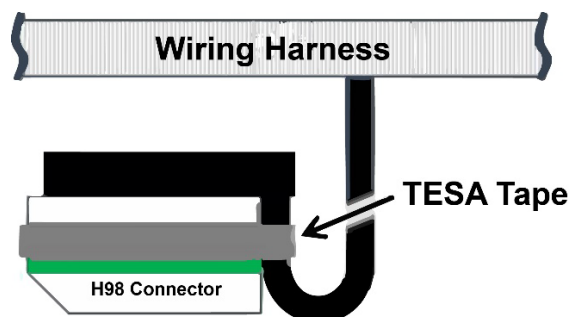


Figure 21

25. Slide the H98 and H99 connectors back onto the bracket.

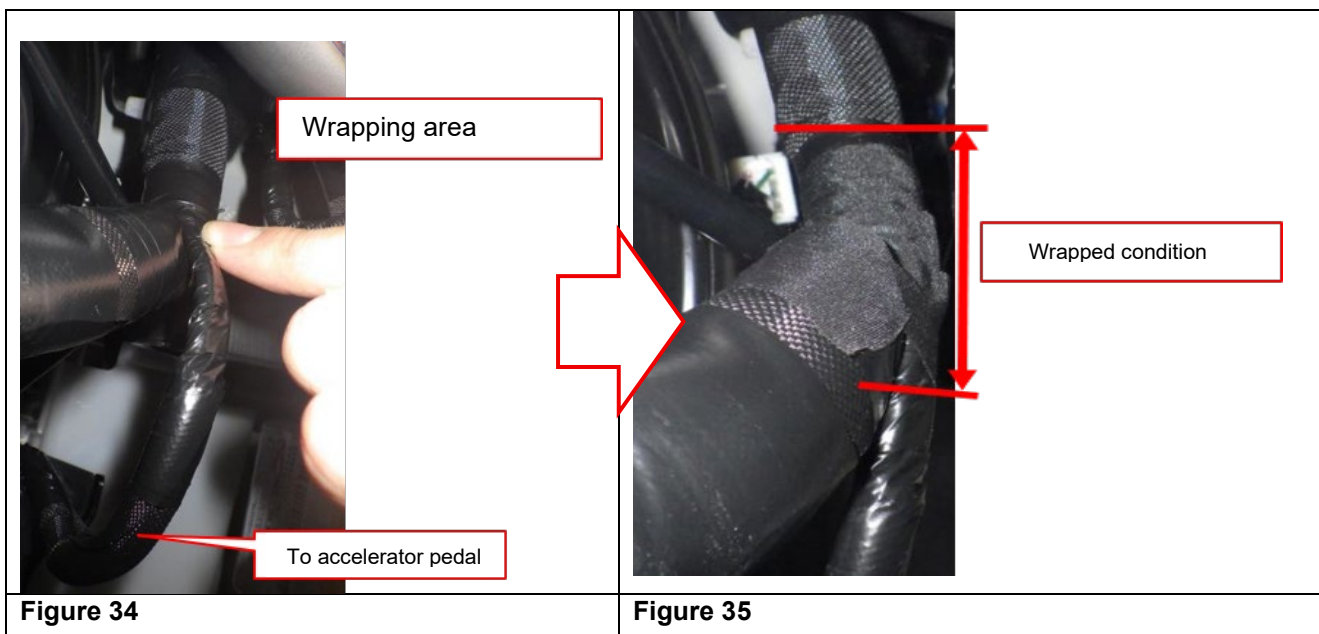
26. Move the bracket back into its mounting area and onto the mounting studs.

27. Install both nuts on the mounting studs and tighten to 6.6 Nm (5 lb ft). Install the white harness clamp removed in Step 16 back onto the lower bracket stud over the nut.

28. Inspect the wiring harness branch above the accelerator pedal for any signs of chafing. (See Figure 22.)
- If there is no noticeable damage to the harness, continue to the next step.
 - If the harness is chafed but has not exposed any bare wiring, wrap the affected area with Tesa tape and continue to the next step.
 - If bare wiring is exposed, stop and take a digital photo of the damaged area. Make notation of the damage on your repair order and skip to Step 58.



29. Prepare a strip of Tesa tape about 16" inches long.
30. Wrap the strip of Tesa tape to the wiring harness as shown. Tape the accelerator pedal branch harness going together with the main wiring harness. (See Figures 34 and 35.)



31. Using a T25 Torx screwdriver, remove all the screws and the retainer as shown. (See Figure 36.)

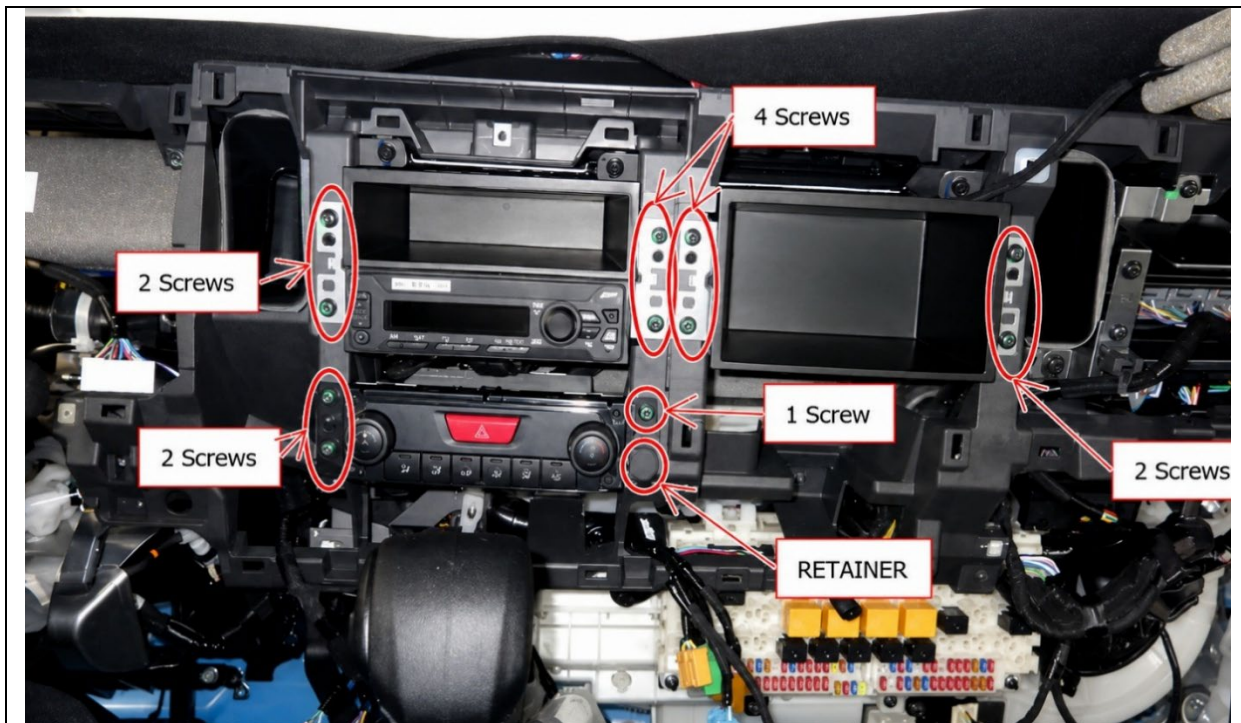


Figure 36

32. Disconnect and remove the radio, HVAC unit and the center pocket. (See Figures 37 and 38.)



Figure 37

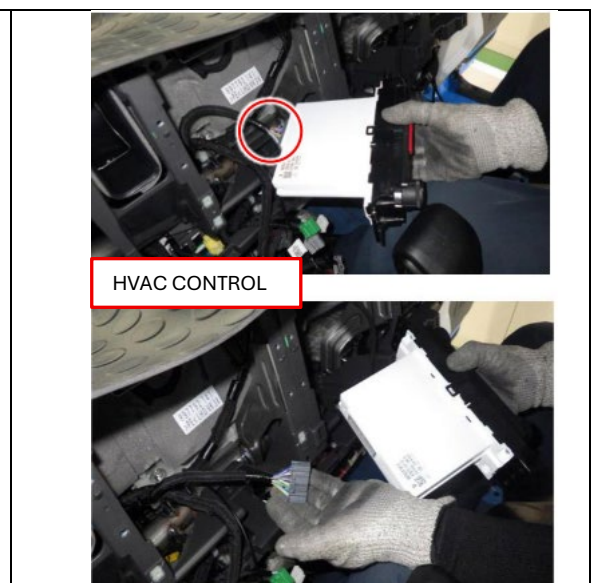


Figure 38

33. Disconnect the Data Transfer Unit (DTU), I/O Controller, and the Body Control Module (BCM) connectors first, then the two harness clips. (See Figure 39.)

NOTE: The Global Navigation Satellite System (GNSS) antenna connector does not have to be disconnected.

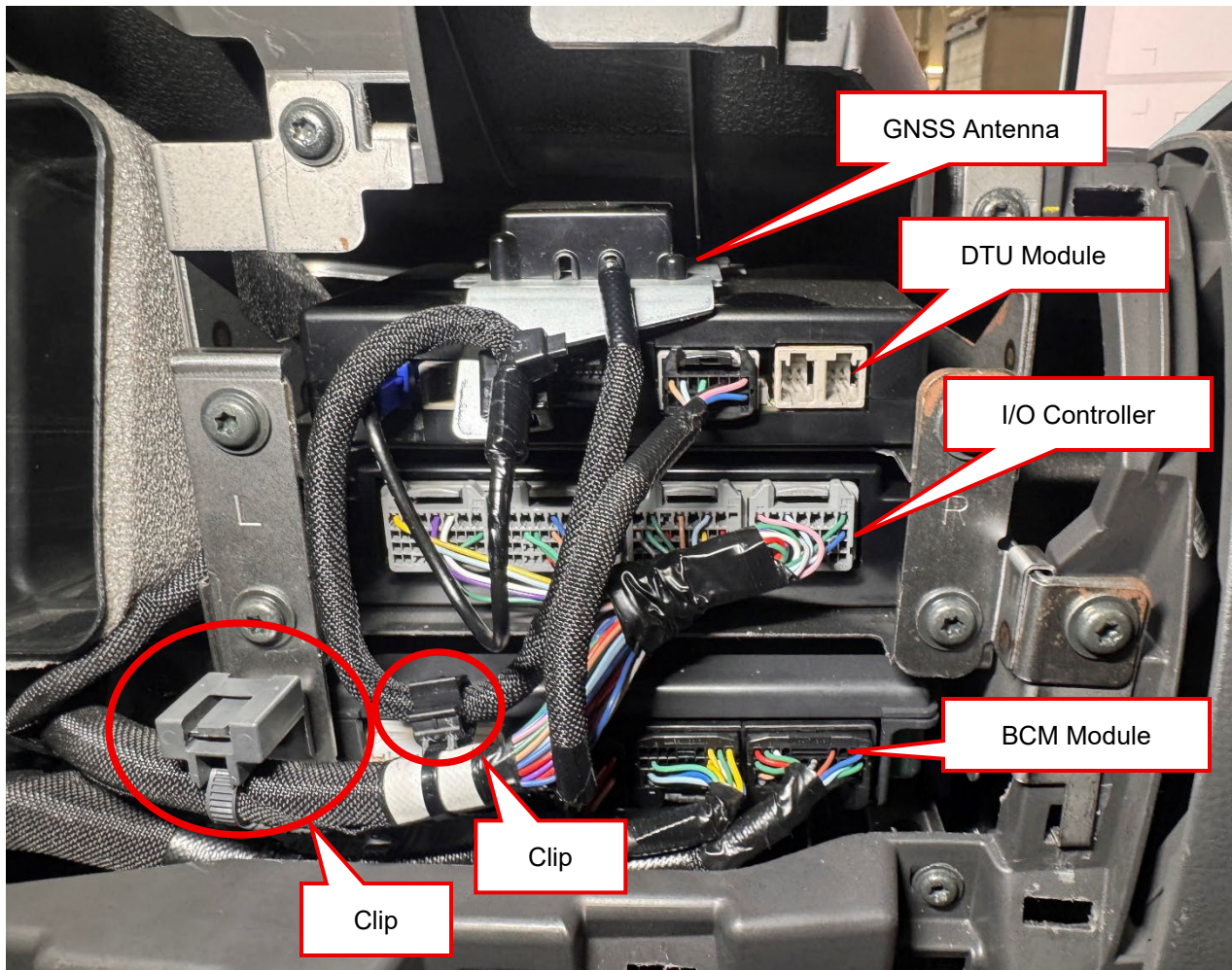


Figure 39

34. Remove the four (4) T25 screws holding the unit assembly and remove the module stack. (See Figure 40.)

NOTE: Do not mix up the longer screws with the shorter screws that were removed from Step 31.

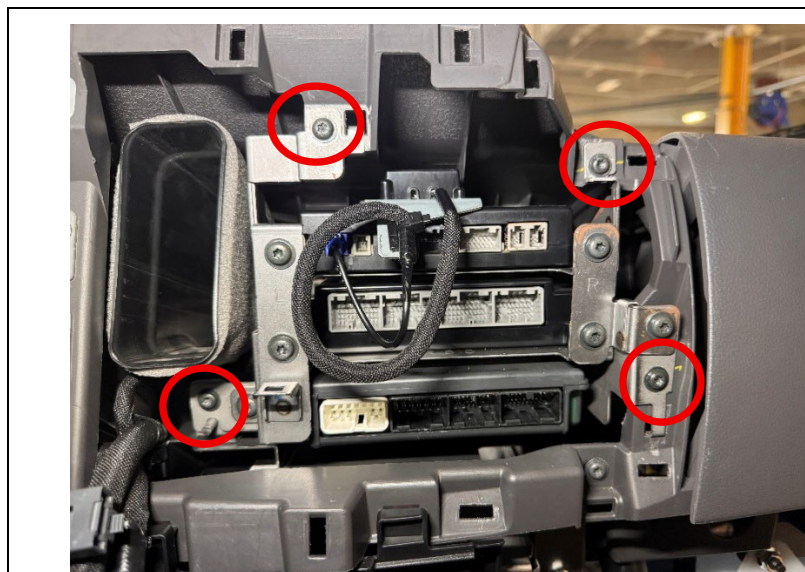


Figure 40

35. Disconnect the connector on the RF Receiver unit and remove the clip. (See Figure 41.)
36. Remove the entire module stack (GNSS Antenna, RF Receiver, DTU, I/O, BCM) from the instrument panel and set aside. (See Figure 41.)

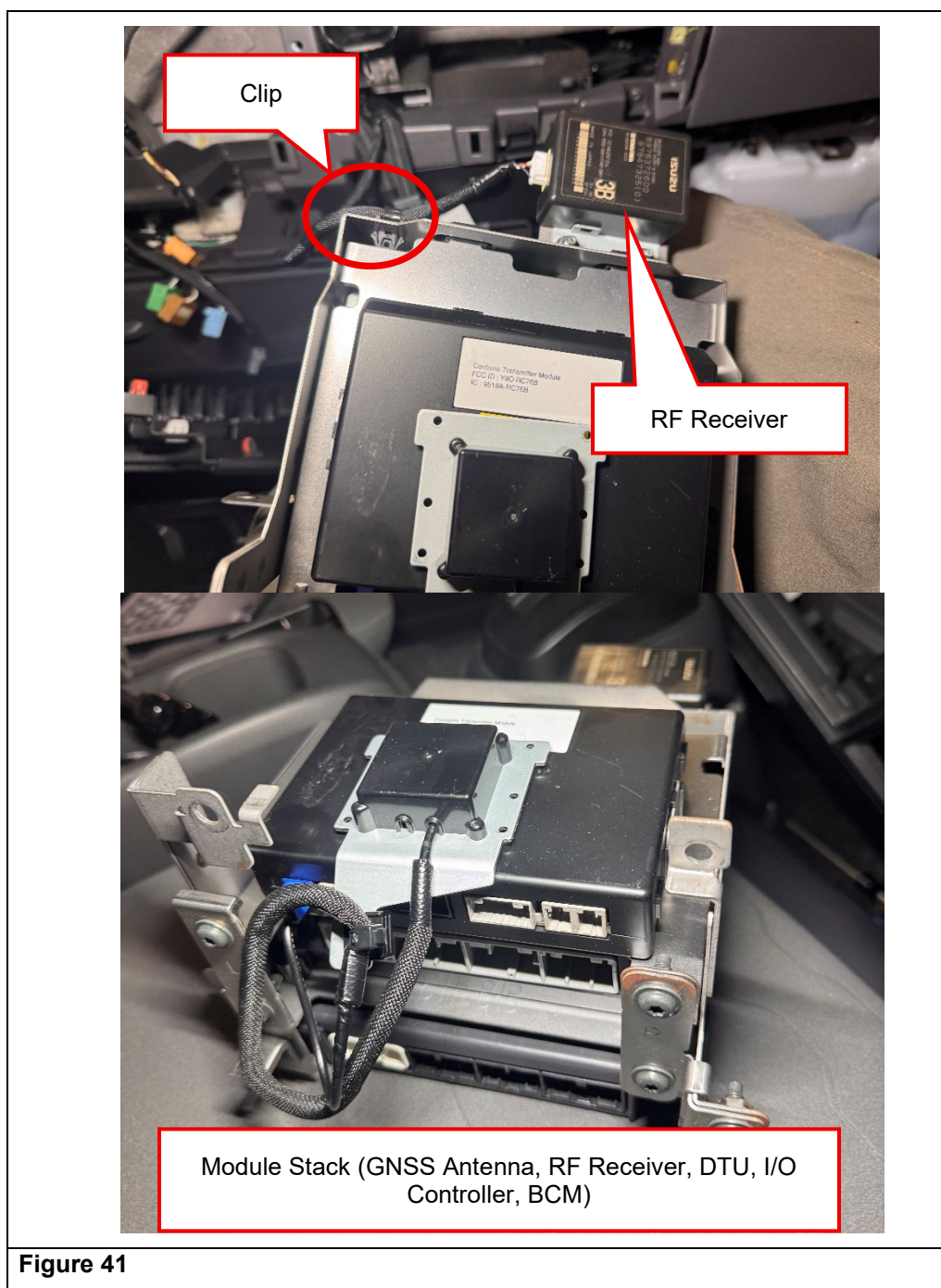
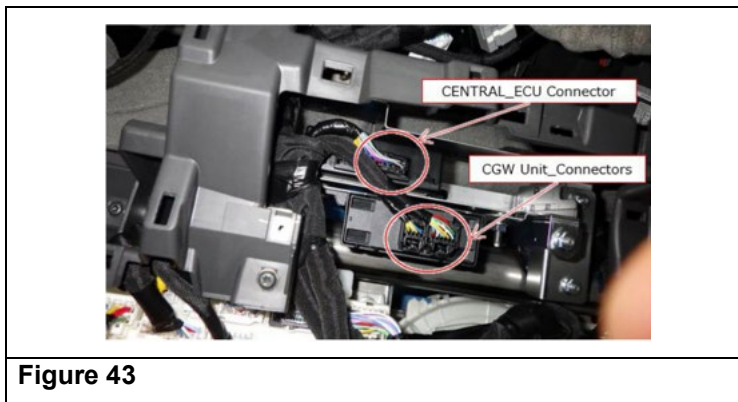


Figure 41

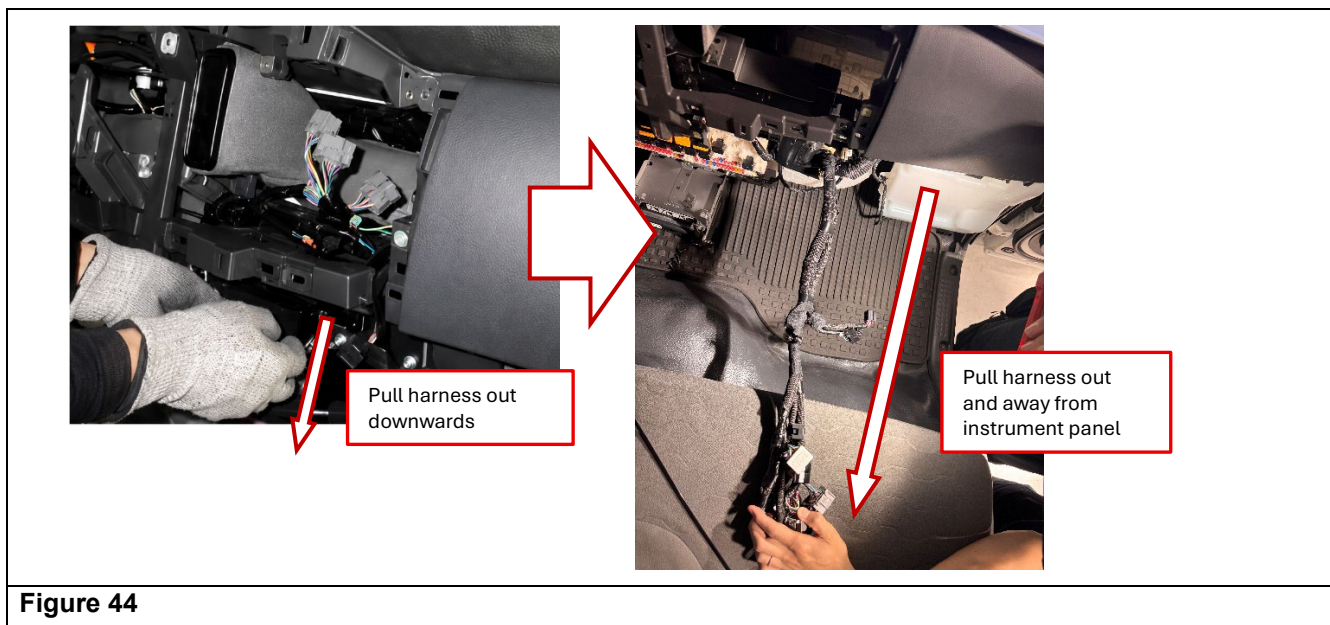
37. Remove the clip securing the module stack harness. (See Figure 42.)



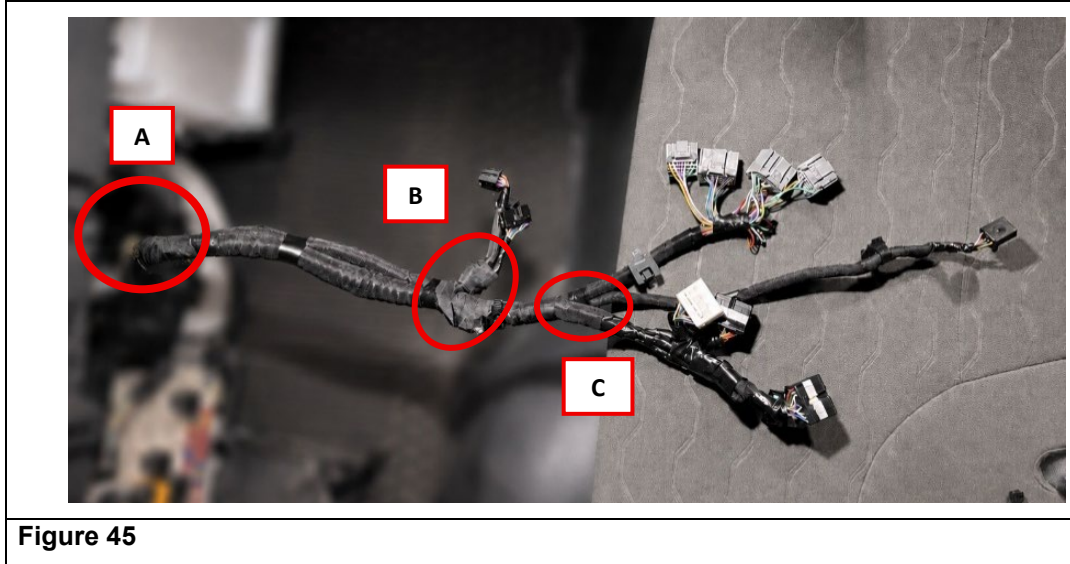
38. Disconnect the Central ECU and Central Gateway (CGW) connectors. (See Figure 43.)



39. Pull the harness downward, and then out and away from the instrument panel for access. (See Figure 44.)



40. Inspect the three locations: [A] Root of the branch to the unit assembly harness [B] Branch to the I/O Controller and BCM [C] CGW branch on the harness for signs of chafing. (See Figure 45.)
- If there is no noticeable damage to the harness in any location, continue to the next step.
 - If the harness is chafed but has not exposed any bare wiring in any location, wrap the affected area with Tesa tape and continue to the next step.
 - If bare wiring is exposed in any location, stop and take a digital photo of the damaged area. Make notation of the location that is damaged on your repair order and skip to Step 58.



41. Location [A]: Prepare a strip of Tesa tape about 24" inches in length.
42. Location [A]: Wrap the Tesa tape from the branch root to the end of the factory harness braided sleeving as shown. (See Figure 46.)

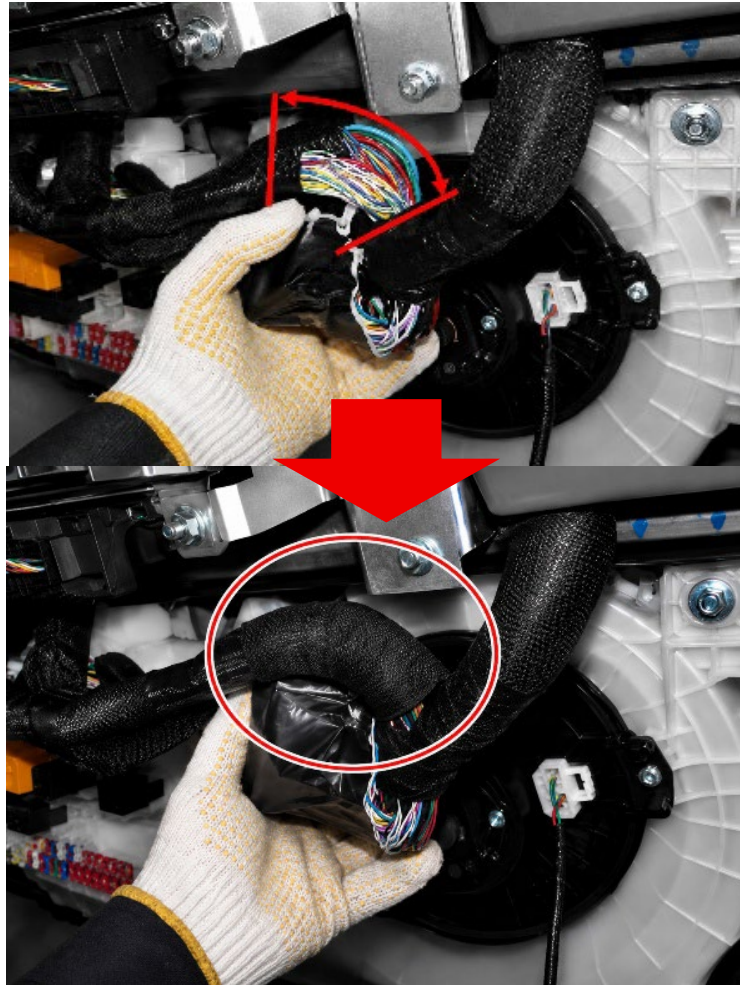


Figure 46

NOTE: Wrap Tesa tape so that the entire section is covered by either the twist tube or Tesa tape.

IMPORTANT: Wrap Tesa tape so that each turn overlaps the previous turn by half the tape width.

43. [Location B]: Prepare a strip of Tesa tape about 28" to 30" inches in length.
44. Location [B.]: Wrap the Tesa tape where the I/O Controller harness branch meets the BCM harness. (See Figure 47.)

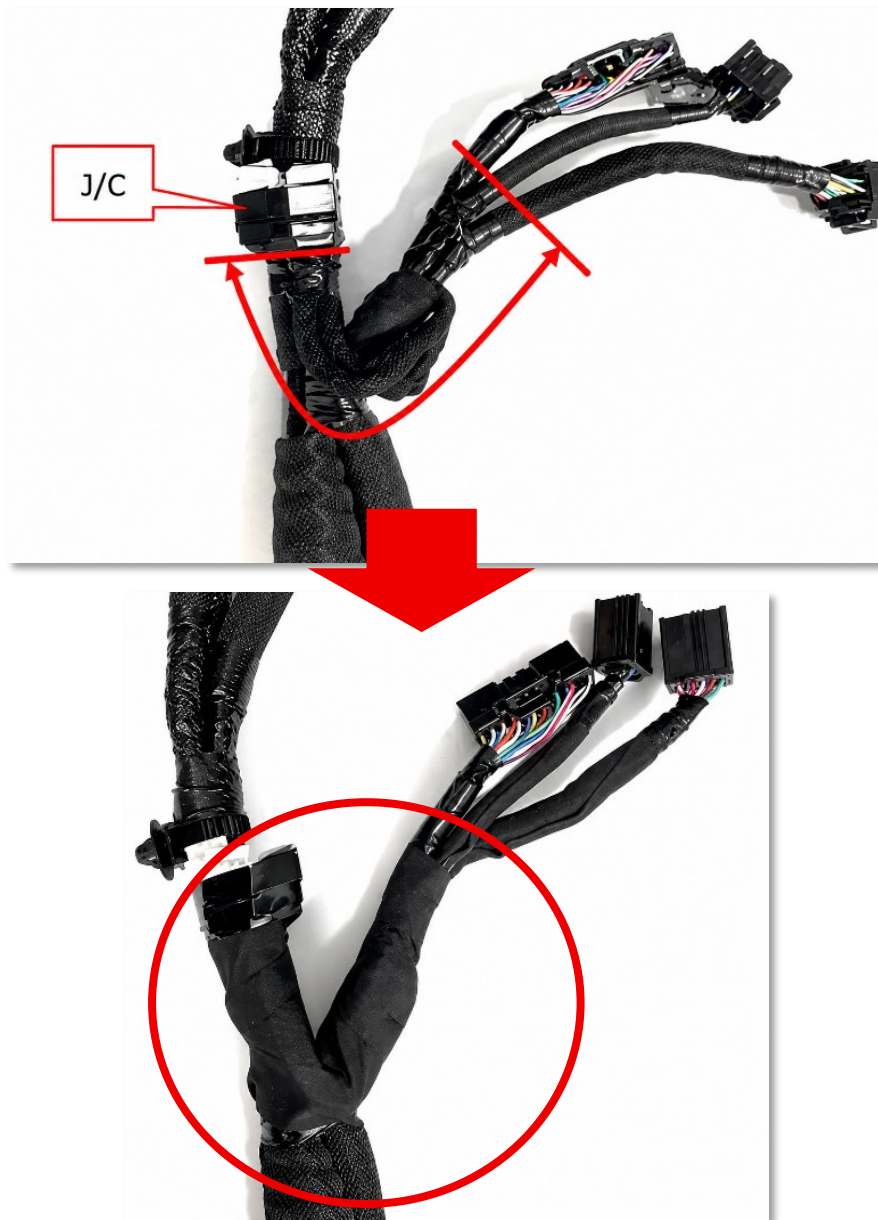


Figure 47

IMPORTANT: Wrap Tesa tape so that each turn overlaps the previous turn by half the tape width.

45. Location [C]: Prepare a strip of Tesa tape about 12" inches in length.

46. Location [C.]: Wrap the Tesa tape from the end of the harness band clip to the base of the harness branch junction. (See Figure 48.)

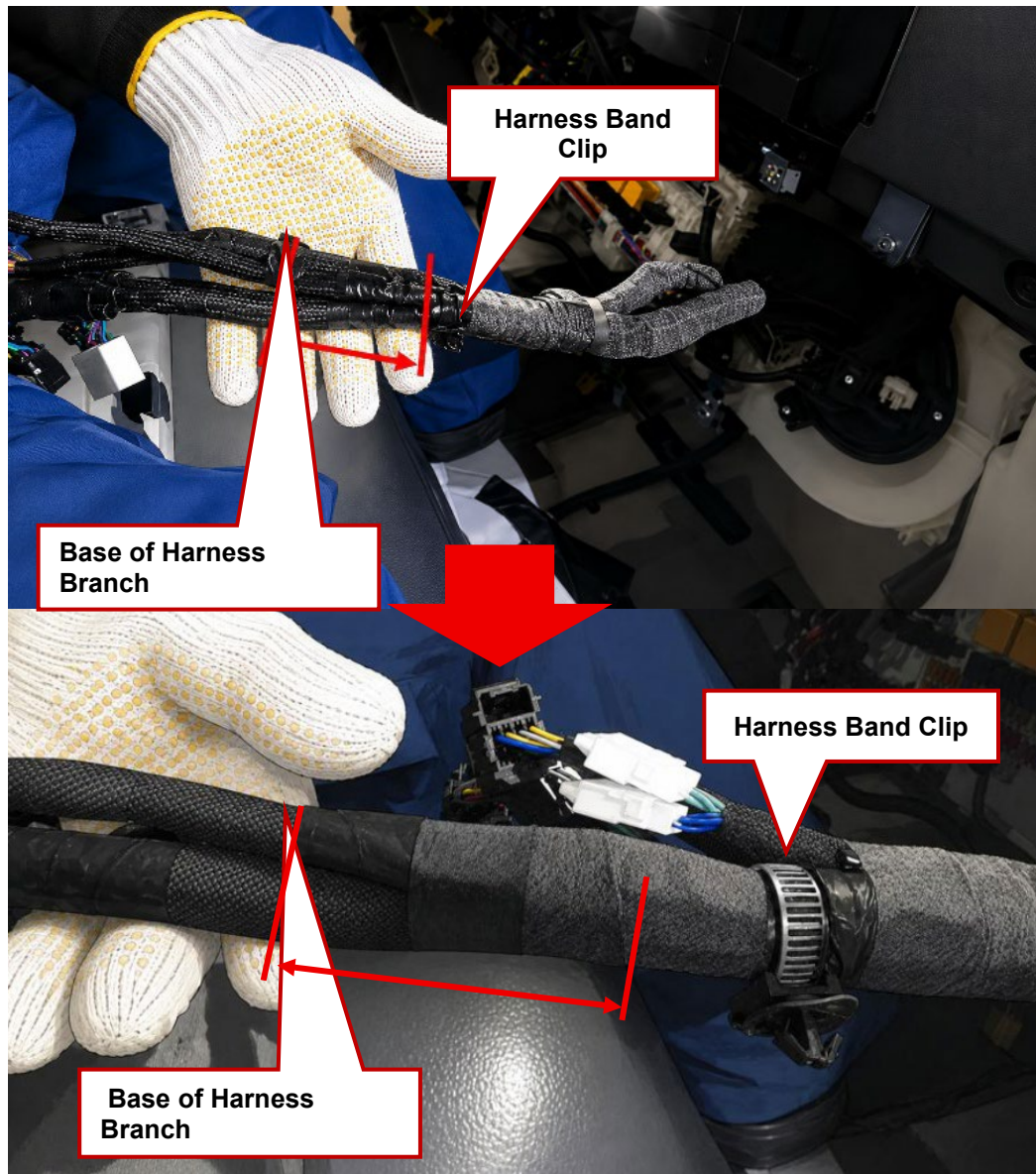


Figure 48

IMPORTANT: Wrap Tesa tape so that each turn overlaps the previous turn by half the tape width.

47. Re-route the harness that was pulled forward back to its original place under the instrument panel.
48. Reconnect the connector on the RF Receiver and install the clip. (See Figure 41.)
49. Install the module stack in the instrument panel with the four (4) longer type T25 screws and tighten to 17.7 in. lb.. (See Figure 49.)

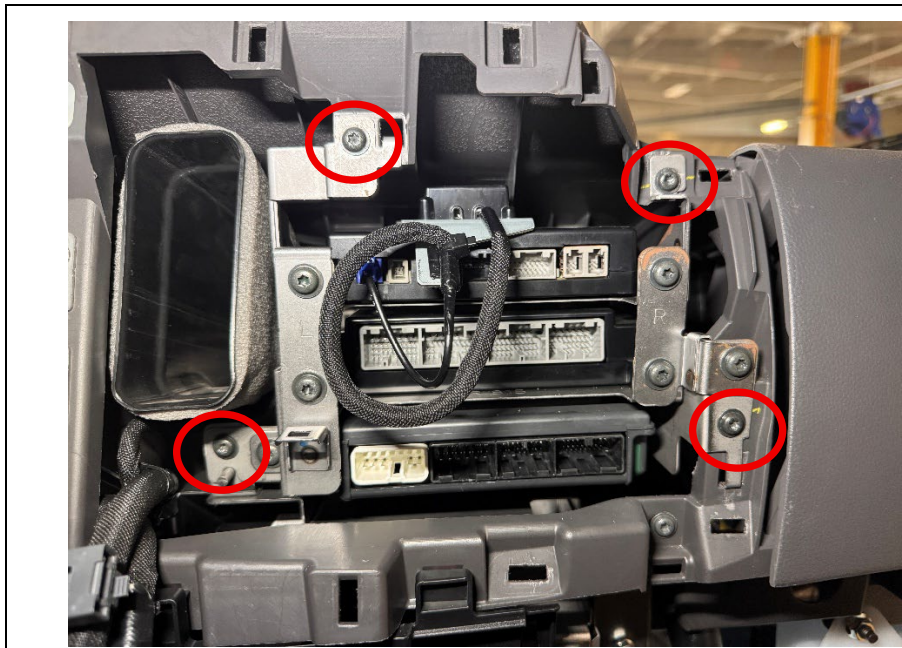


Figure 49

50. Reconnect the connectors on the DTU, I/O Controller, and the BCM unit and reinstall the two harness clips. (See Figure 39.)

51. Tuck the BCM harness under the instrument panel as shown. (See Figure 50.)

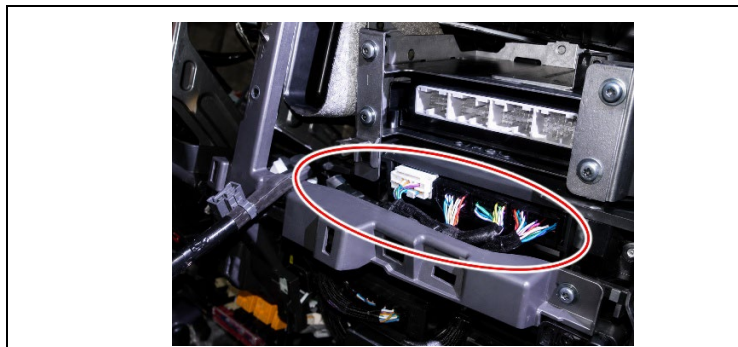


Figure 50

52. Remove one screw and clip from the lower instrument panel cover to the left of the steering wheel. (See Figure 51.) Pull down the lower instrument panel cover and disconnect all connectors. (See Figure 52.)

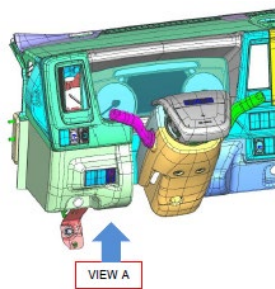


Figure 51

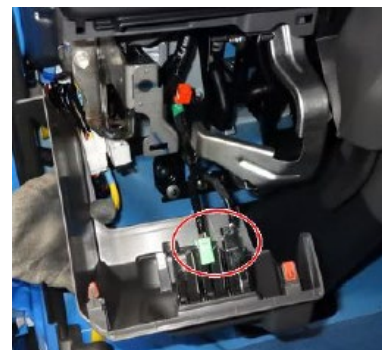
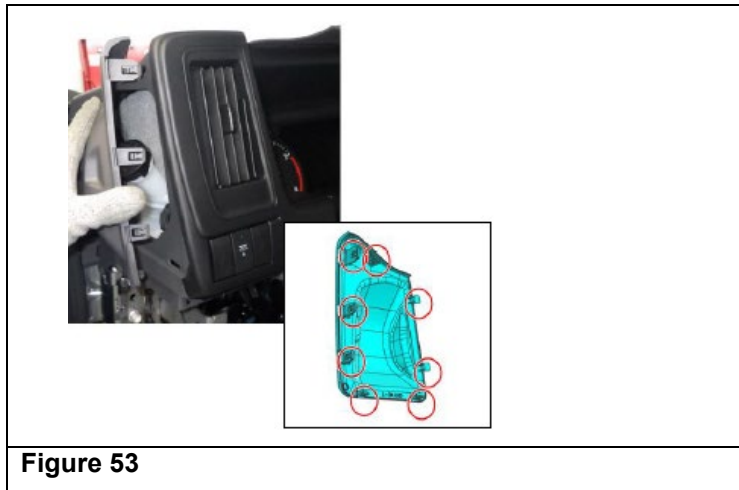
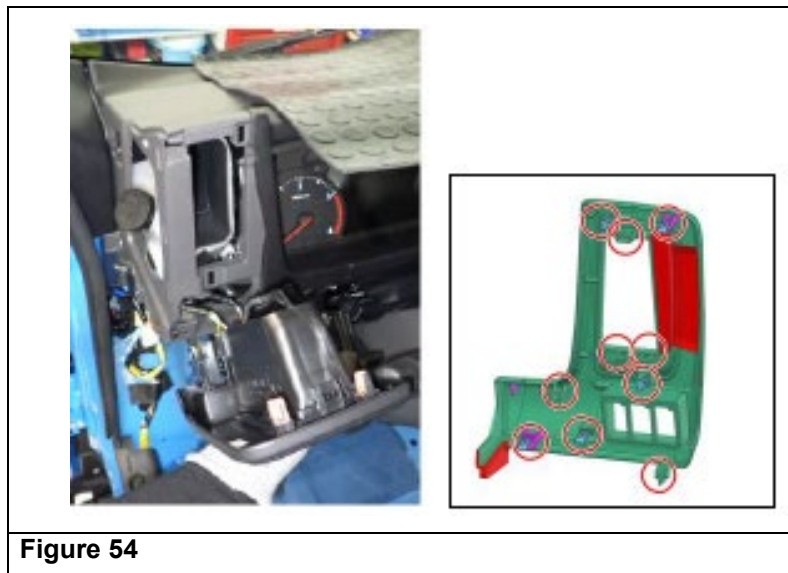


Figure 52

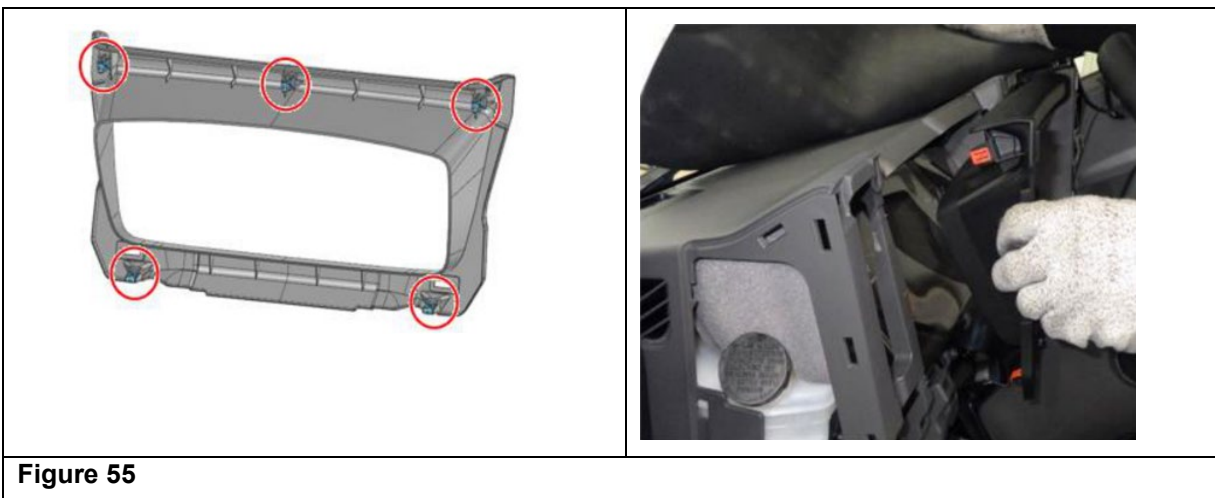
53. Remove the master cylinder reservoir cover by disengaging eight (8) retaining tabs. (See Figure 53.)



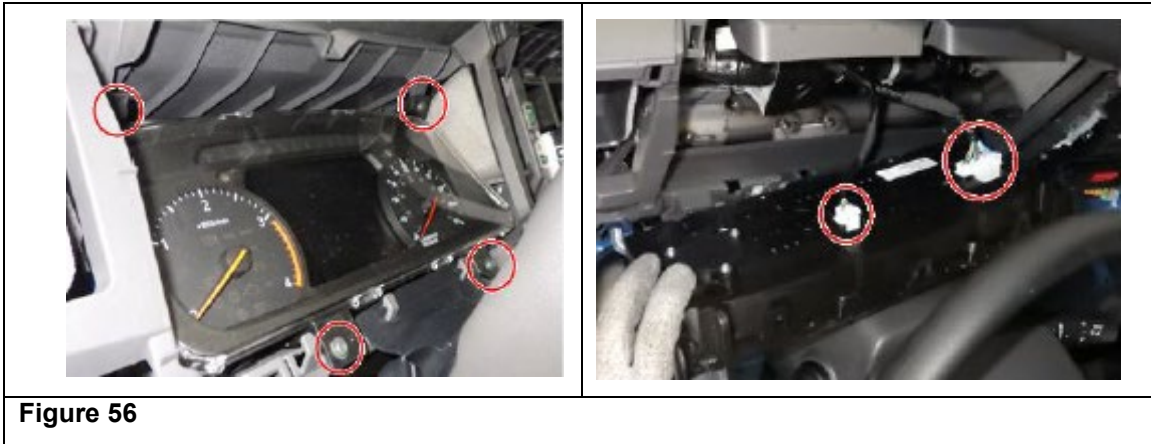
54. Remove the driver side cluster trim panel by disengaging the ten (10) retaining tabs. Disconnect any connectors. (See Figure 54.)



55. Remove the IPC bezel surround by disengaging five (5) retaining tabs. (See Figure 55.)

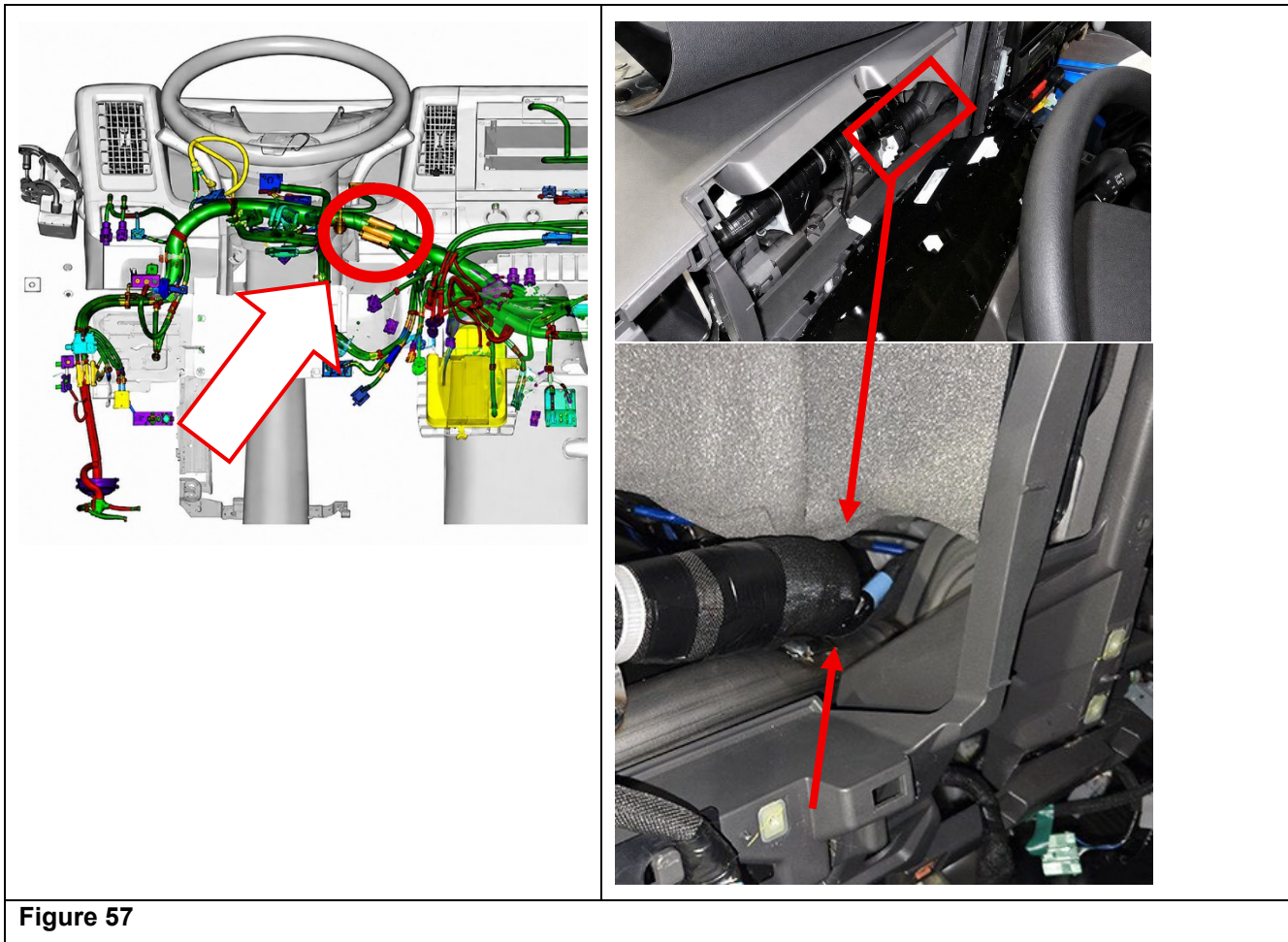


56. Remove the four (4) screws holding the IPC. Disconnect the two (2) connectors behind the IPC and remove the unit. (See Figure 56.)



57. Inspect the harness branch behind the IPC for chafing in the area shown. (See Figure 57.)

- If there is no noticeable damage to the harness, continue to Step 59.
- If the harness is chafed but has not exposed any bare wiring, prepare the **band clip with protective tape** and continue to Step 59.
- If bare wiring is exposed, stop and take a digital photo of the damaged area. Make notation of the damage on your repair order and continue to the next step.



58. If any inspection revealed bare wiring, refer to the “Preface” for additional information about photos and inspection step numbers to Isuzu Technical Assistance (TAC) via “Isuzu Connect”. TAC will respond via “Isuzu Connect” with additional instructions. After completing additional repairs be sure to complete any skipped steps and continue through the remainder of the bulletin.
59. Place the band clip with protective tape between the harness and the reinforcement bar. (See Figure 58.) Using both hands, slide the band clip with protective tape towards the right of the harness until it reaches the base of the wire branch with blue tape. (See Figure 59.) After confirming that the harness is fully protected, tighten and lock the band clip around the wiring harness.

NOTE: The band clip with protective tape should act as a barrier between the base of the blue-taped branch that is only covered by electrical tape or exposed wiring.

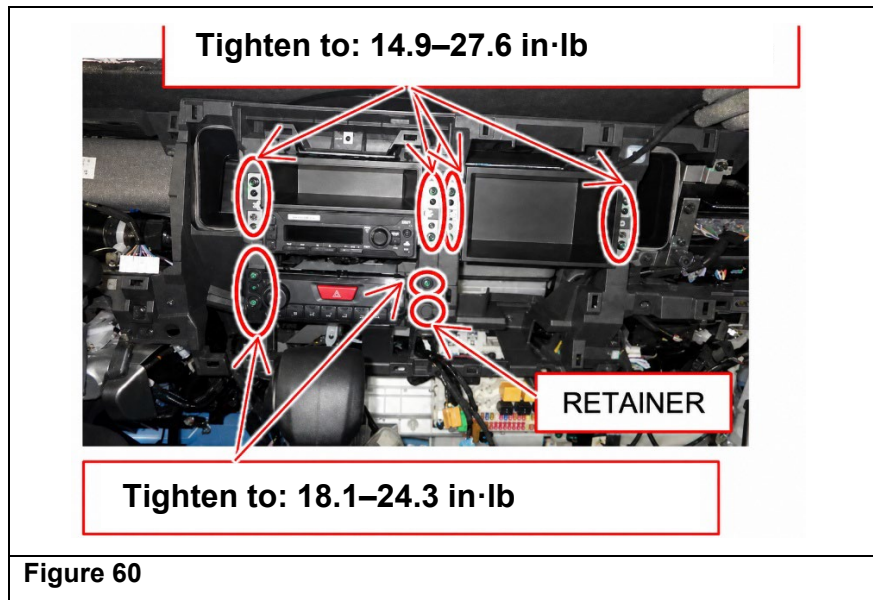


Figure 58

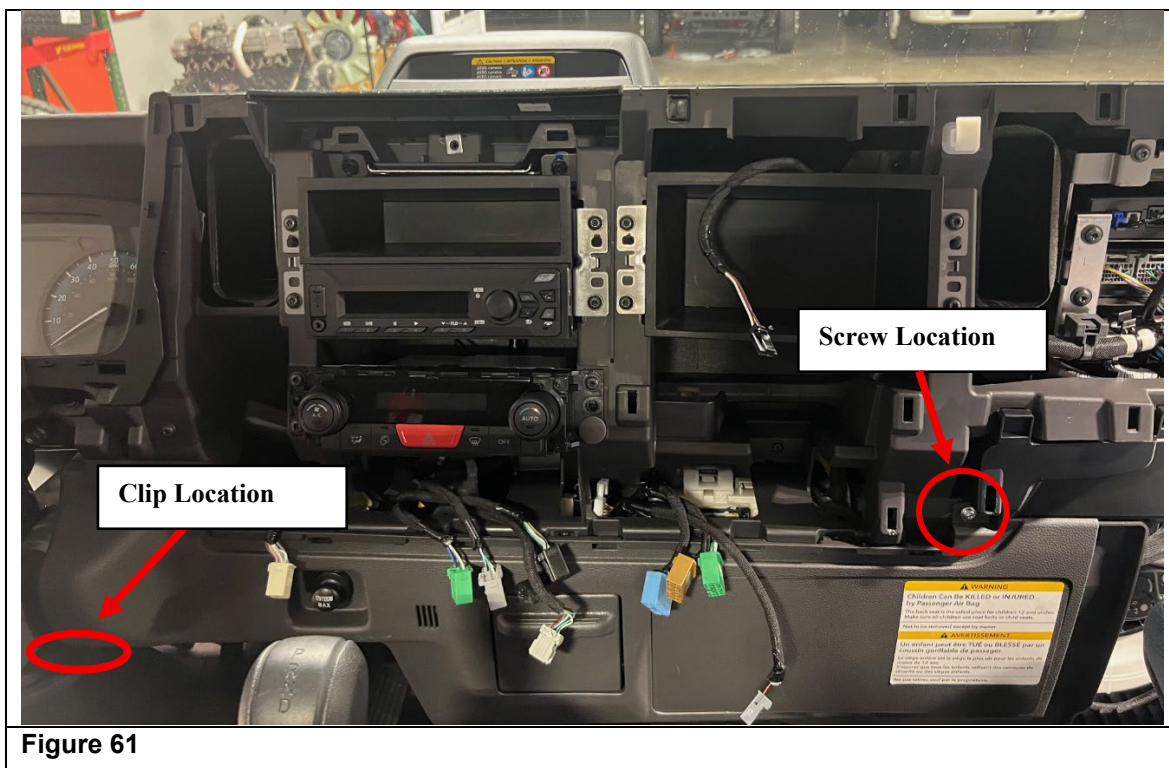


Figure 59

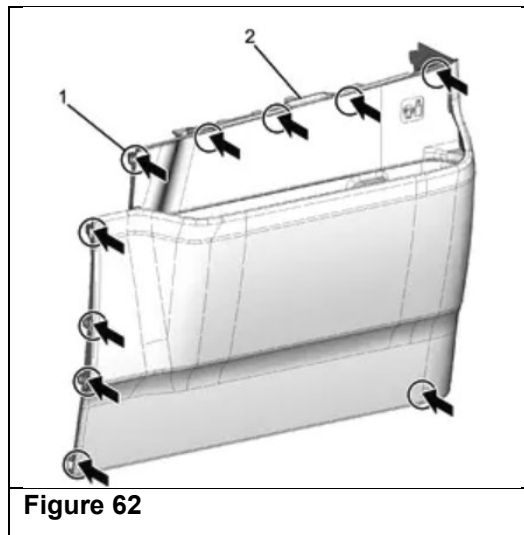
60. Reconnect the connectors on the back of the IPC and install the IPC. Tighten the four (4) screws to 17.7 in. lb.
61. Reinstall the IPC bezel surround by engaging five (5) retaining tabs. (See Figure 55.)
62. Reinstall the lower instrument panel cover by reconnecting the connector, engaging three (3) retaining tabs and installing the clip and screw. (See Figures 51 and 52.)
63. Reinstall the driver side cluster trim panel by reconnecting the connector and engaging the ten (10) retaining tabs. (See Figure 54.)
64. Reinstall the master cylinder reservoir cover by engaging the eight (8) retaining tabs. (See Figure 53.)
65. Reconnect and reinstall the HVAC control unit and tighten the T25 screws to 2.05~2.75 N·m. (See Figure 60.)
66. Reconnect and reinstall the radio and center pocket and tighten the T25 screws to 18-24 in. lb. (See Figure 60.)



67. Put the lower instrument panel under cover in place for installation and connect the 12V accessory port and the HVAC temperature sensor housing. (See Figure 11.)
68. Install the lower instrument panel under cover and ensure all the clips are engaged. Install the screw and the plastic clip. (See Figure 61.)



69. Connect the passenger airbag cut off switch connector and install the side under cover. (See Figure 62.)

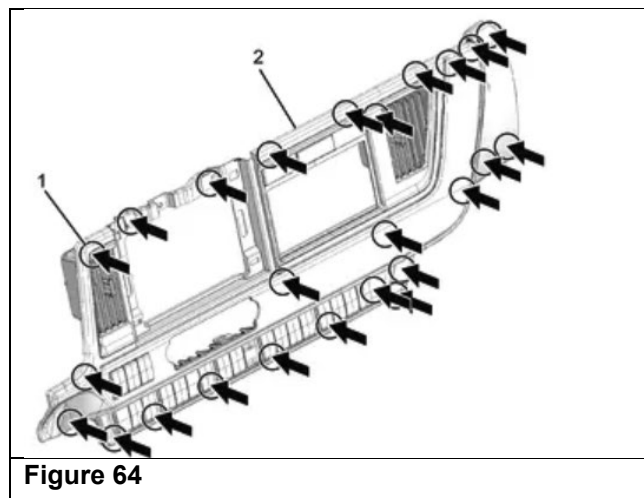


70. Hold the center cluster in place and connect all the connectors that were disconnected in Step 11. (See Figure 63.)

NOTE: Refer to the photo captured in Step 11 for the correct connector orientation.



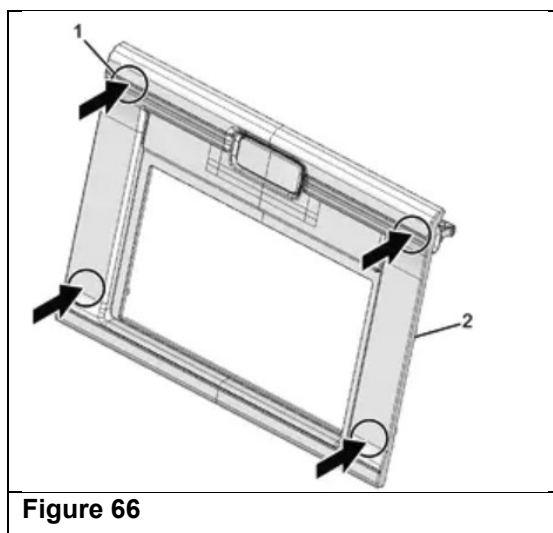
71. Install the center cluster. (See Figure 64.) Ensure that all clips are lined up properly before pushing the center cluster in place. Ensure that all clips engage properly.



72. Install the screw into the center cluster and tighten the T25 screw to 16-19 in. lb. (See Figure 65.)

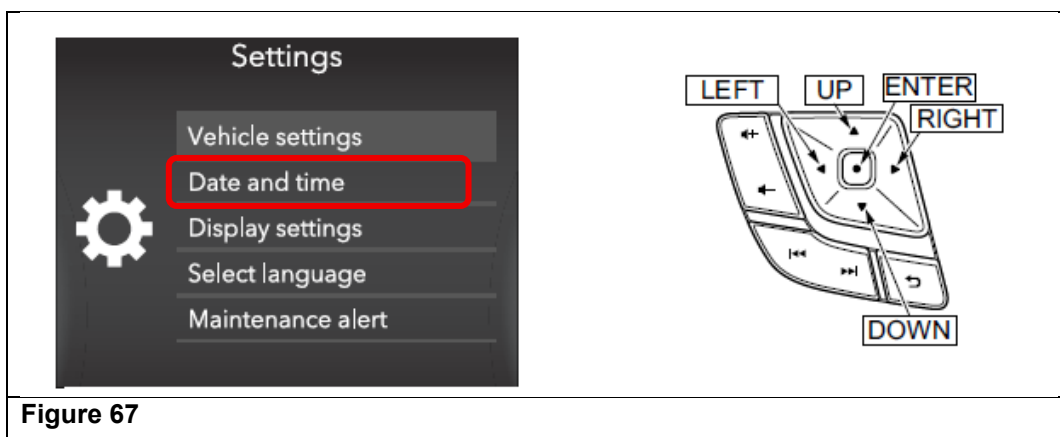


73. Install the bezel to the center cluster. (See Figure 66.)



74. Connect both 12V negative battery terminals and tighten. Install the 12V battery cover.

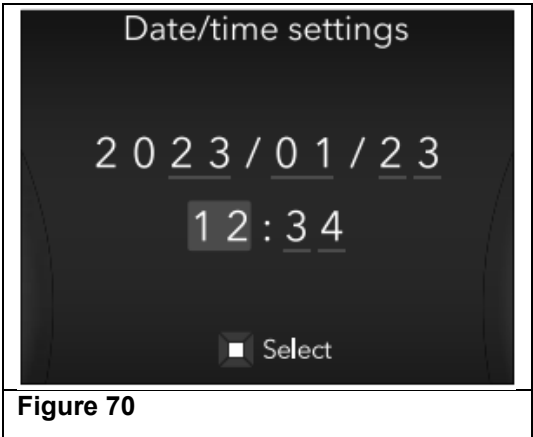
75. Turn the EV Control Switch to the “ON” position and use the steering wheel switches on the left side of the steering wheel and navigate through the Multi Information Display (MID) to the “Settings” screen. Then select “Date and Time”. (See Figure 67.)



76. Follow the prompts to set the preferred date and time format. (See Figures 68 and 69.)



77. On the date/time settings screen, press the "UP" or "DOWN" switch to set year, month, day, and time respectively, and press the "ENTER" switch to confirm the selection. (See Figure 70.)



78. Proceed to **Applying the Campaign Label**.

APPLYING THE CAMPAIGN LABEL

79. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with your Isuzu dealer code, and repair date.

- a. If recall remedy V2602EV was previously claimed/completed, fill in labor code **V2602EVA** as the campaign number and place this additional sticker beneath the sticker installed during the V2602EV remedy.
- b. If this is the first/only remedy performed for this recall, fill in Campaign Number 26V-210 (US) or 2026-386 (Canada).

80. Affix the campaign label onto the driver's side B-pillar. If this is an additional sticker, affix it directly below the sticker installed during the V2602EV remedy.



The image shows a rectangular campaign label form. At the top, the word "ISUZU" is printed in red. Below it, "CAMPAIGN NUMBER" is printed in black. There are two horizontal lines for text entry. Below these, "DEALER CODE:" is printed in black, followed by a horizontal line. Below that, "REPAIR DATE:" is printed in black, followed by a horizontal line. At the very bottom, in small print, is "PIN 2-90028-700-0".

CAMPAIGN CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission. Submit only one claim as indicated below.

NOTE: Failure to submit campaign claims in a timely manner may result in delayed payment. Accepted/Paid claims will change campaign status to "Closed" in IVIS. Submit claims as quickly as possible in order to close the campaign and ensure payment.

Labor Operation Code	Description	Labor Time	Sublet Allowance
V2602EVA	NRR-EV Cab Harness Safety Recall (5 Inspections and Recall Remedy) ADD: Take Photo and Contact Isuzu Technical Assistance (TAC)***	1.2* 0.3	\$2.50**
V2602EVB	NRR-EV Cab Harness Safety Recall (6 Inspections and Recall Remedy) ADD: Take Photo and Contact Isuzu Technical Assistance (TAC)***	1.3* 0.3	\$2.50**

*Includes 0.1 hours for administrative allowance.

**Sublet allowance for Tesa tape.

***Dealers may submit an additional 0.3 hours of labor for the time necessary to take digital photographs and review with TAC if required per Step 58. Dealers should add straight time and additional parts to the claim based on direction from TAC. Be sure to add the TAL case number in the TAL case number field to avoid delay in payment.

DEALER RESPONSIBILITY

All vehicles in dealers' possession and subject to this safety recall must be held and repaired per the service procedure of this campaign bulletin before customers take possession of these vehicles.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not have yet received the notification letter.

In summary, whenever a vehicle subject to this safety recall enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

Sample recall letters that are being sent to owners of record of affected vehicles in the United States and Canada are attached below.

IMPORTANT SAFETY RECALL

NHTSA Recall 26V-210

This notice applies to your vehicle, <VIN>

SEPTEMBER 2026

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 <MY> NRR-EV vehicles. This letter is being mailed out because we decided to expand the vehicle population and remedy requirements for Safety Recall 26V-210. The defect type remains unchanged, however, several additional harness locations have been identified which require added remediation. Even if your vehicle was previously serviced for this condition, you will need to return to your dealer to complete the expanded remedy procedures. In the affected vehicles, if any part of the cab harness is damaged, the engine may stall, electronic parking brake malfunction may occur, tail lamps and brake lamps may not illuminate, Supplemental Restraint System (SRS) may malfunction, the SRS warning lamps may illuminate, transmission shifting issues may occur, or the combination switch may malfunction, all of which could **increase the risk of vehicle crash**. Damage to 12V circuits may also lead to melting and charring of the chassis harness, **increasing the risk of a fire**.

WHAT WE WILL DO

Your Isuzu dealer will reroute and secure the cab harness. This service will be performed **free of charge**.

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment, even if your vehicle may have been previously diagnosed by your dealer prior to parts becoming available for this safety recall. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB26-N-002. We estimate that the remedy may take up to 1hr 18mins to perform. 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: 1-888-275-9171) 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.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle <VIN>
<MY> model year ISUZU NRR-EV

SEPTEMBER 2026

Dear Customer,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Safety Recall Transport Canada 2026-386.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, may exist in all 2025-2027MY N-Series vehicles. This recall 2026-386 replaces/expands/supersedes previous safety recall 2026-158. The defect type remains unchanged, however, several additional harness locations have been identified which require added remediation. Even if your vehicle was previously serviced for this condition, you will need to return to your dealer to complete the expanded remedy procedures. In the affected vehicles, if any part of the cab harness is damaged, the engine may stall, electronic parking brake malfunction may occur, tail lamps and brake lamps may not illuminate, Supplemental Restraint System (SRS) may malfunction, the SRS warning lamps may illuminate, transmission shifting issues may occur, or the combination switch may malfunction, all of which could **increase the risk of vehicle crash**. Damage to 12V circuits may also lead to melting and charring of the chassis harness, **increasing the risk of a fire**.

WHAT WE WILL DO

Your Isuzu dealer will reroute and secure the cab harness. This service will be performed **free of charge**.

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment, even if your vehicle may have been previously diagnosed by your dealer prior to parts becoming available for this safety recall. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB26-N-002. We estimate that the remedy may take up to 1hr 18mins to perform. To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca or contact our Customer Relations Department at the number listed below.

**Isuzu Commercial Truck of Canada
Customer Relations
1-866-441-9638**

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of Canada, 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.