

Part 573 Safety Recall Report

19V-064

Manufacturer Name : Isuzu Technical Center of America, Inc.**Submission Date :** FEB 06, 2019**NHTSA Recall No. :** 19V-064**Manufacturer Recall No. :** V1901**Manufacturer Information :****Population :**

Manufacturer Name : Isuzu Technical Center of America, Inc.

Number of potentially involved : 264

Address : 46401 Commerce Center Drive

Estimated percentage with defect : 7 %

Plymouth MI 48170-2473

Company phone : 866-441-9638

Vehicle Information :

Vehicle 1 : 2019-2019 ISUZU NPR-HD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on a review of production and port inspection records. Review of those records enabled Isuzu to identify the vehicles that potentially contain the noncompliance and to identify which vehicles correctly show that the mileage is indicated in miles and therefore do not need to be recalled.

Production Dates : AUG 24, 2018 - OCT 26, 2018

VIN Range 1 : Begin : JALC4W168K7009903 End : JALC4W167K7010766 Not sequential

Vehicle 2 : 2019-2019 ISUZU NPR-XD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on a review of production and port inspection records. Review of those records enabled Isuzu to identify the vehicles that potentially contain the noncompliance and to identify which vehicles correctly show that the mileage is indicated in miles and therefore do not need to be recalled.

Production Dates : AUG 25, 2018 - NOV 03, 2018

VIN Range 1 : Begin : JALC4W160K7K00148 End : JALC4J161K7K01523 Not sequential

Vehicle 3 : 2019-2019 ISUZU NQR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on a review of production and port inspection records. Review of those records enabled Isuzu to identify the vehicles that potentially contain the noncompliance and to identify which vehicles correctly

show that the mileage is indicated in miles and therefore do not need to be recalled.

Production Dates : AUG 24, 2018 - NOV 17, 2018

VIN Range 1 : Begin : JALE5J162K7900603 End : JALE5W164K7902172 Not sequential

Vehicle 4 : 2019-2019 CHEVROLET 4500HD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on a review of production and port inspection records. Review of those records enabled Isuzu to identify the vehicles that potentially contain the noncompliance and to identify which vehicles correctly show that the mileage is indicated in miles and therefore do not need to be recalled.

Production Dates : SEP 12, 2018 - OCT 04, 2018

VIN Range 1 : Begin : JALCDW168K7010114 End : JALCDJ16XK7010490 Not sequential

Vehicle 5 : 2019-2019 ISUZU NRR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on a review of production and port inspection records. Review of those records enabled Isuzu to identify the vehicles that potentially contain the noncompliance and to identify which vehicles correctly show that the mileage is indicated in miles and therefore do not need to be recalled.

Production Dates : AUG 24, 2018 - OCT 19, 2018

VIN Range 1 : Begin : JALE5W16XK7302368 End : JALE5W165K7305516 Not sequential

Vehicle 6 : 2019-2019 CHEVROLET 4500XD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on a review of production and port inspection records. Review of those records enabled Isuzu to identify the vehicles that potentially contain the noncompliance and to identify which vehicles correctly show that the mileage is indicated in miles and therefore do not need to be recalled.

Production Dates : SEP 28, 2018 - SEP 28, 2018

VIN Range 1 : Begin : JALCDW165K7K01263 End : JALCDW165K7K01263 Not sequential

Vehicle 7 : 2019-2019 CHEVROLET 5500HD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on a review of production and port inspection records. Review of those records enabled Isuzu to identify the vehicles that potentially contain the noncompliance and to identify which vehicles correctly

show that the mileage is indicated in miles and therefore do not need to be recalled.

Production Dates : OCT 03, 2018 - OCT 13, 2018

VIN Range 1 : Begin : JALEEJ161K7901869 End : JALEEJ160K7901944 Not sequential

Vehicle 8 : 2019-2019 CHEVROLET 5500XD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined based on a review of production and port inspection records. Review of those records enabled Isuzu to identify the vehicles that potentially contain the noncompliance and to identify which vehicles correctly show that the mileage is indicated in miles and therefore do not need to be recalled.

Production Dates : SEP 05, 2018 - OCT 09, 2018

VIN Range 1 : Begin : JALEEW168K7304392 End : JALEEJ164K7305218 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Vehicles may have an odometer that accurately records the distance traveled in miles, but erroneously indicates "km" in the LCD display.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : The vehicle odometer display may incorrectly list the distance traveled in kilometers when it is actually being recorded in miles.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Calsonic Kansei Fukushima

Address : 5-1 Sumiyoshi

Nihonmatsu-shi Fukushima FOREIGN STATES 964-0867

Country : Japan

Chronology :

See DET-19-022 Chronology of Defect submitted separately.

Description of Remedy :

Description of Remedy Program : Isuzu will notify customers and dealers to inspect the odometer LCD on their vehicle. If the distance traveled is listed as "mi" (miles), the customer or dealer will be requested to inform Isuzu and the recall for that vehicle will be deemed complete. If the distance is listed as "km" (kilometers), the customer will be requested to take the vehicle to the dealer, and the dealer will replace the meter cluster with one that indicates "mi" (miles). The new odometer will be reprogrammed to reflect the number of miles traveled that was indicated on the original odometer. No reimbursement is anticipated as it is expected that all of the affected vehicles are still under warranty.

How Remedy Component Differs from Recalled Component : The odometer of the replacement meter cluster will correctly indicate miles instead of kilometers adjacent to the distance traveled.

Part Name: Meter Assembly

PN: 8983198442

Description: The meter cluster assemblies have an incorrect odometer LCD and will be replaced with a new cluster assembly with the same PN but the proper odometer LCD.

Identify How/When Recall Condition was Corrected in Production : In December 2018, the supplier made a change to its parts inspection process and all meter cluster units with the supplier and with Isuzu were examined.

Recall Schedule :

Description of Recall Schedule : Dealer notification and Stop sale notice will be immediately sent out first week of February 2019.

Planned Dealer Notification Date : FEB 06, 2019 - FEB 06, 2019

Planned Owner Notification Date : MAR 29, 2019 - MAR 29, 2019

* NR - Not Reported