



OCTOBER 2019
Safety Recall 19V-647
Campaign Bulletin CB19-N-002B

IMPORTANT SAFETY RECALL
RELAY BOX INSPECTION 19V-647
(Transport Canada 2019-452)

To: Isuzu Commercial Truck Service Managers and Parts Managers

This notice, Campaign Bulletin CB19-N-002B with sample owner letters are being sent to update you about Safety Recall – Relay Box Inspection in certain Isuzu commercial vehicles.

AFFECTED VEHICLES

- 2018-2019MY Isuzu FTR Vehicles
 - 2017-2019MY Isuzu N-Gas Vehicles
- Wholesaled on or before 9/9/2019

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2019MY Isuzu FTR and 2017-2019MY Isuzu N-Gas vehicles wholesaled on or before 9/9/2019. In some of the affected vehicles, the power supply bolt in the relay box may not have been properly tightened during harness production at the supplier. This may lead to melting of the power wire and/or a loss of electrical power to the vehicle, which can lead to an engine stall. If the bolt is loose, the vehicle could lose electrical power and stall while being driven, increasing the risk of a crash.

CORRECTION

Isuzu dealers are to inspect and torque the power supply bolt in all affected vehicles. During the inspection, the harness and relay box will be checked for damage and any excess insulation. If there is any excessive insulation, the bolt will be removed, the excess insulation will be trimmed away and the bolt will then be torqued to the appropriate specification. If the harness or relay box is found to be damaged it will be repaired or replaced. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are certain 2018-2019MY Isuzu FTR and 2017-2019MY Isuzu N-Gas vehicles wholesaled on or before 9/9/2019.

OWNER NOTIFICATION

OWNER NOTIFICATION WILL BEGIN OCTOBER 25, 2019.

Please ensure that all appropriate personnel within your dealership are aware of this Safety Recall – Relay Box Inspection and that the necessary repairs are performed on all affected vehicles either in your inventory or brought into your dealership for repair per the above instructions.

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