

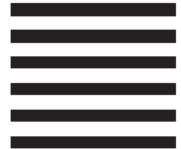


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 106 ANAHEIM, CA

POSTAGE WILL BE PAID BY ADDRESSEE

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



↑ Tear here ↑

ISUZU

ISUZU COMMERCIAL TRUCK OF AMERICA INC
1400 SOUTH DOUGLASS ROAD
SUITE 100
ANAHEIM CA 92806

FIRST CLASS MAIL
U.S. POSTAGE
PAID
Whittier, CA
Permit No. 175



IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance
With Federal Law

NHTSA
www.nhtsa.gov

SAFETY RECALL NOTICE



IMPORTANT SAFETY RECALL
NHTSA Recall 19V-835

This notice applies to your vehicle, [REDACTED]

DECEMBER 2019

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle [REDACTED] 2020 model year Isuzu NRR is involved in safety recall NHTSA 19V-835.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2017, 2019 and 2020 Isuzu N-Series vehicles equipped with diesel engines. In some of the affected vehicles, the rear outer wheel lug nuts may not have been properly tightened and/or torqued when installed onto the rear axles at the Baltimore port. The lug nuts may loosen and the wheel may ultimately separate from the vehicle, increasing the risk of a crash and/ or injury to persons or property.

WHAT WE WILL DO

Isuzu dealers are to inspect the rear outer wheels and lug nuts on both driver and passenger sides on affected vehicles and will properly tighten or install new lug nuts if necessary. This service will be performed **free of charge**.

WHAT YOU SHOULD DO

Visually inspect the lug nuts and, if any are missing or appear to be loose, bring the vehicle to your Isuzu dealer as soon as possible for service. Even if the lug nuts do not appear to be loose, make an appointment as soon as possible to have them properly tightened. You can reduce the potential for additional loosening of the lug nuts by operating the vehicle at a reduced load. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB19-E-002A. Isuzu estimates that the inspection and torque procedure will take approximately 12 minutes to perform. However additional time may be necessary due to the dealer's schedule and/or if additional repairs are necessary. 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

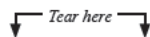
If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the 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.safercar.gov>.

We regret any inconvenience which 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 campaign 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.



Name _____
Address _____
City _____
State _____ Zip _____
Phone (____) _____-____

NEW ADDRESS INFORMATION

- Never owned _____/_____
- Stolen _____/_____
- Totaled/scrapped _____/_____
- Moved, new address below _____
- Sold vehicle, new owner / address below _____



*Rear Outer Wheel Nut
Inspection & Torque
19V-835*

Change of Ownership / Address

