



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

January 24, 2020

Mr. Jeffery Marsee  
Chief Representative, Emission and Safety  
Isuzu Technical Center of America, Inc.  
46401 Commerce Center Drive  
Plymouth, MI 48170-2473

NEF-150MR  
20V-025

**Subject:** Seat Belt May Not Restrain Occupants

Dear Mr. Marsee:

This letter serves to acknowledge Isuzu Technical Center of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/4500HD/2019-2020  
CHEVROLET/4500XD/2020  
CHEVROLET/5500HD/2020  
CHEVROLET/5500XD/2020  
ISUZU/NPR/2019  
ISUZU/NPR HD/2019-2020  
ISUZU/NPR XD/2020  
ISUZU/NQR/2020  
ISUZU/NRR/2020

**Mfr's Report Date:** January 17, 2020

**NHTSA Campaign Number:** 20V-025

**Components:**

SEAT BELTS:FRONT:WEBBING

**Potential Number of Units Affected:** 1,138

**Problem Description:**

Isuzu Technical Center of America, Inc. (Isuzu) is recalling certain 2020 Isuzu NPR HD, NPR XD, NQR and NRR and Chevrolet 4500HD, 4500XD, 5500HD and 5500XD and 2019 Isuzu NPR HD GAS, NPR GAS and Chevrolet 4500 and Chevrolet 3500 vehicles equipped with a dual mode belt locking mechanism seat belt assembly. Due to a manufacturing issue, the seat belt webbing locking mechanism may not properly restrain the occupant as intended.

**Consequence:**

In the event of a crash, if the occupant is not properly restrained, there is an increased risk of injury.

**Remedy:**

Isuzu will notify owners, and dealers will inspect and replace the seat belt assembly, as necessary, free of charge. The recall is

expected to begin February 28, 2020. Owners may contact Isuzu customer service at 1-866-441-9638 or Chevrolet customer service at 1-800-222-1020. Isuzu's number for this recall is V2001.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Isuzu's proposed owner notification letter and have approved it for distribution.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement