IMPORTANT SAFETY RECALL NHTSA Recall 20V-025

This notice applies to your vehicle,

FEBRUARY 2020

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle 2020 model year Isuzu NRR is involved in safety recall NHTSA 20V-025.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2019MY Isuzu N-Gas vehicles produced between November 8, 2019 and November 25, 2019; and 2020MY Isuzu N-Diesel vehicles produced between August 23, 2019 and September 14, 2019. In some of the affected vehicles, the belt webbing locking mechanism (which is applied by the rapid movement of the seat belt) may not function. Occupants may not be restrained as designed and/or may become unrestrained if the separate G-sensor locking mechanism becomes unavailable, increasing the risk of injury in the event of a crash.

WHAT WE WILL DO

Isuzu dealers are to inspect the seat belt label number and the seat belt assembly date. If the seat belt falls within the identified production range, the seat belt assembly will be replaced. This service will be performed **free of charge.**

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB20-C-001B. Isuzu estimates that the repair may take up to 42 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.

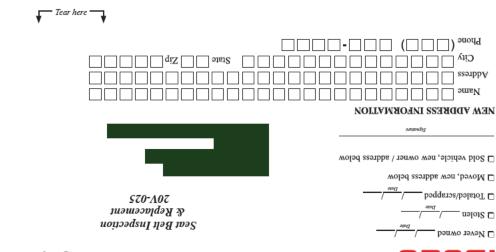
We regret any inconvenience which this action may cause you.

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.







POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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





Issued in Accordance With Federal Law



SAFETY RECALL NOTICE

