



## STOP SALE AND DELIVERY – SAFETY RECALL

**Date:** April 3, 2020

**Subject:** Stop Sale and Delivery for Upcoming Safety Recall

**Affected Models:**

- 2019MY Isuzu N-Gas Vehicles Produced Between July 8 and July 12, 2019

**To:** Isuzu Dealer Principal, Sales Manager and Service Manager

Effective immediately, stop the sale and delivery of affected vehicles in your inventory, even if a customer has purchased an affected vehicle. We are in the process of taking steps to address a safety related defect in these vehicles. **Federal law prohibits the sale and delivery to customers of any vehicle containing a safety defect. You must not deliver any covered vehicles to customers until after the vehicle has been remedied.**

**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 July 8 and July 12, 2019. In some of the affected vehicles, the brake line clip(s) for the rear driver side brake line (which is routed inside the passenger side frame rail) may have been incorrectly installed potentially allowing the brake line to make contact with a grounding bolt. Repeated contact with the bolt could compromise the rear driver side brake line, leading to a loss of brake fluid and resulting in a drop in the hydraulic brake pressure and a reduction or loss of the rear driver side braking performance. All of the remaining brakes (front, passenger side rear and parking brake) will continue to operate normally. If the rear driver side brake fails, the braking performance of the vehicle can be reduced, increasing the risk of a crash.

**WHAT WE WILL DO**

Isuzu Commercial Truck of America, Inc. has issued this notice, Campaign Bulletin CB20-H-001 – which provides a preliminary inspection procedure – and, if applicable, an affected inventory report (approximately 29 vehicles are in dealer inventory).

**WHAT YOU SHOULD DO**

After confirming there are affected vehicles in your dealer's inventory, using the Isuzu Vehicle Information System (IVIS), open a repair order referencing this Stop Sale for each affected vehicle in your inventory and perform the preliminary inspection as set forth in Campaign Bulletin CB20-H-001.

Dealers should complete this procedure as soon as possible. However, **all vehicles that will require brake line replacement *must* remain in dealer inventory** until the revised (updated) campaign bulletin is released and the campaign brake line replacement procedures are performed.

**IMPORTANT:** Always confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Information System (IVIS).

You will receive another notice regarding owner notification as well as a revised (updated) campaign bulletin (containing the campaign brake line replacement procedures and sample owner letters) after the owner notification schedule has been finalized and the owner letter has been approved by NHTSA.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

**Isuzu Commercial Truck of America, Inc.**  
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