



STOP SALE AND DELIVERY – SAFETY RECALL

Date: April 3, 2020

Subject: Stop Sale and Delivery for Upcoming Safety Recall

Affected Models:

- 2018-2020MY Isuzu FTR Vehicles Produced Between February 6, 2018 and February 5, 2020

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 2018-2020MY Isuzu FTR vehicles produced between February 6, 2018 and February 5, 2020. In the affected vehicles, the chassis wire harness outside the relay box was improperly routed. As routed, it can contact the suspension's leaf spring hanger bracket, causing the harness to chafe and the wires to be damaged. Depending on which of the wires within the harness is affected, different systems could be impacted, yielding varying possible results including the possibility of a vehicle stall and/or reduced functionality of the ABS brake system. These results could increase the risk of a crash.

WHAT WE WILL DO

Isuzu Commercial Truck of America, Inc. has issued this notice, Campaign Bulletin CB20-N-001 (which provides inspection and replacement instructions), and, if applicable, an affected inventory report (approximately 400 vehicles are in dealer inventory). **Dealers will be shipped an initial quantity of Harness Hardware Kits by April 7, 2020 in order to complete immediate repairs.**

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 service procedure.

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 campaign bulletin containing 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.