

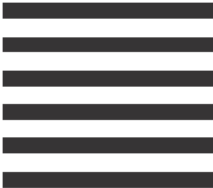


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NECESSARY
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IN THE
UNITED STATES

BUSINESS REPLY MAIL
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POSTAGE WILL BE PAID BY ADDRESSEE

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



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ISUZU

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

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1

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



www.nhtsa.gov

SAFETY RECALL NOTICE – 2ND NOTICE

This notice applies to your vehicle,

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 FTR is involved in safety recall NHTSA 20V-195. Our records indicate that your vehicle has not yet received this recall remedy.

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 and can contact the suspension's leaf spring hanger bracket, chafing and damaging the wires. Damaged wires increase the risk of a **fire** and, depending on which of the wires within the harness is damaged, also create a risk of a vehicle stall and/or reduced functionality of the ABS brake system, increasing the risk of a crash.

Isuzu dealers will inspect the chassis harness and install additional clamps to ensure the wire harness is secured away from the hanger bracket. If the wire harness is chafed, it will be repaired or replaced. This service will be performed **free of charge**.

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-N-001B. We estimate that the repair may take up to 30 minutes to perform. However, additional time may be necessary due to the dealer's schedule and/or if harness repair or replacement is 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.

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.nhtsa.gov>.

Sincerely,

Isuzu Commercial Truck of America, Inc.

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 (____) ____-____

Signature _____

☐ Moved, new address below

☐ Totalled/scrapped _____/_____/_____
Date

☐ Stolen _____
Date _____

☐ Never owned _____
Date _____

Change of Ownership / Address

02051