



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 1, 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-554

**Subject:** Ground Cable On Starter Motor May Break

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/6500XD/2018-2021  
ISUZU/FTR/2018-2021

**Mfr's Report Date:** September 11, 2020

**NHTSA Campaign Number:** 20V-554

**Components:**

ELECTRICAL SYSTEM:STARTER ASSEMBLY

**Potential Number of Units Affected:** 4,352

**Problem Description:**

Isuzu Technical Center of America, Inc. (Isuzu) is recalling certain 2018-2021 FTR and Chevrolet 6500XD vehicles. The ground cable connecting the starter motor to the vehicle frame may break at the starter-side eyelet, resulting in an engine no-crank or slow-crank condition, causing the vehicle not to start.

**Consequence:**

If the cable is broken and repeated attempts are made to start the vehicle, the starter may ground through the steel braiding of the power steering hose, allowing it to heat up and possibly rupture, increasing the risk of a fire.

**Remedy:**

Isuzu will notify owners, and dealers will replace the ground cable and will inspect and replace the power steering hose if damage exists, free of charge. The recall is expected to begin October 16, 2020. Owners may contact Isuzu customer service at 1-866-441-9638. Isuzu's number for this recall is V2004.

**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.

Please be reminded of the following requirements:

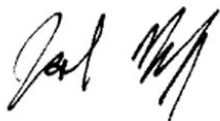
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are 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. We look forward to working with you.

Sincerely,



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