



OCTOBER 2020  
Safety Recall NHTSA 20V-554 / TC 2020-429  
Campaign Bulletin CB20-N-002A

**IMPORTANT SAFETY RECALL**  
**GROUND CABLE REPLACEMENT – 20V-554**  
(Transport Canada 2020-429)

**To: Isuzu Commercial Truck Service Managers and Parts Managers**

This notice and Campaign Bulletin CB20-N-002A with sample owner letters are being sent to update you about Safety Recall – Ground Cable Replacement in certain Isuzu commercial vehicles.

**AFFECTED VEHICLES**

- 2018-2021MY Isuzu FTR Vehicles Produced Before August 14, 2020

**CONDITION**

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2021MY Isuzu FTR vehicles produced before August 14, 2020. In the affected vehicles, the ground cable connecting the starter motor to the vehicle frame may break at the starter-side eyelet, which can result in an engine no-crank or slow-crank condition, causing the vehicle not to start. If the driver attempts to repeatedly start the engine after the cable has broken or holds key in the start position for an extended period of time, electrical current will flow through the steel braiding of the power steering hose, rather than through the broken cable, generating heat within the power steering hose. Enough generated heat may potentially damage or rupture the power steering hose. If the power steering hose ruptures, power steering fluid may leak onto a hot engine or exhaust surface increasing the risk of a fire.

**CORRECTION**

**For Customer Vehicles:** Isuzu dealers will replace the ground cable in all affected vehicles and will inspect the power steering hose for any damage. The power steering hose will be replaced if the ground cable was broken or if the power steering hose is bulging/swelling or leaking. This service will be performed **free of charge**.

**For New Vehicle Dealer Inventory:** Isuzu dealers will replace only the ground cable.

**OWNER NOTIFICATION**

OWNER NOTIFICATION WILL BEGIN OCTOBER 09, 2020.

Please ensure that all appropriate personnel within your dealership are aware of this Safety Recall – Ground Cable Replacement and that the necessary repairs are performed on all affected vehicles either in your inventory or brought into your dealership for repair per the above instructions.

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