



## STOP SALE AND DELIVERY – SAFETY RECALL

**Date: September 11, 2020**

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

**Affected Models:**

- 2018-2021MY Isuzu FTR Vehicles Produced Prior to August 14, 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 2018-2021MY 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 start the engine after the cable has broken, 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. Once the cable is broken, if the driver makes repeated efforts to restart the engine or if the key is held in the engine start position for an extended period of time, enough heat may be generated to melt and potentially to 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.

**WHAT WE WILL DO**

Isuzu Commercial Truck of America, Inc. has issued this notice, Campaign Bulletin CB20-N-002 and, if applicable, an affected inventory report (approximately 330 vehicles are in dealer inventory). **Dealers will be shipped an initial quantity of part number 8-97663-264-0 today, September 11, 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 NEW vehicle in your inventory and replace the ground cable only on NEW vehicles per the service procedure in the campaign bulletin.

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

You will receive another notice when the owner notification schedule has been finalized. At that time, sample owner letters and a second service procedure, which calls for the inspection and, if necessary, replacement, of the power steering hose in customer-owned and used (affected) vehicles, will be added to the campaign bulletin.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

**Isuzu Commercial Truck of America, Inc.**  
**Customer Relations Department**  
1400 S. Douglass Road, Suite 100, Anaheim, CA 92806 \*1-866-441-9638