

ISUZU

ISUZU



IMPORTANT SAFETY RECALL NHTSA Recall 20V-554

OCTOBER 2020

This notice applies to your vehicle, 54D [REDACTED]

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle 54D [REDACTED] 2019 model year Isuzu FTR is involved in safety recall NHTSA 20V-554.

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 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.

WHAT WE WILL DO

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 it is found to be damaged or, even in the absence of any apparent damage, if the ground cable was broken. This service will be performed at **no charge**.

WHAT YOU SHOULD DO

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-002A. We estimate that the repair may take up to 30 minutes to perform. However, additional time may be necessary due to

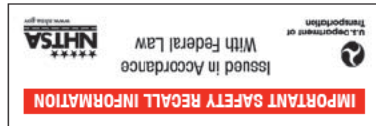
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IMPORTANT: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner. 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.

SAFETY RECALL NOTICE



*****AUTO**ALL FOR AADC 917



ISUZU

—Tear Here—

**Change Of
Ownership / Address**

**20V-554
Ground Cable Replacement**

- Never owned ___/___/___
- Stolen ___/___/___
- Totaled/scrapped ___/___/___
- Moved, new address below
- Sold vehicle, new owner / address below

Signature

NEW ADDRESS INFORMATION

Name []
Address []
City [] State [] [] Zip [] [] [] [] [] []
Phone ([] [] [] []) [] [] [] [] - [] [] [] [] [] [] [] [] []

We're looking to the future by recycling today

—Tear Here—

To mail card, tear at both perforations & remove this piece.

PRSR1 1ST CLASS
U.S. POSTAGE
PAID
Whittier, CA
Permit No. 175

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

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the dealer's schedule and/or if power steering hose 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.

**Isuzu Commercial Truck of America
Customer Relations
1-866-441-9638**

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement.

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>.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

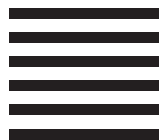
**Isuzu Commercial Truck Customer Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806**

Reimbursement questions should be directed to the following number:
1-866-441-9638
Or Email: cvcs@icta-us.com

↔ Tear Here ↔



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IF MAILED
IN THE
UNITED STATES



To mail
card, tear
at both
perforations
& remove
this piece.

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FIRST-CLASS MAIL PERMIT NO. 106 ANAHEIM, CA

POSTAGE WILL BE PAID BY ADDRESSEE

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