



## IMPORTANT SAFETY RECALL

### NHTSA Recall 22V-508

This notice applies to your vehicle, [REDACTED]

SEPTEMBER 2022

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle [REDACTED] 2022 model year Isuzu F-Series vehicle is involved in safety recall NHTSA 22V-508.

#### WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect exists in certain 2022 model year Isuzu F-Series vehicles. Due to a software calibration error, the affected vehicles were built without engine exhaust braking functionality. Without engine braking, a driver may experience longer stopping distances than expected, **increasing the risk of a crash.**

#### WHAT WE WILL DO

Isuzu dealers will have the Cummins Engine Control Module (ECM) reprogrammed with the correct calibration setting for the engine exhaust brake. This service will be performed **free of 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 CB22-J-002A. We estimate that the reprogramming will take 24 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled and processed and whether or not your Isuzu dealership also is a Cummins certified service location. To locate the nearest Isuzu dealer you can visit our website at [www.isuzuev.com](http://www.isuzuev.com) or contact our Customer Relations Department at the number listed below.

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

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 this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

*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 recall 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.*

**ISUZU**

1400 South Douglass Road, Suite 100  
Anaheim, California 92806

**IMPORTANT SAFETY RECALL INFORMATION**

Issued in Accordance  
With Federal Law



**SAFETY RECALL NOTICE**







**BUSINESS REPLY MAIL**  
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

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

