

IMPORTANT SAFETY RECALL
NHTSA Recall 23V-017

This notice applies to your vehicle, [REDACTED]

FEBRUARY 2023

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 N-Series vehicle is involved in safety recall NHTSA 23V-017.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022 - 2023MY Isuzu N-Series Diesel Vehicles produced after 7/26/2021 with RPO Code EM2 or EL5 (200" or 212" respectively) Wheelbase Factory Modifications. When the subject vehicles were modified to extend the frame, the Anti-lock Brake System (ABS) module was not recalibrated to account for the different inputs from the vehicle resulting from the stretched frame. Therefore, when driving in a curve, the Electronic Stability Control (ESC) system, working together with the ABS, may react prematurely or be delayed in reacting, therefore **increasing the risk of a crash**.

WHAT WE WILL DO

Your Isuzu dealer will recalibrate the ABS Control Module with the correct wheelbase length. 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 CB23-H-001A. We estimate that the remedy may take up to 24 minutes to perform. 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

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.

Tear here

Form fields for Name, Address, City, State, Zip, and Phone.

NEW ADDRESS INFORMATION



Form fields for Signature, Stolen, Totaled/scrapped, Moved, and Sold vehicle, new owner / address below.

ABS Recalibration Safety Recall
23V-017

Change of Ownership / Address





NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

↑ Tear here ↑

ISUZU

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



IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance
With Federal Law

NHTSA
www.nhtsa.gov

SAFETY RECALL NOTICE

