



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V319

Manufacturer Name: Isuzu Motors Limited

Submission Date: May 16, 2025

NHTSA Recall No.: 25V319

Manufacturer Recall No.: V2503

Manufacturer Information

Population

Manufacturer Name: Isuzu Motors Limited

Address: 46401 Commerce Center
Drive
Plymouth MI, 48170-2473

Total number of potentially involved: 73

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2025-2025 ISUZU NRR-EV

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Aug 29, 2024 - Jan 24, 2025

Number of potentially involved:

Descriptive Information:

This recall applies to all 2025MY Isuzu NRR-EV vehicles.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Isuzu discovered during long term durability testing that the sub-junction box used to transfer current to the EV drive motor had failed in a test vehicle at the bus bar to connector attachment bolt. Isuzu's investigation revealed that, as a result of a design flaw in the sub-junction box, an improper gap between the connector and the bus bar caused loosening of the bolt fastening the bus bar to the connector terminal, resulting in increased resistance of the current flow. This resistance will result in increased heat and may activate one or more DTCs. One of these DTCs will illuminate a warning to the driver and turn off current running to the EV drive motor. The driver will experience loss of motive power.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

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If the vehicle loses motive power, there is an increased risk of a crash without warning. The illumination of the notice to the driver occurs approximately simultaneously with the loss of current flow to the engine, so while it provides information to the driver, it is not an advance warning. In addition, note that the vehicle's power brake assist and power steering continue to function normally.

Description of the cause:

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Furukawa Automotive Systems Inc.

Address: 1000 Amago, Koura-cho
Inukami-gun Foreign States, 522-0242

Country: Japan

Involved Components

Component Name 1: BLOCK ASM; DRV MOT PWR INV MDL CBL JUNC

Component Description: Sub Junction Block

Component Part Number: 8978721691

Chronology

On December 10, 2024, while Isuzu was conducting a long-term durability test of this model in Japan, Isuzu's test vehicle illuminated a warning light and malfunction message to the driver in the Multi Informational Display. The test vehicle lost propulsion at approximately the same time. Isuzu confirmed that a DTC identifying "EV System Isolation Resistance Low" was activated. The mileage on the test vehicle at the time of the warning light/malfunction message was 25,822 miles. Isuzu immediately began an investigation of the malfunction. In January 2025, Isuzu identified that the bus bar and fastening bolt inside the sub-junction box (Sub J/B) for the electric drive motor failed along with the harness connector. The harness between the Main J/B and Sub J/B was also disengaged from the connector. Isuzu's investigation continued through February and March. Upon further analysis, Isuzu identified that, as a result of a design drawing error, there was a 1.5mm gap between the bus bar and the connector. In April, Isuzu worked to clarify and verify the mechanisms of failure and their consequences. Among other things, this involved researching and verifying the worst-case failure scenarios through the vehicle's EV system. Finally, Isuzu evaluated and validated the safety risk involved in this issue, including

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determining whether there had been claims or reports from the field of any kind related to this issue. On May 9, Isuzu made a decision to conduct a safety-related recall to address this issue. Isuzu has received no reports of loss of motive power related to this issue in the US. Isuzu is not aware of any crashes, fatalities or injuries associated with this issue.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type:

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Dealers will replace the sub-junction box on all affected vehicles. In addition, for vehicles that experienced a DTC reflecting damage to the harness, dealers will replace the harness as well as the sub-junction box. Finally, for vehicles that experienced a DTC reflecting damage to the motor or inverter, dealers will also replace the motor/inverter.

No reimbursement is anticipated as all of the affected vehicles are still under new vehicle warranty.

How remedy component differs from recalled component:

The replacement sub-junction box will not have a gap between the connector and the bus bar. If the harness and/or the motor/inverter need to be replaced based on DTC information, those replacement components will be the same as the ones in the original production but will not contain the damage induced by the defect.

Identify how/when recall condition was corrected in production:

By the time the present recall condition was discovered and understood, all MY2025 NRR-EV vehicles had already been produced. However, a Stop Ship at the factory was placed on 2025MY Isuzu NRR-EV vehicles on March 25, 2025, due to Safety Recall 25V217. That Stop Ship is still in effect for that recall because the remedy for 25V217 is not yet available. It is for that reason that, as explained above, most of the MY25 NRR-EV vehicles are still in Isuzu's possession/control and thus are not included in this current recall population. The current recall condition was corrected when production of the next model year – the MY2026 NRR EV – began on April 28, 2025.

Reimbursement Plan

Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Part 573 Safety Recall Report**25V319****Recall Schedule****Description of recall schedule:**

Isuzu dealers and owners will be informed that the recall remedies will be provided free of charge. The recall owner notification is expected on or about 07/08/2025. For additional information, Isuzu owners may contact Isuzu Customer Relations at 1-866-441-9638.

Planned Dealer Notification Date: May 16, 2025 - Jul 01, 2025☐ No Dealers**Planned Interim Owner Notification Date:**☐ No Owners**Planned Remedy Owner Notification Date:** Jul 08, 2025 - Jul 08, 2025☐ Phased Recall**Date when VIN will be searchable:**