



Campaign Service BULLETIN

**IMPORTANT SERVICE
INFORMATION FOR:**

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL

<p>BULLETIN NUMBER: CB07-E-001</p> <p>ISSUE DATE: OCTOBER 2007</p> <p>GROUP: BRAKES</p>

Incorrect Steering Gear Spacer Safety Recall 07V-469



AFFECTED VEHICLES

- 2005-2006 Isuzu HXR

SERVICE INFORMATION

CONDITION

The manufacturer General Motors has decided that a defect, which relates to motor vehicle safety, exists in the three 2005-2006 Model Year Isuzu HXR vehicles/units listed below. The steering gear on these vehicles may have been produced incorrectly. A steering gear with this condition may produce the feeling of hitting a curb and a cracking or pinging sound when the steering wheel is turned. The steering wheel position may be off-center and increased effort may be required when turning. If these warning signs are ignored and the vehicle continues to be driven, loss of steering could result and a crash could occur.

CORRECTION

Dealers are to inspect, and if necessary, replace the steering gear.

VEHICLES INVOLVED

Involved are the three Isuzu HXR units identified in the VIN list below.

Year	Division	Model	VIN	Build Date mm/dd/yy
2005	Isuzu	HXR	4GTV8C4315F700830	05/24/05
2006	Isuzu	HXR	4GTV8C4346F418652	02/07/06
2006	Isuzu	HXR	4GTV8C4376F419004	02/08/06

DEALER RESPONSIBILITY

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible.

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Whenever a vehicle subject to this campaign is in a dealer's vehicle inventory, or arrives at the dealership for service, the dealer must take the necessary steps to ensure that this campaign correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

Isuzu Commercial Truck of America (ICTA) will contact affected vehicle owners directly to coordinate inspection and repair.

PARTS INFORMATION

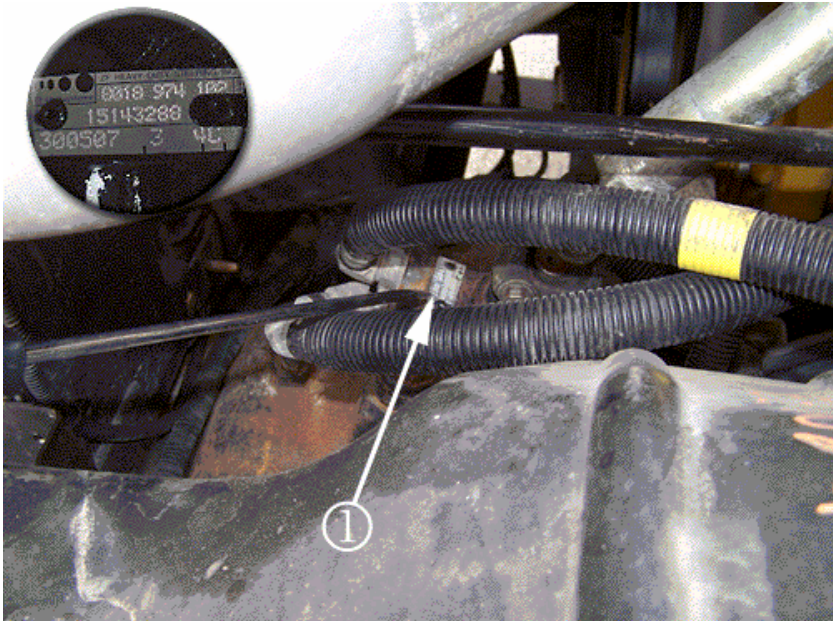
Parts required to complete this recall are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a Daily Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

Part Number	Description	Quantity/Vehicle
8-15143-282-0	Gear, Steering	1 (If Req'd)
2-90531-817-0	ATF Dexron VI; Quart	As Needed

SERVICE PROCEDURE

Important: Steering gears built incorrectly will exhibit symptoms within 15,000 miles of use.

1. Determine the actual mileage on the steering gear. Use the vehicle build date, vehicle mileage, and date code on the steering gear to determine steering gear mileage.



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The steering gear information tab is located on top of the steering gear. The six-digit date code is located on the bottom of the steering gear tab. Refer to the illustration above. The view is from the left (driver's side) of the engine compartment.

- For steering gears with a date code beginning with 250407 (dd/mm/yy) and thereafter, the steering gear is good. No further action is required.
 - If the mileage on the vehicle is 15,000 miles or greater and the steering gear date code is prior to the vehicle build date, then the steering gear is good. No further action is required.
 - If the steering gear date code is after the vehicle build date, the steering gear is not original equipment. The steering gear requires replacement. Proceed to Step 2.
2. Replace the steering gear. Refer to *Steering Gear Replacement* in the service manual.
 3. Flush the power steering system. Refer to *Power Steering System Flushing* in the service manual.
 4. Bleed the power steering system. Refer to *Power Steering System Bleeding* in the service manual. Continue to APPLY CAMPAIGN LABEL.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 07V-469, Isuzu dealer code, and repair date.
2. Affix the campaign label onto the driver's side B-pillar.

ISUZU
CAMPAGIN NUMBER: <u>07V-469</u>
DEALER CODE: _____
REPAIR DATE: _____
P/N 2-90028-700-0

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	Labor Op	Labor Hours	Net Item
Inspect Power Steering Gear Assembly – No Further Action Required	N/A	N/A	N/A	V1724	0.2	N/A
Inspect & Replace Power Steering Gear Assembly (inc. Power Steering System Flush & Bleed Procedures)	1	---	*	V1725	3.0	**
Customer Reimbursement	N/A	N/A	N/A	V1726	0.2	**

* The "Parts Allowance" should be the sum total of the current AIPDN Dealer net price plus applicable Mark-Up for valve kit needed to complete the repair.

** The "Parts Allowance" should be the sum total of the current AIPDN Dealer net price plus applicable Mark-Up for valve kit and air brake park control valve needed to complete the repair.

Refer to the Isuzu ICS Claims Processing Manual for details on Product Recall Claim Submission.