



U.S. Department
of Transportation

1200 New Jersey Avenue, SE.
Washington, DC 20590

**National Highway
Traffic Safety
Administration**

February 6, 2009

MR. JEFFERY MARSEE
CHIEF REPRESENTATIVE
EMISSIONS & SAFETY
ISUZU MANUFACTURING SERVICE OF AMERICA, INC.
46401 COMMERCE CENTER DRIVE
PLYMOUTH MI 48170-2473

NVS-215dgl
09V-042

Subject: PROPELLER SHAFT

Dear MR. MARSEE:

This letter serves to acknowledge Isuzu Manufacturing Service of America, Inc's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the products described below, for which a safety recall campaign shall be conducted pursuant to 49 U.S.C. § 30119.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHEVROLET/W3500/2008-2009
CHEVROLET/W4500/2008-2009
CHEVROLET/W5500/2008-2009
GMC/W3500/2008-2009
GMC/W4500/2008-2009
GMC/W5500/2008-2009
ISUZU/NPR/2008-2009
ISUZU/NQR/2008-2009
ISUZU/NRR/2009

NHTSA Campaign Number: 09V-042

Mfg's Report Date: January 28, 2009

Components: POWER TRAIN: DRIVELINE: DRIVESHAFT

Potential Number of Units Affected: 2,836

Summary:

IZUSU IS RECALLING 2,836 MY 2008-2009 NPR/NQR AND NRR, GMC W3500, 4500 AND 5500, CHEVROLET W3500, 4500 AND 5500 TRUCKS. THE PROPELLER SHAFT WAS MANUFACTURED WITH INSUFFICIENT HIGH FREQUENCY HEAT TREATMENT. AS A RESULT, THE AFFECTED PORTION OF THE PROPELLER SHAFT MAY NOT MAINTAIN ITS DURABILITY THROUGH THE EXPECTED VEHICLE USEFUL LIFE.

Consequence:

THE PROPELLER SHAFT COULD BREAK OFF WHILE THE VEHICLE IS BEING DRIVING, WHICH WOULD RESULT IN THE VEHICLE STALLING AND COASTING TO A STOP, OR LOSS OF VEHICLE CONTROL WHICH COULD RESULT IN A CRASH.

Remedy:

DEALERS WILL REPLACE THE PROPELLER SHAFT FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON OR BEFORE MARCH 5, 2009. OWNERS MAY CONTACT ISUZU AT 1-866-441-9638.

Notes:

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

Please provide the following additional information and be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contacts for this recall will be Delia Lopez or Kelly Schuler, who may be reached by phone at 202-366-9525 or 202-366-5227, or by email at Delia.lopez@dot.gov, or Kelly.Schuler@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to be 'G. Person', with a long horizontal flourish extending to the right.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement