

ISUZU
DET-09-014

January 28, 2009

Mr. Daniel C. Smith
Associate Administrator for Enforcement – NVS-200
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Subject: Part 573 Defect Information Report
MY 2008-2009 Isuzu NPR/NQR/NRR and GMC/Chevrolet W3500/4500/5500
Propeller Shaft

Dear Mr. Smith;

On behalf of Isuzu Motors Limited, Japan ("Isuzu Motors"), Isuzu Manufacturing Services of America, Inc. (collectively, "Isuzu") hereby submits this report pursuant to 49 CFR Part 573 as it applies to a determination by Isuzu of a safety defect involving certain 2008 and 2009 model year diesel trucks.

573.6 (c) (1)

Manufacturer: Isuzu Motors Limited, Japan

US Sales Companies: (a) Isuzu Commercial Truck of America, Inc.
(b) General Motors Corporation, Chevrolet & GMC Divisions

573.6 (c) (2), (3) and (4):

This information is set forth in Attachment 1.

The defect described in this report is contained in the propeller shaft, which was supplied to Isuzu by JIDOSHA BUHIN KOGYO CO., LTD, 4-3-1 Kamigo, Ebina, 234-0434, Japan. ("JBK") JBK's telephone number is +81-46-231-3111

573.6 (c) (5):

Summary:

Due to an inadequate high frequency heat treatment process, the propeller shaft may not maintain its durability through the expected vehicle useful life. The propeller shaft may break and fall off while the vehicle is being driven.

Detailed description:

During a several week period in early 2008, an improper setting of the high frequency heat treatment machine for the propeller shaft occurred at the propeller shaft supplier causing inadequate heat treatment on the spline shaft base area of the joint propeller shaft slide joint.

Improper heat treatment causes insufficient hardening of the propeller shaft of the affected portion and the propeller shaft may not maintain its durability through the expected vehicle useful life. The propeller shaft could eventually break and fall off while the vehicle is being driven, which would result in the vehicle stalling and coasting to a stop, or, in a worst case scenario, loss of vehicle control.

573.6 (c) (6):

It was brought to Isuzu's attention from JBK on March 31, 2008 that an improper setting of the high frequency heat treatment machine for propeller shafts occurred, resulting in an inadequate heat treatment on the spline shaft base area of propeller shaft slide joint. By that time, the propeller shafts with this condition had already been delivered to Isuzu. Isuzu immediately quarantined its inventory of affected propeller shafts and removed them from availability for the production line, pending further investigation. The supplier checked their maintenance records of the heat treatment machine and found that the machine was modified just after the 2008 New Year's Holiday and that the improper setting occurred during that time. The supplier had already corrected the heat treatment machine to the proper setting before reporting to Isuzu.

Based on the information from the supplier, Isuzu conducted an analysis of the potential safety consequences of this condition. Specifically, Isuzu conducted thorough durability testing of the propeller shaft with the inadequate heat treatment condition and reached the conclusion that the propeller shaft has poor durability compared to one with proper heat treatment as specified in the Isuzu design drawing. Again, the affected propeller shafts cannot maintain sufficient durability during expected vehicle useful life. If a propeller shaft separates while the vehicle is being driven, it would result in the vehicle stalling and coasting to a stop, or, in a worst case scenario, loss of vehicle control. Isuzu knows the condition it has identified is progressive and would be expected to manifest as the vehicles age.

Isuzu confirmed that the affected propeller shafts have been installed on vehicles produced from January 16, 2008 through March 29, 2008. Accordingly, Isuzu Motors decided to conduct a recall campaign on January 21, 2009.

573.6 (c) (8):

The affected propeller shaft is to be replaced with a properly heat-treated one at no charge to the vehicle owner.

Reimbursement

Pursuant to 577.11(e), Isuzu does not plan to provide notice about reimbursement to owners because involved vehicles are still covered under the new vehicle warranty.

573.6 (c) (9) and (10):

Copies of a draft campaign service bulletin and a draft owner letter will be forwarded to NHTSA in the near future. It is presently anticipated that customer notification will begin on or about March 5, 2009.

If you have any questions or require additional information, please contact me at 734-582-9262 or Scott Crafard of my staff at 734-582-9250.

Sincerely,



Jeffery A. Marsee
Chief Representative
Emission and Safety
Isuzu Manufacturing Services of America, Inc.

Attachments

Attachment 1

573.6 (c)(2), (3) and (4):
 Vehicles Potentially Affected by Make, Model and Model Year plus Inclusive Data of Manufacture.

MAKE	MODEL SERIES	MODEL YEAR	NUMBER INVOLVED	Inclusive Dates of Manufacture		OTHER DESCRIPTION INFORMATION TO PROPERLY IDENTIFY VEHICLES	ESTIMATE NUMBER WITH CONDITION
				FROM	TO		
Isuzu	NPR/NQR /NRR	08 & 09 MY	2340	January 2008	March 2008		100%
GMC	W3500/4500 /5500	08 & 09 MY	431	January 2008	March 2008		100%
Chevrolet	W3500/4500/5500	08 & 09 MY	65	January 2008	March 2008		100%
TOTAL			2836				