



Campaign Service BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB09-F-001

ISSUE DATE:
FEBRUARY 2009

GROUP:
DRIVELINE/AXLE

PROPELLER SHAFT SAFETY RECALL CAMPAIGN NO. 09V-042



AFFECTED VEHICLES

- 2008-2009 Isuzu N-Series
- 2008-2009 GMC W-Series
- 2008-2009 Chevrolet W-series

Produced from January 2008 to March 2008 and equipped with 5.2L 4HK1 diesel engine

SERVICE INFORMATION

CONDITION

The propeller shaft in certain 2008 and 2009MY N/W Series vehicles were 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. The propeller shaft could break 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 increasing the risk of a crash.

CORRECTION

Dealers are to replace the propeller shaft in the affected vehicles.

DEALER RESPONSIBILITY

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

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

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Campaign follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

VEHICLES INVOLVED

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS) below. Not all vehicles may be involved.

For dealers with involved vehicles, a listing of involved vehicles containing the complete vehicle identification number has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.




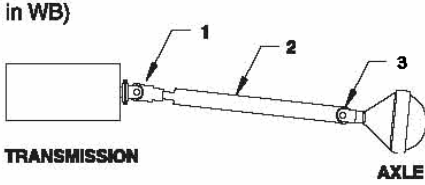
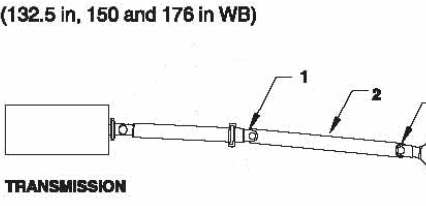
PARTS INFORMATION

Parts required to complete this campaign 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.

Isuzu Part Number (GM)	Description	Application	Qty	Qty	Qty	Qty
8-98024-923-0 (98024923)	Propeller Shaft Assembly	34W (132.5")	1			
8-98024-925-0 (98024925)	Propeller Shaft Assembly	45W (176")		1		
8-98040-477-0 (98040477)	Propeller Shaft Assembly	38W (150")			1	
8-98040-526-0 (98040526)	Propeller Shaft Assembly	28W (109")				1
8-97365-451-0 (97365451)	Bolt, Yoke	All	8	8	8	4
0-91510-812-0 (94012859)	Washer, Yoke	All	8	8	8	8
8-97365-450-0 (97365450)	Nut, Yoke	All	8	8	8	8
2-90028-700-0 (94052641)	Campaign Label	All	1	1	1	1

SERVICE PROCEDURE

1. Remove the rear propeller shaft mounting hardware, (4) nuts, (4) washers and (4) bolts, at pinion flange yoke.
2. Remove the front propeller shaft mounting hardware, (4) nuts, (4) washers and (4) bolts, at center bearing yoke. (For 109" wheel base remove the front propeller shaft mounting hardware, (4) nuts and (4) washers, at the transmission yoke – transmission yoke studs do not need to be removed.)

		
Pinion Flange Yoke	Center Bearing Yoke	Transmission Yoke <i>(109" Wheel base)</i>
(109 in WB) 	(132.5 in, 150 and 176 in WB) 	
1. Front Mount (Transmission Yoke) 2. Prop Shaft 3. Rear Mount (Pinion Flange Yoke)	1. Front Mount (Center Bearing Yoke) 2. Prop Shaft 3. Rear mount (Pinion Flange Yoke)	

3. Remove the propeller shaft assembly.
4. Discard (scrap) the removed propeller shaft assembly and mounting hardware.

Important: Ensure the new propeller shaft is installed in exactly the same position as the old propeller shaft. If the new shaft is not in the proper position, the two shafts will be out of phase and a driveline vibration will result.

5. Install the new propeller shaft assembly.
6. Install the front propeller shaft new mounting hardware, (4) nuts, (4) washers and (4) bolts, at the center bearing yoke. (For 109" wheel base, install new (4) nuts and (4) washers at the transmission yoke.)
7. Install the rear propeller shaft new mounting hardware (4) nuts, (4) washers and (4) bolts at pinion flange.
8. Tighten the nuts at the pinion flange yoke and center bearing yoke (for 109" wheel base at the pinion flange yoke and transmission yoke) to 103 N-m (76 lb ft)

APPLYING THE CAMPAIGN LABEL

9. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 09V-042, Isuzu dealer code, and repair date.
10. Affix the campaign label onto the driver's side B-pillar.

ISUZU
CAMPAIGN NUMBER: <u> 09V-042 </u>
DEALER CODE: _____
REPAIR DATE: _____
P/N 2-90028-700-0

CLAIM INFORMATION

Submit a Campaign Claim with the information indicated below:

LABOR OPERATION DESCRIPTION	PART COUNT	PART NO.	LABOR OP	LABOR HOURS	Comment
Propeller Shaft R&R V0901	1		V0901	0.7	

Labor Time includes 0.1 hours administrative time allowance.
Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.