

BULLETIN NUMBER:

CB09-F-001

ISSUE DATE:

FEBRUARY 2009

GROUP:

DRIVELINE

Propeller Shaft Safety Recall Campaign No. 09V-042

AFFECTED VEHICLES

2008 - 2009 Chevrolet or GMC W3500/W4500/W5500

2008 - 2009 Isuzu NPR/NPRHD/NQR/NRR

SERVICE INFORMATION

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 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. 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 free of charge.

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.

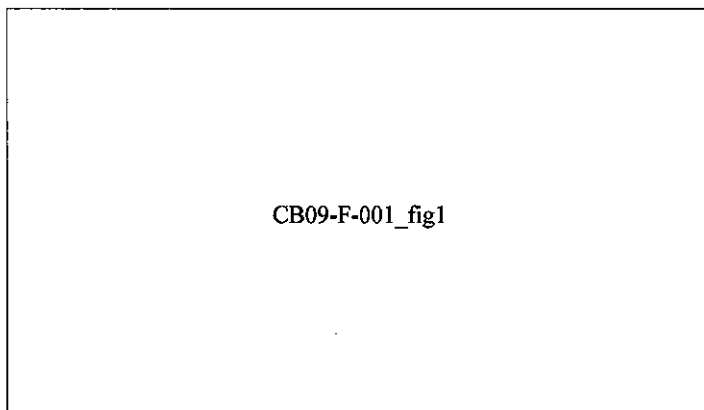
Parts Information

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.)



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: 09V-042
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 09V-042	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.

Owner Letter US

SAFETY RECALL NOTICE March 2009

Dear [CustomerName]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Your [Year] model year [Vehicle Make] [Vehicle_Series], VIN [VIN], is involved in safety recall 09V-042.

WHAT IS THE CONDITION?

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2008 and 2009 model year [Vehicle Make][Model] vehicles. The propeller shaft in these vehicles 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. 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.

WHAT WE WILL DO?

To correct this condition, your Isuzu dealer will replace the propeller shaft in your vehicle. This service will be performed for you at no charge.

WHAT YOU SHOULD DO?

To limit any possible inconvenience, and in order to ensure that the necessary parts are obtained, we recommend that you contact your [Vehicle_Make] dealer as soon as possible to schedule an appointment to bring your vehicle in to have this work performed. Present this Owner Notification Letter at the time of your appointment or refer to safety recall campaign bulletin CB09-F-001. Isuzu estimates that the replacement will take approximately 45 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate the nearest [Vehicle_Make] dealer you can visit our website at www.isuzucv.com and click on the dealer locator icon and enter your

address. Should you not have access to a computer terminal please contact our Customer Relations Department at the number listed below.

Isuzu Commercial Truck of America
Customer Relations
1-866-441-9638

If, after contacting your <Vehicle_Make> dealer or the National Office with any problems, you still are not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>. We regret any inconvenience this action may cause you.

Sincerely,
Isuzu Commercial Truck of America

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Owner Letter Canada

SAFETY RECALL NOTICE March 2009

[CustomerName]
[CustomerAddress]

Dear [Customer Name]:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. The purpose of this Notice is to inform you that Isuzu Commercial Truck of Canada is conducting a safety recall campaign that affects certain 2008 and 2009MY

[Vehicle Make] [Vehicle_Series] vehicles. Your [Year] model year [Vehicle Make] [Vehicle_Series], VIN [VIN], is involved in this campaign safety recall 09V-042 (Transport Canada #09-026).

WHAT IS THE CONDITION?

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2008 and 2009 model year [Vehicle Make and Model] vehicles. The propeller shaft in these vehicles 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. 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.

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Isuzu Commercial Truck of Canada
Customer Relations Department
1-866-441-9638

If, after contacting your [Vehicle_Make] dealer or the National Office with any problems, you still are not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to submit a complaint to the Directorate, Road Safety and Motor Vehicle Regulation, Transport Canada, Tower C, Place de Ville, 330 Sparks Street, Ottawa, Ontario, K1A 0N5 or call the toll-free at (800) 333-0510 / (613) 993-9851 (TTY: 888-675-6863); or go to <http://www.tc.gc.ca>.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of Canada

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.