

April 17, 2014

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
Room: W48-203
1200 New Jersey Avenue, S.E., Washington, D.C. 20590

Subject: Part 573 Defect Information Report;
MY 2012 and 2013 Reach vehicles

Dear Ms. Lewis:

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 involving certain 2012 and 2013 model year Reach Van vehicles.(collectively, "Reach").

573.6(c)(1):

Chassis Manufacturer:	Isuzu Motors Limited 6-26-1, Minami-oi, Shinagawa-ku, Tokyo, 140-8722, Japan
Final Assembly Manufacturer:	Utilimaster 65905 State Road 19 Wakarusa, Indiana 46573
U.S. Liaison Office:	Isuzu Manufacturing Services of America, Inc. (IMSA) 46401 Commerce Center Drive Plymouth, Michigan 48170
U.S. Sales Company:	Isuzu Commercial Truck of America, Inc. (ICTA) 1400 South Douglass Road Anaheim, California 92806

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

This information is set forth in Attachment 1.

573.6(c)(5):

The electrical contact within the horn contact shaft may bend or wear prematurely, causing the horn to become inoperable. The strip chassis is wrapped in resin covering to protect it during shipment. If the resin moves, it can fall between the steering column and the horn contact shaft. The resin could then interfere with the horn switch lubricant, reducing the necessary contact to ensure that the horn continues to operate. It is also possible for the horn contact shaft to bend when the resin is removed after it has fallen between the steering column and the horn contact shaft, which also can adversely impact the operation of the horn. An inoperable horn may not be available in an emergency to help avoid a crash.

573.6(c)(6):

Isuzu began production of the affected strip chassis in July 2011. The strip chassis were transported to the United States, and provided to a third party for final assembly. The final vehicles were mostly sold to two fleet customers. In May, 2013, the fleet customers began to notice that the horns on some vehicles did not operate. This condition was discovered during routine vehicle maintenance or when entering or exiting the depots. Isuzu commenced an investigation and discovered that during shipment the resin wrapping could fall between the steering column and the horn contact shaft. Isuzu determined that the wrapping around the affected area was unnecessary and, accordingly, discontinued the wrapping in that area at the manufacturing plant in December, 2013. Isuzu continued to investigate whether the wrapping impacted the lubrication of the horn contact switch sufficiently to cause a horn malfunction, and whether drivers received adequate feedback before the horn ceased to operate. Isuzu determined that the resin wrapping could rub off sufficient amounts of lubrication to cause premature wear of the horn contact shaft tip. Isuzu also determined that, in contrast to most recalls involving horn malfunctions, no other systems (such as airbags or wipers) were impacted. Nonetheless, in April, 2014 to conduct a safety recall to ensure that all field and fleet vehicles are inspected and the steering wheel switch assembly replaced if necessary.

Isuzu is not aware of any reports of crashes or injuries associated with this issue.

573.6(c)(8):

All affected vehicles will be inspected to determine whether there is premature wear along the horn contact shaft or whether the shaft is bent. If damage is found, the steering wheel combination switch will be replaced. Additional lubrication grease will be added along the horn contact shaft sliding surface of the steering wheel to all inspected vehicles.

Reimbursement:

All affected vehicles remain within warranty and therefore no reimbursement is necessary.

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 middle of May 2014.

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 Service of America, Inc.

Attachment

ATTACHMENT 1

U.S. Vehicles Potentially Affected, by Make, Model, Model Year, and Date of Manufacture

MAKE	MODEL SERIES	MODEL YEAR	NUMBER INVOLVED	INCLUSIVE MANUFACTURING DATES		OTHER DESCRIPTION INFORMATION TO PROPERLY IDENTIFY VEHICLES	ESTIMATE NUMBER WITH CONDITION
				FROM	TO		
Isuzu	Reach	12 & 13MY	1,770	Jul. 26, 2011	Aug. 27, 2013**	VIN Position 6 = T	Unknown
		TOTAL	1,770				

** When Isuzu Motors discontinued the pre-shipping resin wrapping in the affected area in December 2013, vehicles that were manufactured after August 27, 2013 were still in Isuzu's or the manufacturer's control and thus were inspected and, as necessary, repaired.