



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 23, 2017

Mr. Jeffery Marsee  
Chief Representative, Emission and Safety  
Isuzu Technical Center of America, Inc.  
46401 Commerce Center Drive  
Plymouth, MI 48170-2473

NEF-150MR  
17V-105

**Subject:** Transmission Bracket Mounting Stud may Fail

Dear Mr. Marsee:

This letter serves to acknowledge Isuzu Technical Center of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. 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:**

ISUZU/NPR HD/2015-2017  
ISUZU/NPR XD/2015-2017  
ISUZU/NQR/2015-2017  
ISUZU/NRR/2015-2017

**Mfr's Report Date:** February 17, 2017

**NHTSA Campaign Number:** 17V-105

**Components:**

POWER TRAIN  
STRUCTURE:FRAME AND MEMBERS

**Potential Number of Units Affected:** 21,000

**Problem Description:**

Isuzu Technical Center of America, Inc. (Isuzu) is recalling certain 2015-2017 NPR HD, NPR XD, NQR and NRR trucks. During manufacturing, the stamping equipment may have created burrs on the frame crossmember that the transmission is mounted to. These burrs may cause the transmission mounting studs to break.

**Consequence:**

If the studs break, the transmission may not be properly supported, preventing it from shifting correctly and increasing the risk of a crash.

**Remedy:**

Isuzu will notify owners, and dealers will inspect the vehicles and install a metal shim to prevent stress on the mounting studs, free of charge. The recall is expected to begin April 2017. Owners may contact Isuzu customer service at 1-866-441-9638.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 contact for this recall will be Michelle Rice who may be reached by phone at 202-366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement