

# Part 573 Safety Recall Report

# 17V-191

**Manufacturer Name :** Isuzu Technical Center of America, Inc.**Submission Date :** AUG 28, 2017**NHTSA Recall No. :** 17V-191**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Isuzu Technical Center of America, Inc.

Number of potentially involved : 97,000

Address : 46401 Commerce Center Drive

Estimated percentage with defect : 100 %

Plymouth MI 48170-2473

Company phone : 866-441-9638

**Vehicle Information :**

Vehicle 1 : 2011-2016 ISUZU NPR

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : INCOMPLETE TRUCK

Production Dates : SEP 16, 2010 - APR 16, 2016

VIN Range 1 : Begin : JALB4W176B7400035 End : JALB4W170G7F01291  Not sequential

Vehicle 2 : 2011-2017 ISUZU NPR-HD

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : INCOMPLETE TRUCK

Production Dates : JUL 05, 2010 - APR 19, 2016

VIN Range 1 : Begin : JALC4W165B7000012 End : JALC4W168H7001647  Not sequential

Vehicle 3 : 2015-2017 ISUZU NPR-XD

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : INCOMPLETE TRUCK

Production Dates : AUG 04, 2014 - APR 02, 2016

VIN Range 1 : Begin : JALC4W166F7K00046 End : JALC4W160H7K00336  Not sequential

Vehicle 4 : 2012-2016 ISUZU NPR-HD GAS

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : INCOMPLETE TRUCK

Production Dates : APR 08, 2011 - JUN 14, 2016

VIN Range 1 : Begin : 54DC4W1B9CS800028 End : 54DC4W1B9GS807146  Not sequential

Vehicle 5 : 2011-2017 ISUZU NRR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : INCOMPLETE TRUCK

Production Dates : JUL 05, 2010 - APR 18, 2016

VIN Range 1 : Begin : JALE5W167B7300009 End : JALE5W169H7301011  Not sequential

Vehicle 6 : 2012-2016 ISUZU REACH

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : ISUZU STRIP CHASSIS BUILT INTO WALK-IN VAN BY UTILIMASTER.

Production Dates : JUL 26, 2011 - APR 19, 2016

VIN Range 1 : Begin : JALB4T173C7W00001 End : JALB4T172G7W00478  Not sequential

Vehicle 7 : 2012-2016 ISUZU NPR GAS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : INCOMPLETE TRUCK

Production Dates : APR 28, 2011 - JUN 14, 2016

VIN Range 1 : Begin : 54DB4W1B3CS800022 End : 54DB4W1B8GS807134  Not sequential

Vehicle 8 : 2011-2017 ISUZU NQR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : INCOMPLETE TRUCK

Production Dates : JUL 05, 2010 - APR 18, 2016

VIN Range 1 : Begin : JALE5W163B7900011 End : JALE5J162H7900691  Not sequential

## Description of Defect :

Description of the Defect : In certain Isuzu N-Series vehicles, the bolts associated with the rear wheel bearing nut (the rear wheel bearing hub locking bolts) may not have been properly torqued during assembly. If either of the bolts loosens and disconnects, the lock washer may loosen or break. When the lock washer breaks or sufficiently loosens, the bearing nut may begin to loosen due to forward rotational movement. After loosening over time, the bearing nut can separate and the wheel assembly can move away from the axle housing while the vehicle is in motion.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the wheel assembly moves outward from the axle housing, the vehicle may be more difficult to control and braking performance can be reduced, increasing the risk of a crash. Drivers have brought the trucks to the side of the road. There have been no accidents or injuries associated with this condition.

Description of the Cause : NR

Identification of Any Warning  
that can Occur : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

For Chronology of Defect summary, please see the document titled "DET-17-050 ISZ 573\_REAR HUB BOLT\_CHRONOLOGY" that has been uploaded separately.

## Description of Remedy :

Description of Remedy Program : Isuzu dealers will inspect the left rear wheel bearing hub locking bolts for proper torque and will tighten any loose bolts to the specified torque level.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : On April 15, 2016, Isuzu instituted a process incorporating the use of a torque wrench together with an electric wrench to ensure that the bolts are tightened consistently during assembly to the specified torque level. This improvement was implemented to reduce torque variability. Isuzu had implemented various process improvements to improve torquing ease and consistency, including instituting the use of an electric wrench in lieu of an oil pulse wrench in March, 2014, increasing the bolt length by 2 mm in October, 2015 and implementing a de-burring process for the lock washers in December, 2015. Isuzu added the use of a torque wrench to 11 Nm with the electric wrench on April 15, 2016.

## Recall Schedule :

Description of Recall Schedule : Dealers are notified prior to begin owner notifications. Owner notifications for this campaign will be mailed in two phases to coordinate parts supply and another recall (17V105) at the same time. Both first and second phase mailings were completed within the 60 day owner notification window. Dealer notice completed 3/31/2017. Owner notice Phase 1 completed 4/19 and Phase 2 completed 5/15.

Planned Dealer Notification Date : MAR 31, 2017 - MAR 31, 2017

Planned Owner Notification Date : APR 19, 2017 - MAY 15, 2017

\* NR - Not Reported