



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB17-K-001

ISSUE DATE:
APRIL 2017

GROUP:
TRANSMISSION

IMPORTANT SAFETY RECALL

AUTOMATIC TRANSMISSION MOUNTING BRACKET

17V-105 (Transport Canada – 2017-088)



CV

AFFECTED VEHICLES

- 2015-2017MY N-Series Vehicles Equipped with 5.2L (4HK1) Diesel Engines (including Crew Cabs) Produced Between 8/1/2014 and 5/18/2016

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a safety related defect exists in certain 2015-2017MY N-Series Vehicles equipped with 5.2L (4HK1) diesel engines (including crew cabs) produced between 8/1/2014 and 5/18/2016. Debris in the manufacturing equipment may have allowed for space between the transmission mounting bracket and the frame cross-member, which can lead to stress fatigue on the stud bolts. If the studs break, the transmission may not be properly supported, preventing it from shifting correctly and increasing the risk of a crash.

CORRECTION

Isuzu dealers are to inspect and, if necessary, install metal shims to address this concern. This service will be performed **free of charge**.

NOTE: For vehicles in dealer inventory which did “**not pass**” the previously provided Dealer Inventory Inspection without Body or Dealer Inventory Inspection with Body and Crew Cabs, the service procedure in this bulletin will instruct you how to complete the recall.

VEHICLES INVOLVED

Involved are Model Year 2015-2017 Isuzu N-Series vehicles equipped with 5.2L (4HK1) diesel engines (including crew cabs) produced between 8/1/2014 and 5/18/2016.

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

PARTS INFORMATION

Parts orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

Part Number	Description	Note	Quantity
2-90KIT-100-0	A/T MOUNTING BRKT KIT	Only required if vehicle does not pass inspection	1
8-98017-620-0	BRACKET, SUPPORT, ENG	Only required if vehicle does not pass inspection	2

SERVICE INFORMATION

This service procedure sets forth two methods for completing the inspection process of the automatic transmission bracket; the primary method utilizes paint markings; a secondary method utilizes a digital angle gauge (for instance, a Brownline digital angle gauge). In Step 8 of the inspection procedure you will have the option to choose one method or the other. Dealer technicians should choose the most appropriate option based each vehicle’s final upfit and the clearance available to complete the inspection.

NOTE: For vehicles in dealer inventory which did “**not pass**” the previously provided Dealer Inventory Inspection without Body or Dealer Inventory Inspection with Body and Crew Cabs, please skip the Inspection section of this Bulletin, **set the parking brake**, and skip directly to Shim Installation Procedure, Step 17.

INSPECTION PROCEDURE

1. Ensure there is enough space between the lowest portion of the body floor and the transmission cross-member (Figure 1). At least 127mm (5”) is required to accurately perform the inspection. Make sure the area under the vehicle is well lit.
 - a. If the vehicle has a body with a hinged joint or a hydraulic mechanism to shift the body (e.g., a dump bed or a roll-off tow vehicle), move the body accordingly to access the transmission cross-member. Make sure the moved body is secured in place before continuing with this procedure and then set the parking brake. Go to Step 6.
 - b. For other affected vehicles, if there is at least 5 inches of clearance between the cross-member and the body, or the vehicle is a crew cab, there is sufficient clearance to perform the inspection. Continue to Step 2.
 - c. If there is less than 5 inches of clearance between the cross member and the body, shims will need to be installed. Set the parking brake and go to Step 17.



Figure 1

2. Block the wheels. Ensure the vehicle will not move while performing the procedure.
3. Place a match mark on the propeller shaft and parking brake drum using a marker or paint pen (Figure 2).



Figure 2

4. Remove the four (4) nuts and washers that attach the propeller shaft to the transmission output flange.
5. Remove the four (4) bolts that attach the center bearing bracket (if equipped) to the cross-member (Figure 3) and disconnect the propeller shaft from the transmission output flange. Lay the propeller shaft assembly aside underneath the SCR assembly (Figure 4).



Figure 3



Figure 4

- Remove the two (2) 14mm nuts that hold on the DEF line bracket (Figure 5). Move the DEF line bracket assembly back out of the way (Figure 6).

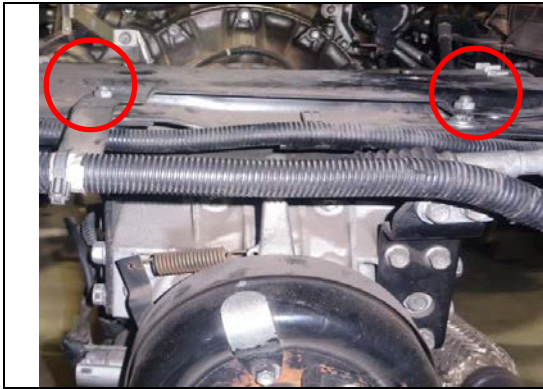


Figure 5



Figure 6

- Thoroughly clean the area surrounding the four (4) transmission mounting locations (Figure 7).
- Determine which procedure will be used to complete the inspection.
 - If you have the Brownline digital angle gauge or an equivalent, you may proceed to Step 12.
 - If you do not have a digital angle gauge, continue to Step 9.
- Put a paint mark on each nut and the transmission cross-member to mark the original position of each nut (Figures 7 and 8). Use an inspection mirror to assist in marking the front nuts.

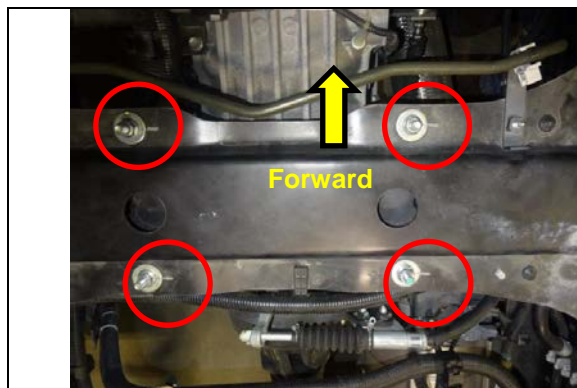


Figure 7

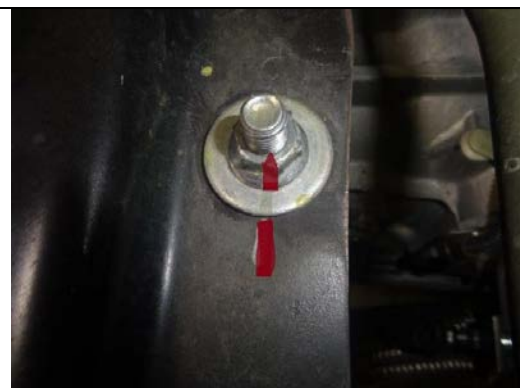


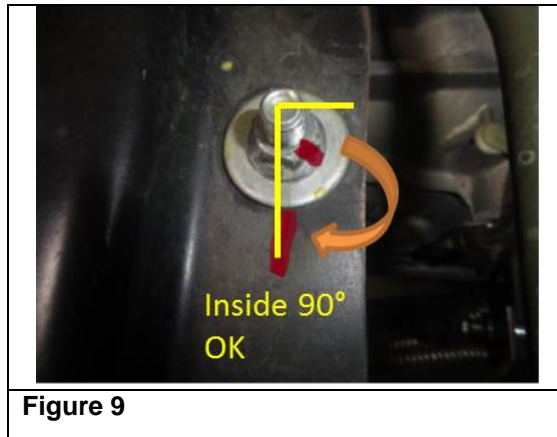
Figure 8

- Loosen one mounting nut 90° and then tighten the nut to 30.0 Nm (22.1 ft/lbs). Perform this procedure for all four (4) nuts.

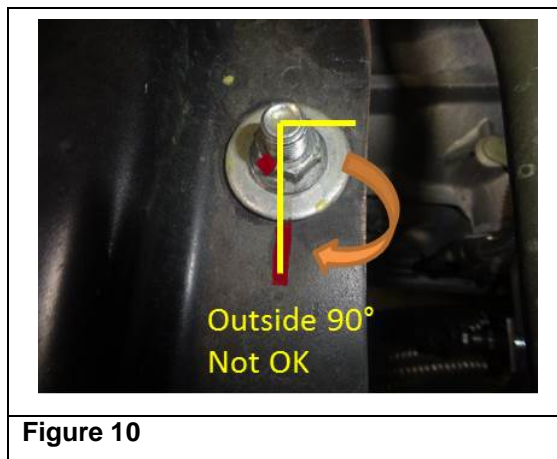
IMPORTANT: Tighten to exactly 30.0 Nm (22.1 ft/lbs). DO NOT tighten beyond 30.0 Nm (22.1 ft/lbs).

11. Check **each nut** to see if the paint mark on that nut is within the 90° loosening arc after torquing (Figures 9 and 10). Use an inspection mirror as necessary:

- a. If the paint mark on all four nuts stays within the 90° arc (as shown in Figure 9), the vehicle **passes** inspection. Proceed to Step 16.



- b. If the paint mark on any of the nuts is not within the 90° arc (as shown in Figure 10), the vehicle does **not pass** inspection. Proceed to Step 17.



INSPECTION USING A DIGITAL ANGLE GAUGE

NOTE: If a digital angle gauge is to be used, it must be able to measure at least 90° and work in both a clockwise and counter-clockwise fashion. A non-flex head 3/8” torque wrench must be used in conjunction with a digital angle gauge.

12. Set the torque wrench to 30.0 Nm (22.1 ft/lbs). Attach a 14mm deep socket. Set the ratchet head on the torque wrench to loosen. Set the digital torque angle gauge to measure 90° and attach it to the torque wrench where the gauge number display can be viewed while performing the procedure.
13. Place the torque wrench on a bracket nut and put a slight amount of loosening pressure on the wrench to take up any excess play. Press the “select” button on the angle gauge and loosen the nut until 90° has been reached (by readout or tone). Turn the ratchet head on the torque wrench to tighten. Place a slight amount of tightening pressure on the torque wrench to take up any excess play, but not enough to turn the

nut. Press the “select” button on the angle gauge and slowly tighten the nut until the torque wrench clicks at 30.0 Nm (22.1 ft/lbs) (Figures 11 and 12).



Figure 11



Figure 12

IMPORTANT: Tighten to exactly 30.0 Nm (22.1 ft/lbs). DO NOT tighten beyond 30.0 Nm (22.1 ft/lbs).

14. If 30.0 Nm (22.1 ft/lbs) of torque is achieved without the angle gauge reaching 90°, the nut **passes** inspection. If the 30.0 Nm (22.1 ft/lbs) of torque is only achieved after the angle gauge reaches or exceeds 90°, the nut does **not pass** inspection.
15. Repeat Steps 13 and 14 for each of the remaining three (3) 14mm transmission mounting nuts.
 - a. If each of the four (4) 14mm transmission mounting nuts passes the inspection as described in Step 14, the vehicle **passes** inspection. Proceed to Step 16.
 - b. If any one or more of the 14mm rear transmission mounting nuts fails the inspection as described in Step 14, the vehicle does **not pass** inspection. Proceed to Step 17.
16. Torque all four (4) 14mm nuts to 51.2 Nm (37.8 ft/lbs).
 - a. If all four of the nuts achieve torque to 51.2 Nm (37.8 ft/lbs), proceed to Step 33.
 - b. If any one or more of the nuts do not achieve torque to 51.2 Nm (37.8 ft/lbs), shims must be installed and both transmission mount brackets must be replaced. Proceed to Step 17.

SHIM INSTALLATION PROCEDURE

17. Using a floor jack or transmission jack, support the transmission. When using a floor jack, utilize a block of wood or rubber pad between the lifting point and the transmission pan to keep from damaging the transmission pan (Figure 13).



18. If not removed previously, remove the two (2) 14mm nuts that hold on the DEF line bracket (Figure 5). Move the DEF line bracket assembly back out of the way (Figure 6).
19. Remove the four (4) 14mm nuts and washers holding the transmission mounting brackets to the transmission cross-member (Figure 7). Discard these nuts and washers, as they will be replaced with new ones.
20. Slowly lower the floor/transmission jack to allow enough room to install the shims.

IMPORTANT: DO NOT allow the transmission to hang unsupported by the jack.

21. Using a paint pen or marker, mark the center of the slot hole on the cross-member (Figure 14). Repeat this procedure for each of the remaining three (3) holes.



Figure 14

22. Slide a shim over the cross-member at each hole (Figure 15). Center the white paint mark on each shim with the center hole marks made in Step 21. Make sure the shim is inserted until it stops and is not covering the hole (Figure 16).
 - a. If the transmission mount brackets need replacement as indicated in Step 16b, proceed to Step 26.

- b. If you arrived at Step 17 because there was less than 5 inches of clearance between the cross member and the body (as determined in Step 1c) or because the vehicle was in dealer inventory and did “not pass” the previously provided Dealer Inventory Inspection without Body or Dealer Inventory Inspection with Body and Crew Cabs, continue to Step 23.



Figure 15



Figure 16

23. Slowly raise the transmission support jack to remove any excess clearance from the bracket to the transmission cross-member. Do not lift the jack excessively so as to damage the transmission pan.

24. Install the four (4) new washers and nuts provided in the kit to the mounting brackets at the transmission cross-member (Figure 7) and torque to 51.2 Nm (37.8 ft/lbs).

- a. If all of the nuts achieve torque to 51.2 Nm (37.8 ft/lbs) proceed to Step 32.
- b. If any one or more of the nuts **do not** achieve torque to 51.2 Nm (37.8 ft/lbs), proceed to Step 25.

AUTOMATIC TRANSMISSION MOUNT BRACKETS REPLACEMENT

25. Remove the four (4) new washers and nuts installed in Step 24.

26. Remove the left and right rubber mount nuts (Figures 17 and 18).



Figure 17



Figure 18

27. Slowly lower the transmission support jack slightly and remove both automatic transmission mounting brackets (left and right).
28. Put two (2) NEW automatic transmission mounting brackets in place (left and right).
29. Install the left and right rubber mount nuts removed in Step 26 (Figures 17 and 18) and torque to 47.1 Nm (34.7 ft/lbs). Ensure that all four (4) shims installed in Step 22 are still correctly in place (Figure 16).
30. Slowly raise the transmission support jack to remove any excess clearance from the bracket to the transmission cross-member. Do not lift the jack excessively so as to avoid damaging the transmission pan.
31. Install the four (4) new washers and nuts to the mounting brackets at the transmission cross-member (Figure 7) and torque to 51.2 Nm (37.8 ft/lbs).
32. Slowly lower and remove the transmission support jack.
33. Reinstall the DEF line bracket and torque the two (2) nuts to 37.3 Nm (27.5 ft/lbs).
34. If removed, reinstall the propeller shaft using the four (4) nuts and washers removed in Step 4. Ensure the match mark made in Step 3 lines up. Torque the four (4) nuts to 103.0 Nm (76.0 ft/lbs).
35. If removed, reinstall the center bearing bracket (if equipped) and hand tighten the bolts (use an assistant as necessary to lift the propeller shaft in place at the center bearing bracket). Torque the four (4) center bearing bracket bolts to 40.0 Nm (30.0 ft/lbs).
36. Remove the wheel blocks.
37. Proceed to Applying The Campaign Label.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a Campaign Label (Part No. 2-90028-700-0) with Campaign Number 17V-105 (US) or 2017-088 (Canada), Isuzu dealer code, and the repair date.
2. Affix the campaign label onto the driver's side B-pillar and proceed to the Claim Information section.

ISUZU
CAMPAIGN NUMBER

DEALER CODE: _____
REPAIR DATE: _____
<small>P/N 2-90028-700-0</small>

CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.

NOTE: As soon as the inspection procedure is completed, submit the claim with the applicable Labor Code as indicated below.

Labor Code	Description	Labor Hours
V1701F	AT Mount Safety Recall Customer Vehicle – Inspection Passed	0.5
V1701G	AT Mount Safety Recall Customer Vehicle – Inspection Not Passed Install Shims ADD: for replace transmission mounting brackets	0.6 0.3
V1701H	AT Mount Safety Recall Dealer Inventory – Inspection Not Passed Install Shims ADD: for replace transmission mounting brackets	0.6 0.3

OWNER NOTIFICATION

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

DEALER RESPONSIBILITY

All unsold vehicles in dealers' possession and subject to this recall must be held and inspected/repared per the inspection and service procedures of this recall campaign bulletin before customers take possession of these vehicles.

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. Program 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 recall enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>

APRIL 2017

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your vehicle <VIN> <MY> model year Isuzu N-Series is involved in safety recall 17V-105 (TC 2017-088).

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a safety related defect exists in certain 2015-2017MY N-Series Vehicles equipped with 5.2L (4HK1) diesel engines (including crew cabs) produced between 8/1/2014 and 5/18/2016. Debris in the manufacturing equipment may have allowed for space between the transmission mounting bracket and the frame cross-member, which can lead to stress fatigue on the stud bolts. If the studs break, the transmission may not be properly supported, preventing it from shifting correctly and increasing the risk of a crash.

WHAT WE WILL DO

Isuzu dealers are to inspect and if necessary, install metal shims to address this concern. This service will be performed **free of charge**.

WHAT YOU SHOULD DO

We recommend that you contact your dealer to schedule an appointment. The dealer will inspect your vehicle and install a metal shim if necessary. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB17-K-001. Isuzu estimates that the repair will take approximately 40 minutes to perform, but additional time may also be necessary. To locate the nearest Isuzu dealer you can visit our website at www.isuzuev.com, click on the dealer locator link and enter your zip code or state. If you do 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**

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's 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 which this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

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.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>

APRIL 2017

Dear Customer,

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. Your vehicle <VIN> <MY> model year Isuzu N-Series is involved in safety recall TC 2017-088 (NHTSA 17V-105).

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a safety related defect exists in certain 2015-2017MY N-Series Vehicles equipped with 5.2L (4HK1) diesel engines (including crew cabs) produced between 8/1/2014 and 5/18/2016. Debris in the manufacturing equipment may have allowed for space between the transmission mounting bracket and the frame cross-member, which can lead to stress fatigue on the stud bolts. If the studs break, the transmission may not be properly supported, preventing it from shifting correctly and increasing the risk of a crash.

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

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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.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Commercial Truck Customer Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number:

1-866-441-9638

Or Email: cvcs@icta-us.com