



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:  
**CB17-F-001**

ISSUE DATE:  
**APRIL 2017**

GROUP:  
**DRIVELINE/AXLE**

## IMPORTANT SAFETY RECALL

### LEFT REAR WHEEL BEARING HUB LOCKING BOLTS

17V-191 (Transport Canada – 2017-173)



CV

#### AFFECTED VEHICLES

- 2011-2017MY Isuzu N-Series Vehicles and Stripped Chassis/Reach Vans Equipped with Diesel Engines and Produced on or Before 4/19/2016
- 2012-2016MY Isuzu N-Series Vehicles Equipped with Gasoline Engines and Produced on or before 6/14/2016

#### INFORMATION

##### CONDITION

In certain Isuzu N-Series vehicles, the bolts associated with the left rear wheel bearing nut (the left rear wheel bearing hub locking bolts) may not have been properly torqued during assembly. If either of the two bolts loosen or disconnect, the lock washer may loosen. If the lock washer sufficiently loosens, the bearing nut can separate and the wheel assembly can move away from the axle housing while the vehicle is in motion. 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.

##### CORRECTION

Isuzu dealers will inspect the affected vehicles' left rear wheel bearing hub locking bolts for proper torque and, as necessary, tighten the bolts to the specified torque level.

##### VEHICLES INVOLVED

Involved are certain 2011-2017MY N-Series vehicles and Stripped Chassis/Reach Vans equipped with diesel engines and produced on or before 4/19/2016, as well as 2012-2016MY N-Series vehicles equipped with gasoline engines and produced on or before 6/14/2016.

**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.**

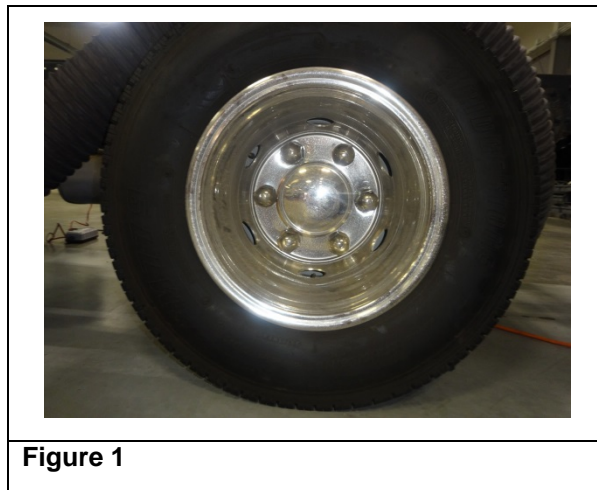
## PARTS INFORMATION

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	Quantity
8-97023-976-1	SEAL; OIL, RR HUB, OUTER	1

## SERVICE INFORMATION

1. Park the vehicle, set the parking brake, turn off the engine and block the tires. Make sure that your tire block is adequate, so that the vehicle does not move suddenly when the left axle shaft is removed.
2. If the vehicle is equipped with wheel simulators (RPO IK0) (See Figure 1), remove the wheel nut covers on the left rear wheel. Remove the three (3) wheel nuts holding on the wheel simulator center cover and remove the center cover.



3. Using a jack, raise the left tire of the rear axle off the ground approximately 4 inches (100mm). This is to avoid rear axle oil loss during this procedure (See Figure 2).



4. Place a catch pan or cloth under the rear axle shaft inside the lifted rear wheel to catch any oil that may drain while removing the axle shaft (See Figure 3).



**Figure 3**

5. Loosen the eight (8) nuts holding the axle onto the hub. Leave the eight (8) nuts screwed onto the hub studs two (2) turns to catch the cone washers.
6. Place a brass hammer on the face of the axle and strike the brass hammer with another hammer until the axle shaft is loosened (See Figure 4). Make sure to wear safety glasses while striking the hammers together.



**Figure 4**

***Do not use a chisel or wedge to loosen the shaft because this could damage the hub or the shaft.***

7. Remove the eight (8) nuts and cone washers from the hub.

8. Remove the axle shaft (See Figure 5).



**Figure 5**

9. Using a screwdriver or a pair of needle nose pliers, remove the outer oil seal (See Figures 6 and 7). Discard the old outer oil seal.



**Figure 6**



**Figure 7**

10. Torque the two (2) locking bolts to 10 Nm (87 lb in) (See Figure 8).



**Figure 8**

11. Clean each bolt head with brake cleaner and a towel. Paint each bolt head with a paint marker pen as verification the bolt has been torqued (See Figure 9).

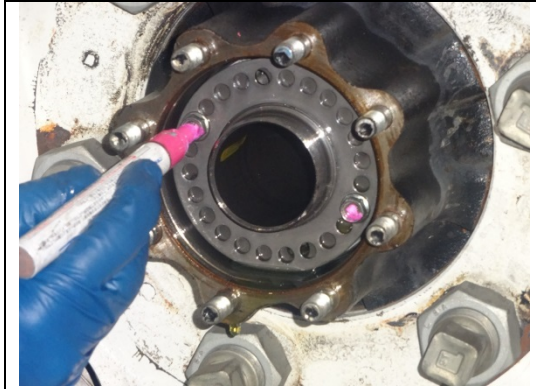


Figure 9

12. Install a new outer oil seal (See Figure 10).



Figure 10

13. Install the axle shaft.

- Wipe the axle shaft off so that foreign matter is not introduced into the axle housing.
- Clean the hub mating surface of the axle shaft and the hub (See Figures 11 and 12).



Figure 11



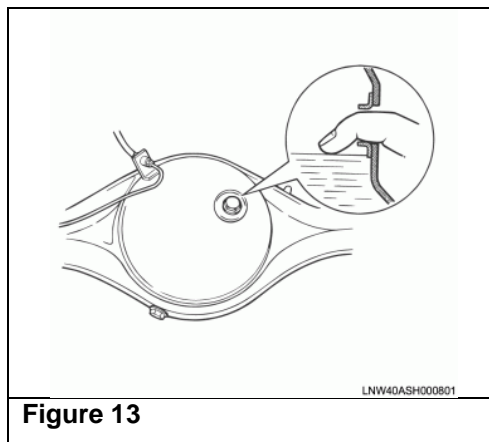
Figure 12

- Lubricate the shaft splines.
- Install the shaft inside the axle housing and align the shaft splines with the gear splines on the differential.
- Install the eight (8) cone washers and nuts and temporarily tighten.

14. Lower the left tire of the rear axle.

15. Torque the eight (8) axle shaft nuts to 46 Nm (34 lb ft).

16. Remove the carrier oil fill plug and check the fluid level. Add lubricant to within 0 to 0.4 inch (10 mm) of bottom edge of the filler hole, if necessary (See Figure 13). Install the carrier oil fill plug and torque to 84 Nm (62 lb ft).



17. If a wheel simulator (RPO IK0) center cover was removed from the left rear wheel in Step 2, put the wheel simulator center cover back in place. Install the three (3) removed wheel nuts and torque to 500 Nm (362 lb ft). Install the six (6) wheel nut covers back onto the wheel nuts.

18. Apply 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-191 (US) or 2017-173 (Canada), Isuzu dealer code, and the repair date.
2. Affix the campaign label onto the driver's side B-pillar.



## 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
V1702	Left Rear Axle Bolt Torque Check	0.4
	Includes 0.1 to torque lock bolts  ADD: for removing and reinstalling wheel simulator (RPO IK0)	0.2

### 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 new and used 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.

[SAMPLE OWNER LETTER – US]

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, <VIN>

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-191 (TC 2017-173).

### **WHAT IS THE CONDITION?**

Isuzu Motors Limited has decided that a safety related defect exists in certain 2011-2017MY N-Series vehicles. The two bolts associated with the left 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. 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.

### **WHAT WE WILL DO**

Isuzu dealers are to inspect the left rear wheel bearing hub locking bolts for proper torque and, as necessary, tighten the bolts to the specified torque level. 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 the left rear wheel bearing hub locking bolts for proper torque and, as necessary, tighten the bolts to the specified torque level. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB17-F-001. Isuzu estimates that the repair will take approximately 45 minutes to perform, but additional time may also be necessary. To locate the nearest Isuzu dealer you can visit our website at [www.isuzucv.com](http://www.isuzucv.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.***



## 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](mailto:cvcs@icta-us.com)