



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 6, 2019

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

NEF-150MR
19V-835

Subject: Insufficiently Tightened Lug Nuts

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:

CHEVROLET/4500HD/2019-2020
CHEVROLET/4500XD/2020
CHEVROLET/5500HD/2019-2020
CHEVROLET/5500XD/2019-2020
ISUZU/NPR HD/2017-2020
ISUZU/NPR XD/2019-2020
ISUZU/NQR/2019-2020
ISUZU/NRR/2019-2020

Mfr's Report Date: November 20, 2019

NHTSA Campaign Number: 19V-835

Components:

WHEELS:LUGS/NUTS/BOLTS

Potential Number of Units Affected: 1,926

Problem Description:

Isuzu Technical Center of America, Inc. (Isuzu) is recalling certain 2017-2020 NPR-HD, 2019-2020 NPR-XD, NQR, NRR, Chevrolet 4500HD, Chevrolet 5500HD and Chevrolet 5500XD, and 2020 Chevrolet 4500XD vehicles. The lug nuts on the rear outer wheels may not have been properly tightened when installed onto the rear axles.

Consequence:

If the lug nuts were not properly tightened, they can loosen, causing the to wheel separate from the vehicle, increasing the risk of a crash.

Remedy:

Isuzu will notify owners, and dealers will inspect the rear outer wheel lug nuts and tightening or replacing them as necessary, free of charge. The recall is expected to begin December 20, 2019. Owners may contact Isuzu customer service at 1-866-441-9638 or Chevrolet customer service at 1-800-222-1020. Isuzu's number for this recall is V1906.

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.

We have received Isuzu's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

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. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement