



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**  
CB19-E-002

**ISSUE DATE:**  
NOVEMBER 2019

**GROUP:**  
FRAME, SUSPENSION,  
STEERING, WHEELS AND TIRES

## IMPORTANT SAFETY RECALL

**REAR OUTER WHEEL NUT INSPECTION AND TORQUE – 19V-###**  
(Transport Canada **2019-###**)



CV

### AFFECTED VEHICLES

- 2019 and 2020 (and one U.S. 2017) Isuzu N-Series Vehicles Equipped with Diesel Engines

### INFORMATION

#### CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2017, 2019 and 2020 Isuzu N-Series vehicles equipped with diesel engines. In some of the affected vehicles, the rear outer wheel lug nuts may not have been properly tightened and/or torqued when installed onto the rear axles at the Baltimore port. The lug nuts may loosen and the wheel may ultimately separate from the vehicle, increasing the risk of a crash and/or injury to persons or property.

#### CORRECTION

Isuzu dealers are to inspect the rear outer wheels and lug nuts on both driver and passenger sides on affected vehicles and will properly tighten or install new lug nuts if necessary. This service will be performed **free of charge**.

#### VEHICLES INVOLVED

Involved are certain 2017, 2019 and 2020 Isuzu N-Series vehicles equipped with diesel engines.

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS).

For dealers with involved vehicles, a report of involved vehicles containing the complete vehicle identification numbers has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

## SERVICE PROCEDURE

1. Place the vehicle in park, apply the parking brake, and remove the key from the engine control switch.
2. Inspect both driver side and passenger side rear outer wheels to ensure all lug nuts are present. Replace any missing lug nuts as necessary. Proceed to next step for proper torquing procedure.
3. Using an appropriate torque wrench, properly tighten all of the driver and passenger side rear outer wheel lug nuts to **500 Nm (362 lb ft)** in the sequence set forth in Figure 1 below.

**NOTE: Driver side rear outer wheel nuts are left-hand threaded and must be torqued counter-clockwise.**

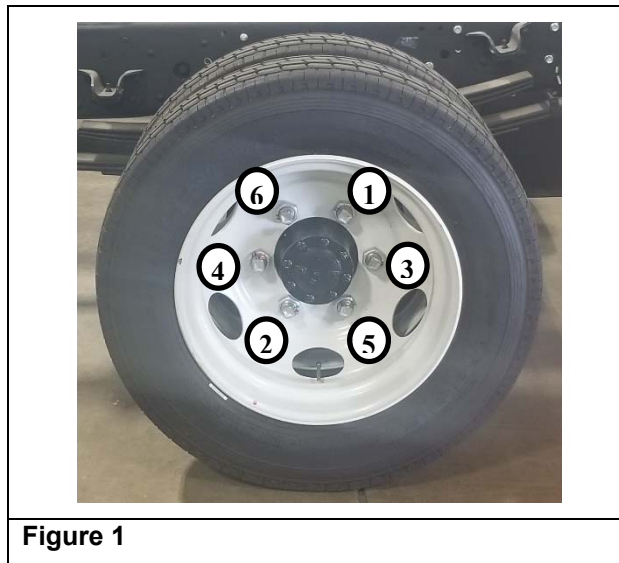


Figure 1

4. Proceed to Applying the Campaign Label.

### APPLYING THE CAMPAIGN LABEL

5. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V1906, Isuzu dealer code, and repair date.
6. Affix the campaign label onto the driver's side B-pillar.

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

## CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission. Submit only **one** claim as indicated below.

Labor Code	Description	Labor Hours
V1906	Rear Outer Wheel Inspection & Torque (both driver and passenger side)	0.3

*Includes 0.1 hours for administrative allowance*

## DEALER RESPONSIBILITY

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of the vehicle, or ownership. 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 perform the required correction according to the instructions contained in this bulletin. Program follow-up cards should not be used for this purpose, since the customers may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service, you must take the steps necessary to ensure the recall remedy has been implemented before selling or releasing the vehicle.

### **Important:**

As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is covered by a Safety Recall, until the necessary remedy has been performed.

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

For dealers with involved vehicles, a listing of involved vehicles containing the complete vehicle identification numbers has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

## OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada.