



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB19-E-002A

ISSUE DATE:
DECEMBER 2019

GROUP:
FRAME, SUSPENSION,
STEERING, WHEELS AND TIRES

IMPORTANT SAFETY RECALL

REAR OUTER WHEEL NUT INSPECTION AND TORQUE – 19V-835
(Transport Canada 2019-586)



CV

AFFECTED VEHICLES

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

This bulletin supersedes campaign bulletin CB19-E-002. This bulletin is being revised to include the sample owner letters for US and Canada. Please discard previous campaign bulletin CB19-E-002.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2017, 2019 and 2020MY 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 2020MY Isuzu N-Series vehicles equipped with diesel engines.

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

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.

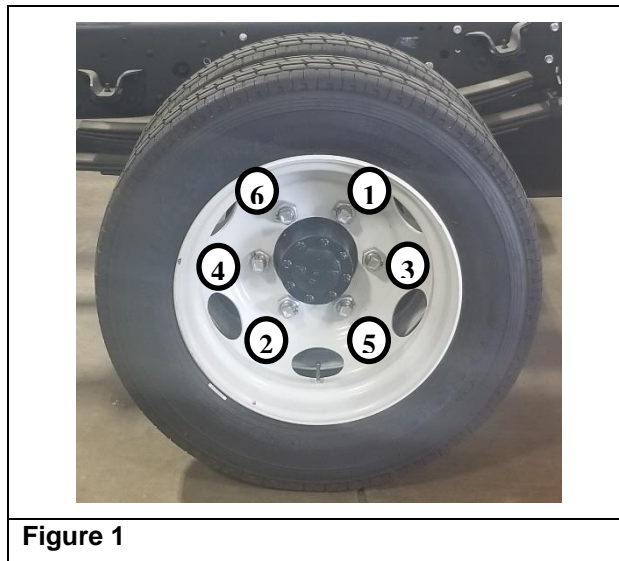


Figure 1

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 19V-835 (US) or 2019-586 (Canada) / V1906 Isuzu dealer code, and repair date.
6. Affix the campaign label onto the driver's side B-pillar.

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. 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 IVIS (Isuzu Vehicle Inquiry System). 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

Sample recall notification letters that will be sent to owners of affected vehicles already retailed in the United States and Canada are attached below.

IMPORTANT SAFETY RECALL
NHTSA Recall 19V-835

This notice applies to your vehicle, <VIN>

DECEMBER 2019

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle <VIN> <MY> model year Isuzu <SERIES> is involved in safety recall NHTSA 19V-835.

WHAT IS THE 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.

WHAT WE WILL DO

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**.

WHAT YOU SHOULD DO

Visually inspect the lug nuts and, if any are missing or appear to be loose, bring the vehicle to your Isuzu dealer as soon as possible for service. Even if the lug nuts do not appear to be loose, make an appointment as soon as possible to have them properly tightened. You can reduce the potential for additional loosening of the lug nuts by operating the vehicle at a reduced load. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB19-E-002A. Isuzu estimates that the inspection and torque procedure will take approximately 12 minutes to perform. However additional time may be necessary due to the dealer's schedule and/or if additional repairs are necessary. To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com or contact our Customer Relations Department at the number listed below.

Isuzu Commercial Truck of America
Customer Relations
1-866-441-9638

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>
<MY> model year ISUZU <SERIES>

DECEMBER 2019

Dear Customer,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Safety Recall Transport Canada 2019-586.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 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.

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

If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at 1-866-441-9638.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of Canada, 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.