

Chronology of Defect / Noncompliance Determination**573.6 (c) (6) (7)**

Describe the chronology of events leading up to the defect decision or test data for the noncompliance decision: (2000)

The Isuzu North America group responsible for the vehicles' Body Builder Guides received an initial inquiry on February 12, 2020 from an upfitter/body builder about one vehicle, asking whether there had been a change in the brake line routing or retention structure/design; the upfitter soon found three additional new vehicles with the routing similarly situated. After finding no relevant design changes, that group referred the matter to Isuzu's North America's Quality Assurance (QA) department for further review on February 24, 2020.

A yard inspection of 1822 vehicles at the Charlotte production plant began the next day and was completed on February 27, 2020. The yard vehicles had been built between January 2019 and February 2020. Finding no improperly routed brake lines, the yard inspection confirmed that the issue may have been limited to a particular production period.

Isuzu received one additional report of a mis-routed brake line from another upfitter. All five of the reports involved vehicles built on July 8, 2019. Isuzu QA consulted with the Charlotte production staff, who, after investigating the issue, reported on March 12 that each of the five vehicles was built during the night shift of the production week of July 8-12, 2019. During that week's night shift, a temporary worker had covered the station responsible for installing the brake line while the permanent worker was on vacation. The production facility was unable to confirm that the temporary worker had received appropriate training.

A total of 164 vehicles were built during the night shift from July 8-12, 2019. Approximately 40 percent of those remain with body builders or are in dealer inventory. Isuzu has received no warranty claims with regard to vehicles that have already been retailed. A recent sampling of completed trucks found that nine vehicles built during the night shift of July 8, 2019 had improperly installed clips on the brake line in question.

On March 27, 2020, Isuzu decided to conduct a safety recall to inspect vehicles with the chassis built on the night shift during the week of July 8-12, 2019.