

Part 573 Safety Recall Report

21V-194

Manufacturer Name : Isuzu Technical Center of America, Inc.**Submission Date :** MAR 19, 2021**NHTSA Recall No. :** 21V-194**Manufacturer Recall No. :** V2103**Manufacturer Information :****Population :**

Manufacturer Name : Isuzu Technical Center of America, Inc.

Number of potentially involved : 258

Address : 46401 Commerce Center Drive

Estimated percentage with defect : 100 %

Plymouth MI 48170-2473

Company phone : 866-441-9638

Vehicle Information :

Vehicle 1 : 2015-2017 ISUZU NPR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Upon receiving two field reports, Isuzu identified that, on occasion, misleading tightening information had been displayed on the tool used at the manufacturing plant to torque the rear U-bolt nuts. An initial countermeasure was implemented at the plant on December 14, 2020, establishing a clean point. Production records were reviewed from the first date upon which the torquing equipment had been used (May 7, 2015) until the clean point. The recall population consists of vehicles shipped to the US market for which manufacturing records confirming that the U-bolt nuts for the rear had been tightened were not found. [3]

Production Dates : MAY 14, 2015 - DEC 10, 2016

VIN Range 1 : Begin : JALB4W174F7400167 End : JALB4W179H7F00027 Not sequential

Vehicle 2 : 2016-2020 ISUZU NPR XD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Upon receiving two field reports, Isuzu identified that, on occasion, misleading tightening information had been displayed on the tool used at the manufacturing plant to torque the rear U-bolt nuts. An initial countermeasure was implemented at the plant on December 14, 2020, establishing a clean point. Production records were reviewed from the first date upon which the torquing equipment had been used (May 7, 2015) until the clean point. The recall population consists of vehicles shipped to the US market for which manufacturing records confirming that the U-bolt nuts for the rear had been tightened were not found. [14]

Production Dates : MAY 07, 2015 - FEB 28, 2019

VIN Range 1 : Begin : JALC4W164G7K00127 End : JALC4J164L7K00514 Not sequential

Vehicle 3 : 2016-2020 ISUZU NPR HD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Upon receiving two field reports, Isuzu identified that, on occasion, misleading tightening information had been displayed on the tool used at the manufacturing plant to torque the rear U-bolt nuts. An initial countermeasure was implemented at the plant on December 14, 2020, establishing a clean point. Production records were reviewed from the first date upon which the torquing equipment had been used (May 7, 2015) until the clean point. The recall population consists of vehicles shipped to the US market for which manufacturing records confirming that the U-bolt nuts for the rear had been tightened were not found. [26]

Production Dates : MAY 07, 2015 - FEB 14, 2019

VIN Range 1 : Begin : JALC4W161G7000905 End : JALC4W162L7010076 Not sequential

Vehicle 4 : 2016-2020 ISUZU NQR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Upon receiving two field reports, Isuzu identified that, on occasion, misleading tightening information had been displayed on the tool used at the manufacturing plant to torque the rear U-bolt nuts. An initial countermeasure was implemented at the plant on December 14, 2020, establishing a clean point. Production records were reviewed from the first date upon which the torquing equipment had been used (May 7, 2015) until the clean point. The recall population consists of vehicles shipped to the US market for which manufacturing records confirming that the U-bolt nuts for the rear had been tightened were not found. [29]

Production Dates : MAY 07, 2015 - JUL 16, 2019

VIN Range 1 : Begin : JALE5J168G7900189 End : JALE5W162L7901409 Not sequential

Vehicle 5 : 2016-2021 ISUZU NRR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Upon receiving two field reports, Isuzu identified that, on occasion, misleading tightening information had been displayed on the tool used at the manufacturing plant to torque the rear U-bolt nuts. An initial countermeasure was implemented at the plant on December 14, 2020, establishing a clean point. Production records were reviewed from the first date upon which the torquing equipment had been used (May 7, 2015) until the clean point. The recall population consists of vehicles shipped to the US market for which manufacturing records confirming that the U-bolt nuts for the rear had been tightened were not found. [81]

Production Dates : MAY 07, 2015 - JAN 20, 2020

VIN Range 1 : Begin : JALE5W163G7300533 End : JALE5W164M7300388 Not sequential

Vehicle 6 : 2017-2020 CHEVROLET 4500XD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Upon receiving two field reports, Isuzu identified that, on occasion, misleading tightening information had been displayed on the tool used at the manufacturing plant to torque the rear U-bolt nuts. An initial countermeasure was implemented at the plant on December 14, 2020, establishing a clean point. Production records were reviewed from the first date upon which the torquing equipment had been used (May 7, 2015) until the clean point. The recall population consists of vehicles shipped to the US market for which manufacturing records confirming that the U-bolt nuts for the rear had been tightened were not found. [6]

Production Dates : AUG 24, 2016 - FEB 18, 2019

VIN Range 1 : Begin : JALCDW169H7K00626 End : JALCDW161L7K00435 Not sequential

Vehicle 7 : 2015-2017 ISUZU REACH

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Upon receiving two field reports, Isuzu identified that, on occasion, misleading tightening information had been displayed on the tool used at the manufacturing plant to torque the rear U-bolt nuts. An initial countermeasure was implemented at the plant on December 14, 2020, establishing a clean point. Production records were reviewed from the first date upon which the torquing equipment had been used (May 7, 2015) until the clean point. The recall population consists of vehicles shipped to the US market for which manufacturing records confirming that the U-bolt nuts for the rear had been tightened were not found. [7]

Production Dates : MAY 07, 2015 - AUG 25, 2017

VIN Range 1 : Begin : JALB4T174F7W00268 End : JALB4T176H7W01053 Not sequential

Vehicle 8 : 2017-2020 CHEVROLET 4500HD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Upon receiving two field reports, Isuzu identified that, on occasion, misleading tightening information had been displayed on the tool used at the manufacturing plant to torque the rear U-bolt nuts. An initial countermeasure was implemented at the plant on December 14, 2020, establishing a clean point. Production records were reviewed from the first date upon which the torquing equipment had been used (May 7, 2015) until the clean point. The recall population consists of vehicles shipped to the US market for which manufacturing records confirming that the U-bolt nuts for the rear had been tightened were not found. [69]

Production Dates : AUG 22, 2016 - JUL 01, 2019

VIN Range 1 : Begin : JALCDW16XH7002606 End : JALCDW163L7011771 Not sequential

Vehicle 9 : 2017-2020 CHEVROLET 5500HD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Upon receiving two field reports, Isuzu identified that, on occasion, misleading tightening information had been displayed on the tool used at the manufacturing plant to torque the rear U-bolt nuts. An initial countermeasure was implemented at the plant on December 14, 2020, establishing a clean point. Production records were reviewed from the first date upon which the torquing equipment had been used (May 7, 2015) until the clean point. The recall population consists of vehicles shipped to the US market for which manufacturing records confirming that the U-bolt nuts for the rear had been tightened were not found. [2]

Production Dates : AUG 22, 2016 - FEB 13, 2019

VIN Range 1 : Begin : JALEEJ160H7901404 End : JALEEW160L7900405 Not sequential

Vehicle 10 : 2020-2020 CHEVROLET 5500XD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Upon receiving two field reports, Isuzu identified that, on occasion, misleading tightening information had been displayed on the tool used at the manufacturing plant to torque the rear U-bolt nuts. An initial countermeasure was implemented at the plant on December 14, 2020, establishing a clean point. Production records were reviewed from the first date upon which the torquing equipment had been used (May 7, 2015) until the clean point. The recall population consists of vehicles shipped to the US market for which manufacturing records confirming that the U-bolt nuts for the rear had been tightened were not found. [21]

Production Dates : FEB 08, 2019 - FEB 14, 2019

VIN Range 1 : Begin : JALEEW166L7300925 End : JALEEW162L7301019 Not sequential

Description of Defect :

Description of the Defect : The U-bolt nuts for the rear axle may not have been properly tightened at the manufacturing plant.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The U-bolts and U-Bolt nuts secure the rear axle to the leaf spring. If the U-Bolt nuts loosen, the axle will initially be held in place by the leaf spring centering pin. With continued use, the axle can misalign with the centering pin, allowing the rear axle to move rearward and the propeller shaft to separate at its slip joint. If the propeller shaft separates, the rear wheels will not receive power from the engine and the vehicle will stall, increasing the risk of a crash.

Description of the Cause : After certain shift changes, the manufacturing line-workers may have been presented with misleading information by the multi-nut runner tool, leading the line workers to believe that further tightening of the rear axle U-bolt nuts was not needed. In some cases, the tool did not record whether or not the rear axle U-bolt nuts were properly tightened at the plant.

Identification of Any Warning that can Occur : Drivers may notice the rear axle out of place during the pre-trip inspection and would hear a loud noise if the propeller shaft separated during use.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Chronology provided separately

Description of Remedy :

Description of Remedy Program : Dealers will inspect and, if needed, replace and tighten the rear axle U-bolt nuts. The two received field reports occurred well within the warranty period, and the tightening of the rear axle U-bolt nuts is part of regular service. Therefore, Isuzu does not expect any reimbursement claims.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : On December 14, 2020, Isuzu implemented an interim countermeasure at the plant to preclude line workers from turning off the multi-nut runner and thus preventing the tool from providing misleading information to the workers at the next morning shift. On December 18, 2020, Isuzu changed the program coding on the tool to ensure that the instructions provided to the line workers are saved.

Recall Schedule :

Description of Recall Schedule : Isuzu and Chevrolet will notify their respective vehicle owners and dealers of this recall. They will be informed that the recall repairs will be done free of charge. The recall (owner notification) is expected to begin April 23, 2021. For additional information, Isuzu owners may contact Isuzu Customer Relations at 1-866-441-9638 and Chevrolet owners may contact the GM Medium Duty Truck assistance line at 1-800-862-4389.

Planned Dealer Notification Date : MAR 19, 2021 - MAR 19, 2021

Planned Owner Notification Date : APR 23, 2021 - APR 23, 2021

* NR - Not Reported