



## **STOP SALE AND DELIVERY – SAFETY RECALL**

**Date: March 19, 2021**

**Subject: Stop Sale and Delivery for Upcoming Safety Recall**

**Affected Models: (Total 174 Vehicles)**

<b>MY</b>	<b>Model</b>	<b>No. of Affected Vehicles</b>
<b>2015-2017</b>	<b>NPR Diesel Vehicles</b>	<b>3</b>
<b>2015-2017</b>	<b>NPR Stripped Chassis (Reach Van)</b>	<b>7</b>
<b>2016-2020</b>	<b>NPRHD Diesel Vehicles</b>	<b>27</b>
<b>2016-2020</b>	<b>NPRXD Diesel Vehicles</b>	<b>15</b>
<b>2016-2020</b>	<b>NQR Diesel Vehicles</b>	<b>29</b>
<b>2016-2021</b>	<b>NRR Diesel Vehicles</b>	<b>93</b>

**To: Isuzu Dealer Principal, Sales Manager and Service Manager**

Effective immediately, stop the sale and delivery of affected vehicles in your inventory, even if a customer has purchased an affected vehicle. We are in the process of taking steps to address a safety related defect in these vehicles. **Federal law prohibits the sale and delivery to customers of any vehicle containing a safety defect. You must not deliver any covered vehicles to customers until after the vehicle has been remedied.**

### **WHAT IS THE CONDITION?**

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2015-2021MY Isuzu N-Series Diesel vehicles. In the affected vehicles, the U-bolt nuts for the rear axle may not have been properly tightened at the manufacturing plant. 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.

### **WHAT WE WILL DO**

Isuzu Commercial Truck of America, Inc. and Isuzu Commercial Truck of Canada, Inc. have issued this notice, an affected inventory report (for dealers with involved inventory) and Campaign Bulletin CB21-F-001, which provides the recall remedy instructions.

### **WHAT YOU SHOULD DO**

Confirm the affected vehicles in dealer inventory, open a repair order referencing this Stop Sale and perform the remedy procedure set forth Campaign Bulletin CB21-F-001.

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

You will receive another notice regarding owner notification as well as a revised campaign bulletin containing sample owner letters once they have been approved by NHTSA and Transport Canada.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

**Isuzu Commercial Truck of America, Inc.**  
**Customer Relations Department**  
1400 S. Douglass Road, Suite 100, Anaheim, CA 92806 \*1-866-441-9638

DOC ID: SS\_V2103\_20210319