



DECEMBER 2021
Safety Recall 21V-861 (NHTSA) / 2021-679 (TC)

IMPORTANT SAFETY RECALL

FTR STEERING STOP JAM NUT REPLACEMENT – 21V-861

(Transport Canada 2021-679)

To: Isuzu Commercial Truck Service Managers and Parts Managers

This notice along with sample Interim Owner Letters are being sent to update you about **new** Safety Recall – FTR Steering Stop Jam Nut Replacement in certain Isuzu commercial vehicles.

AFFECTED VEHICLES

- 2018-2021MY Isuzu F-Series Vehicles

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in 2018, 2019, 2020 and 2021 model year F-Series vehicles. The jam nut for the steering stopper bolt on the left side may loosen and allow the bolt to back away from the steering knuckle. This could result in an increase in the turning radius of the vehicle in left turns, which could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash. A prior recall (19V-467) was conducted to address this issue, but we have identified this condition on vehicles that were remedied in that campaign as well as those that were produced after a change in production intended to prevent the condition.

We are working hard to secure replacement parts. **Unfortunately, parts are not yet available. We will notify you once parts become available.**

WHAT ACTIONS ARE BEING AND WILL BE TAKEN

When parts become available, Isuzu dealers will replace one or more parts of both the right and left side stopper bolt assemblies, which will include a newly designed Jam Nut. This service will be performed **free of charge**.

For now, the Interim Owner Letter will encourage owners/drivers to pay special attention to the turning radius of their vehicle and allow additional clearance when making sharp left turns. If at any point before they receive the second owner letter (parts available), an owner believes their vehicle is having a problem with its turning radius during left turns, the Interim Owner Letter encourages the owner to promptly contact their Isuzu dealer to schedule an appointment. In that event, you (dealers) are to inspect whether there is a problem with the stopper bolts in the vehicle. If it is determined that a stopper bolt is causing a problem with a vehicle's steering, you (dealers) are to contact the Isuzu Technical Assistance Line to obtain instructions for a temporary repair, and then implement that temporary repair per those instructions (NOTE: Warranty reimbursement details will be outlined in the instructions at that time). However, please note that owners will still need to bring their vehicle back to their Isuzu dealer after they receive the second owner letter notifying them that the remedy parts have become available.

INTERIM OWNER NOTIFICATION

INTERIM OWNER NOTIFICATION WILL BEGIN DECEMBER 29, 2021.

Please ensure that all appropriate personnel within your dealership are aware of this **new** Safety Recall – FTR Steering Stop Jam Nut Replacement.

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