



# Campaign Service BULLETIN

## IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**  
CB21-F-001

**ISSUE DATE:**  
MARCH 2021

**GROUP:**  
SUSPENSION

## IMPORTANT SAFETY RECALL

**REAR AXLE U-BOLT NUTS INSPECTION – 21V-###  
(Transport Canada 2021-###)**

### AFFECTED VEHICLES

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

### INFORMATION

#### 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.

#### CORRECTION

Isuzu dealers will inspect the rear U-bolt nuts. If any of the rear U-bolt nuts do not pass the inspection, the rear U-bolts, U-bolt nuts and washers (if applicable) are to be replaced. This service will be performed **free of charge**.

#### VEHICLES INVOLVED

Involved are certain 2015-2021MY N-Series Diesel Vehicles

**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.

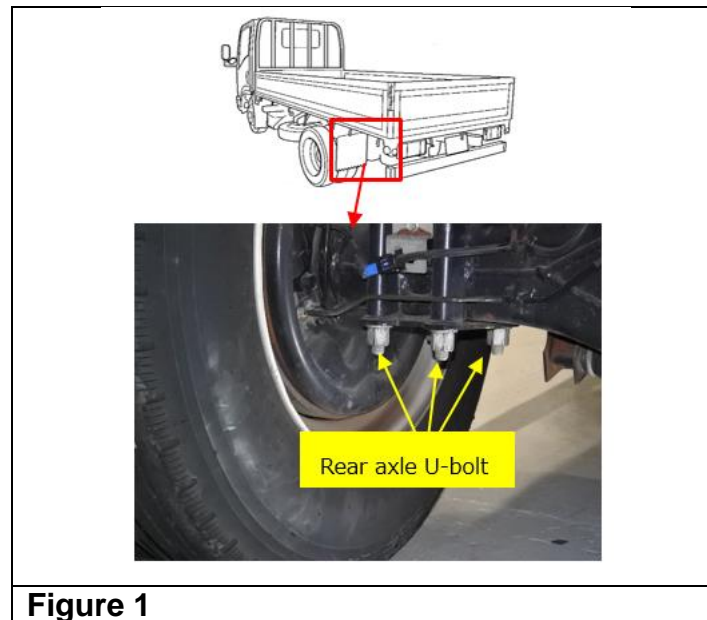
## PARTS INFORMATION

If the Service Procedure below directs the technician to replace the U-Bolts per **Step 6.a.**, parts should be ordered on a VOR (Vehicle Off Road) Order. Make sure you order the part numbers and quantities applicable to the specific vehicle model(s) according to the information below.

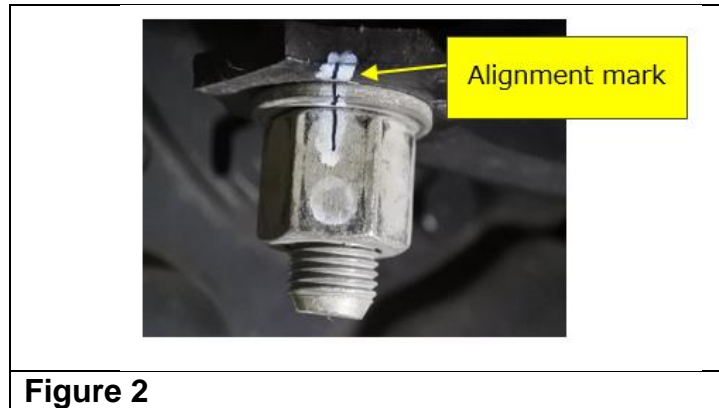
Model	Part Number	Description	Quantity
NPR NPRHD NPRXD	8-94127-924-3	U-Bolt	4
	8-97360-118-0	Washer	8
	8-97360-121-0	Nut	8
NQR NRR	8-98128-783-0	U-Bolt	4
	1-09440-039-1	Nut	8
NPR (Reach VAN)	8-94412-505-0	U-Bolt	4
	8-97360-118-0	Washer	8
	8-97360-121-0	Nut	8

## SERVICE PROCEDURE

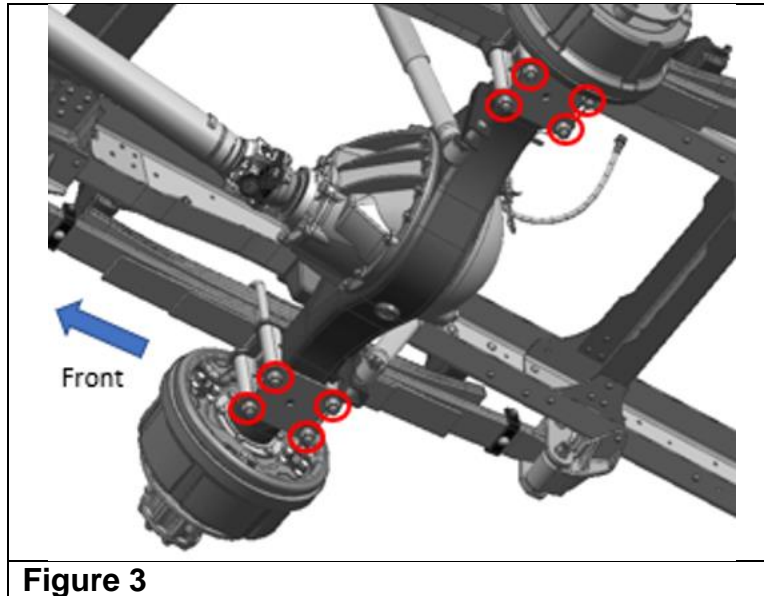
1. Shift vehicle to park, turn off engine, set parking brake, and block rear wheels.
2. Locate the rear axles U-bolt mounting nuts. (See Figure 1.)



3. Using a rag or wire brush clean the U-Bolt nuts and retainer plate surface.
4. Use a paint pen or small brush and paint to make an alignment mark on each nut, washer (if equipped), and the retainer plate in a straight vertical line as shown in Figures 2 & 3.

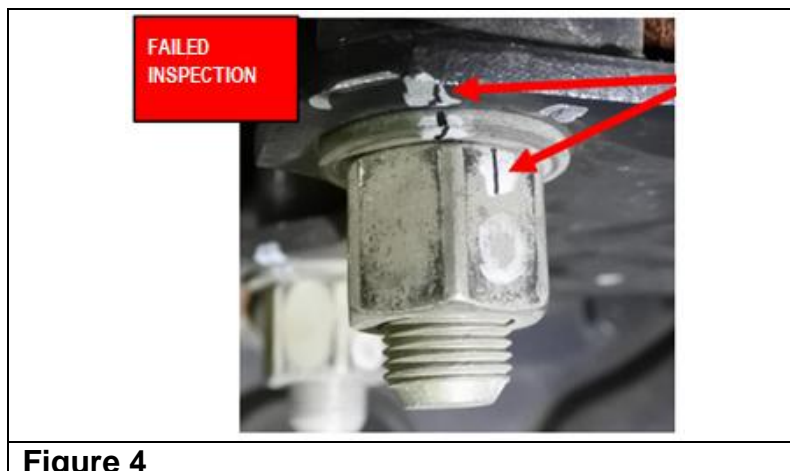


**Figure 2**



**Figure 3**

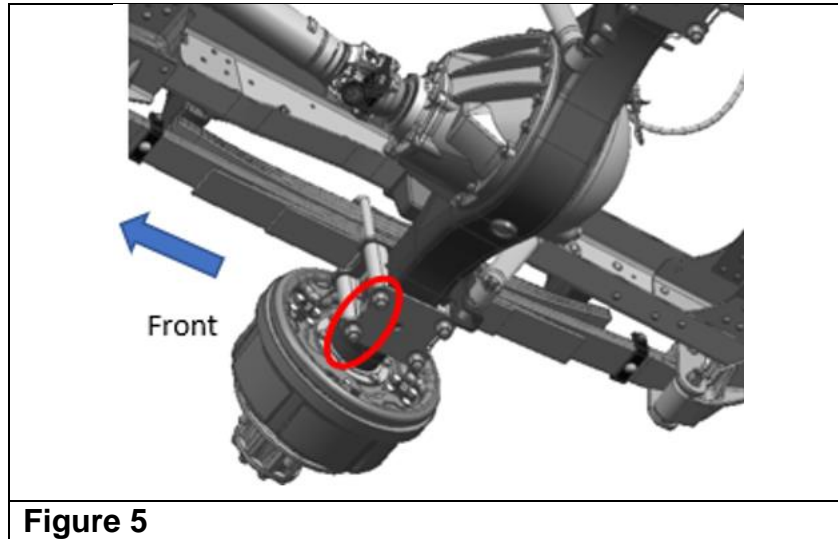
5. Use a torque wrench to tighten all eight (8) rear axle U-bolt nuts to 100 Nm (74 lb ft).
6. Inspect the painted alignment marks on all eight (8) rear axle U-bolt nuts.
  - a. If **ANY** of the painted marks are no longer aligned (See Figure 4), proceed to **Step 7** to replace the U-bolts and U-bolt nuts.
  - b. If **ALL** eight (8) of the rear axle U-bolt nut paint marks are still aligned (See Figure 2), proceed to **Applying the Campaign Label**.



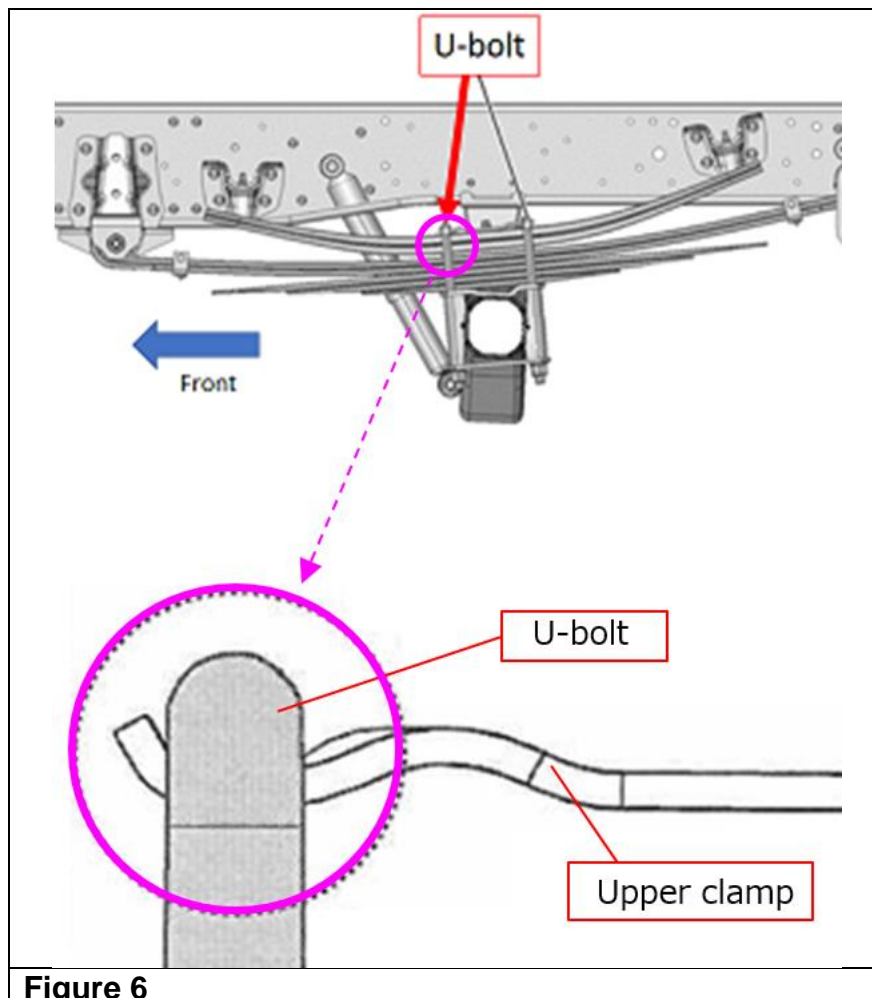
**Figure 4**

## U-BOLTS AND U-BOLT NUTS REPLACEMENT

7. Loosen and remove the two (2) right hand side/forward rear axle nuts and washers (if applicable). (See Figure 5.) Lift the old U-bolt upwards to remove it.



8. Install a *new* U-bolt in the same location from which the old U-bolt was removed in Step 7. Make sure the U-bolt is properly seated as shown in Figure 6.



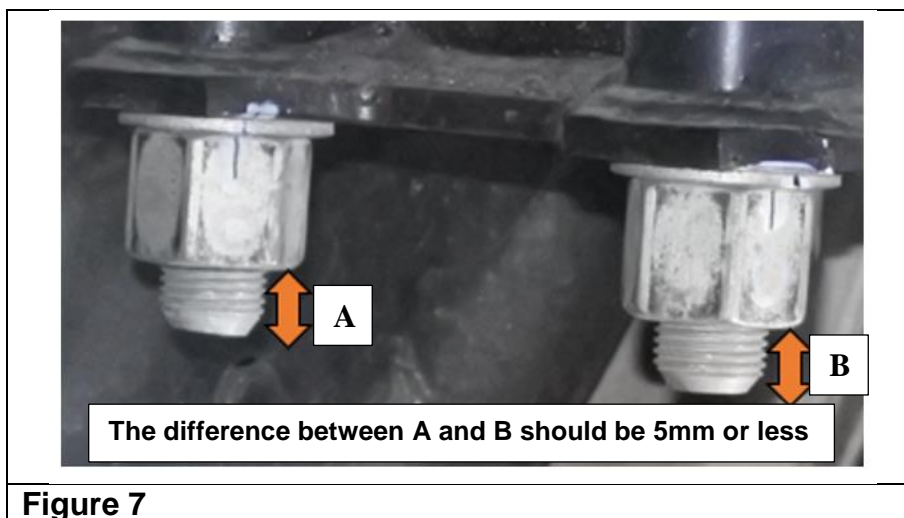
9. Place the two (2) *new* washers (if applicable) and two (2) *new* nuts onto the new U-bolt. **Use hand tools to lightly tighten each nut evenly.**
10. Use a torque wrench to alternately tighten the nuts to the specification shown in Table 1 below.

Vehicle Model	Tightening Torque
NPR/NPRHD/NPRXD/Reach Van	177 Nm (131 lb ft)
NQR/NRR	284 Nm (210 lb ft)
<b>Table 1</b>	

***IMPORTANT: Ensure the U-Bolt and U-bolt nuts are properly seated and tightened evenly so the U-bolt does not tilt.***

11. Measure the amount of U-bolt thread protruding from the U-bolt nut (A) and record your measurement. (See Figure 7.)
12. Measure the amount of U-bolt thread protruding from the U-bolt nut (B) and record your measurement. (See Figure 7.)
13. Determine the difference between measurements (A) and (B). The result should be 5mm or less.
  - a. If the difference between measurement (A) and (B) is 5mm or less, proceed to Step 14
  - b. If the difference between measurement (A) and (B) is greater than 5mm, loosen both nuts and repeat Step 10 – 13.

***IMPORTANT: The difference between measurements A and B must be 5mm or less.***



14. After replacing all four (4) U-bolts, proceed to **Applying the Campaign Label.**

## APPLYING THE CAMPAIGN LABEL

15. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2103, Isuzu dealer code, and repair date.
16. Affix the campaign label onto the driver's side B-pillar.

<b>ISUZU</b> <b>CAMPAIGN NUMBER</b> _____
<b>DEALER CODE:</b> _____
<b>REPAIR DATE:</b> _____
<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 Operation Code	Description	Labor Time
V2103	U-Bolt Torque Inspection Only	0.4*
V2103R	U-Bolt Torque Inspection & Replacement	1.3*

\*Includes 0.1 hours for administrative allowance.

## DEALER RESPONSIBILITY

Dealers are to service all vehicles subject to this campaign 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 campaign 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 Information 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 letters that will be sent to owners of affected vehicles already retailed in the United States and Canada will be added in a future bulletin revision.