



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:

CB24-E-001A

ISSUE DATE:

JUNE 2024

GROUP:

SUSPENSION & STEERING

IMPORTANT SAFETY RECALL

F-SERIES TIE-ROD INSPECT & REPLACE – 24V-467

AFFECTED VEHICLES

- 2025 MY F-Series Vehicles Produced Between 04/19/2024 and 05/13/2024

This bulletin supersedes previous campaign bulletin CB24-E-001. This bulletin is being updated to include the new tie-rod installation procedure. Please discard previous campaign bulletin CB24-E-001.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in thirty-eight (38) 2025MY F-Series vehicles produced between 4/19/2024 and 5/13/2024. The affected vehicles may have been built with tie-rod ball studs that were subjected to an improper heat treatment, which results in tie-rods that do not meet material design strength requirements and are vulnerable to the ball studs fracturing. If one or more of the ball studs within the tie-rod fractures, the center link can detach from the steering knuckle, resulting in a sudden loss of steering control and **increasing the risk of a crash**.

CORRECTION

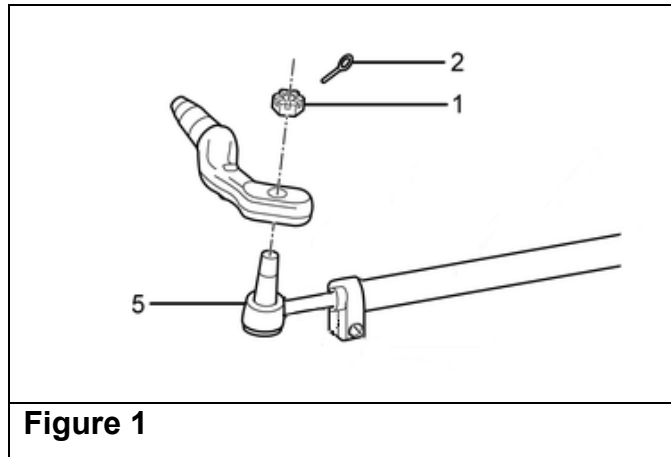
Isuzu dealers will inspect the tie-rod assembly's Julian date code and, if necessary, replace the tie-rod assembly. This service will be performed **free of charge**.

VEHICLES INVOLVED

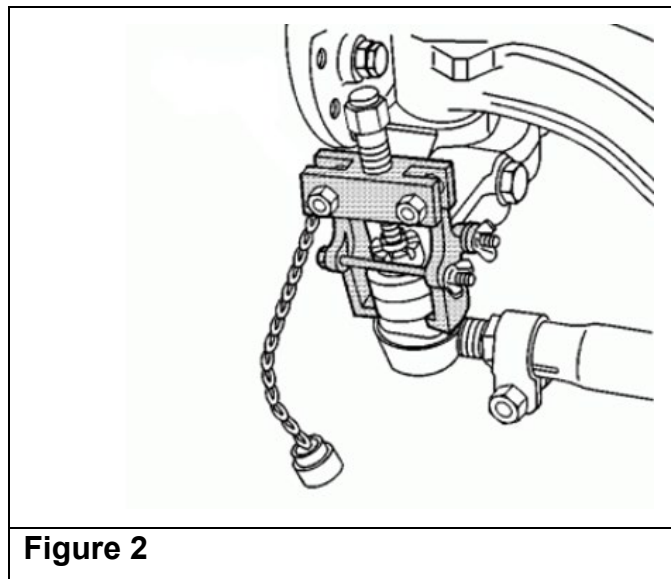
Involved are thirty-eight (38) 2025MY F-Series vehicles produced between 04/19/2024 and 05/13/2024.

NOTE: It is NOT necessary to generate a health report in order to submit a warranty claim for this campaign.

IMPORTANT: Dealers are to confirm vehicle eligibility prior to beginning repairs by using IVIS (Isuzu Vehicle Information System).



10. Remove the nut (Item no.1 in Figure 1) from the driver side tie-rod end.
11. Using a pitman arm puller or similar tool, remove the tie rod from the driver's side steering knuckle. (See Figure 2.)



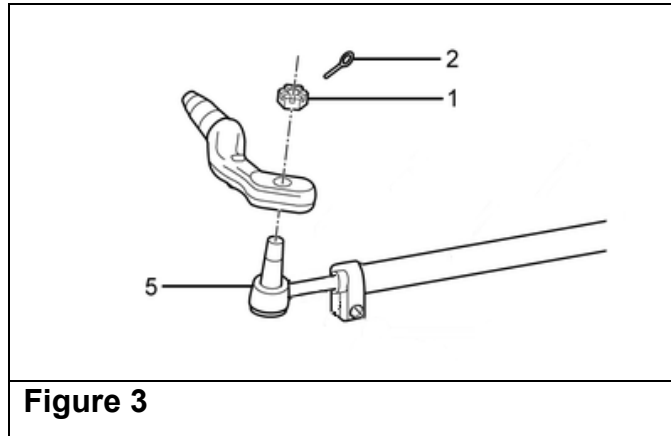
Important: Do not use a hammer to separate the tie-rod ball joint from the steering knuckle.

12. Turn the front passenger wheel to the left.
13. Remove and discard the cotter pin (Item no. 2 in Figure 1) from the passenger side tie rod end.
14. Remove the nut (Item no.1 in Figure 1) from the passenger side tie-rod end.
15. Using a pitman arm puller or similar instrument, remove the tie rod from the passenger's side steering knuckle. (See Figure 2.)

Important: Do not use a hammer to separate the tie-rod ball joint from the steering knuckle.

16. Remove the tie-rod assembly from the vehicle.
17. Set the tie-rod assembly aside for reference.

18. Adjust each end of the NEW tie-rod assembly so the same number of threads are visible as counted on the old tie-rod assembly in Step 7.
19. Install the tie rod assembly onto the passenger side steering knuckle and install the tie rod nut (Item no.1 in Figure 3) hand tight.



20. Torque the passenger side tie rod nut (Item no.1 in Figure 3).

Tightening torque:	180 N•m (133 lb ft)
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21. Install a new cotter pin (Item no. 2 in Figure 3) on the passenger side tie-rod end.

- Advance the tie-rod end nut in order to insert a cotter pin.

22. Turn the front passenger wheel to the left.

23. Install the tie rod assembly onto the driver's side steering knuckle and install the tie rod nut (Item no. 1 in Figure 3) hand tight.

24. Torque the drivers side tie rod nut.

Tightening torque:	180 N•m (133 lb ft)
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25. Install a new cotter pin (Item no. 2 in Figure 3) on the driver's side tie-rod end.

- Advance the tie-rod end nut in order to insert a cotter pin.

26. Lubricate the tie-rod ball joints with a high temperature, lithium soap, extreme pressure grease.

27. Center the steering wheel.

28. Remove the safety stands and lower the vehicle

29. Neutralize the suspension by rolling the vehicle back or forward 3.5–4.5 m (12–15 ft).

30. Check and adjust toe-in to the following specification.

Linear Sum Toe-in	0.635-1.2446 mm (0.025-0.049 in)
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31. Tighten the tie-rod tube clamp nuts.

Tightening torque:	61-81 N•m (45-60 lb ft)
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32. Proceed to **Applying the Campaign Label** (Step 33).

APPLYING THE CAMPAIGN LABEL

33. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 24V-467 (US), Isuzu dealer code, and repair date.
34. Affix the campaign label onto the driver's side B-pillar.

ISUZU CAMPAIGN NUMBER
DEALER CODE: _____
REPAIR DATE: _____
<small>P/N 2-90028-700-0</small>

CAMPAIGN CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission. Submit only **one** claim as indicated below.

NOTE: Failure to submit campaign claims in a timely manner may result in delayed payment. Accepted/Paid claims will change campaign status to “Closed” in IVIS. Submit claims as quickly as possible in order to close the campaign and ensure payment.

Labor Operation Code	Description	Labor Time
V2402	Tie-Rod Safety Recall – Inspection Only	0.3*
V2402R	Tie-Rod Safety Recall – Inspection and Replacement	1.8

** Includes 0.1 hours for administrative allowance.*

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.