



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:

CB24-E-001

ISSUE DATE:

JUNE 2024

GROUP:

SUSPENSION & STEERING

IMPORTANT SAFETY RECALL

F-SERIES TIE ROD INSPECT & REPLACE – V2402

AFFECTED VEHICLES

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

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) 2025 MY 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).

INSPECTION PROCEDURE

STEERING TIE-ROD ASSEMBLY INSPECTION

1. The following VINs have already been inspected and are OUTSIDE of the Julian date range. Tie-rod Replacement is NOT necessary. Dealers responsible for these VINS should proceed directly to “**APPLYING THE CAMPAIGN LABEL**” to complete this recall. If the affected vehicle is not one of these VINS, proceed to step 2.

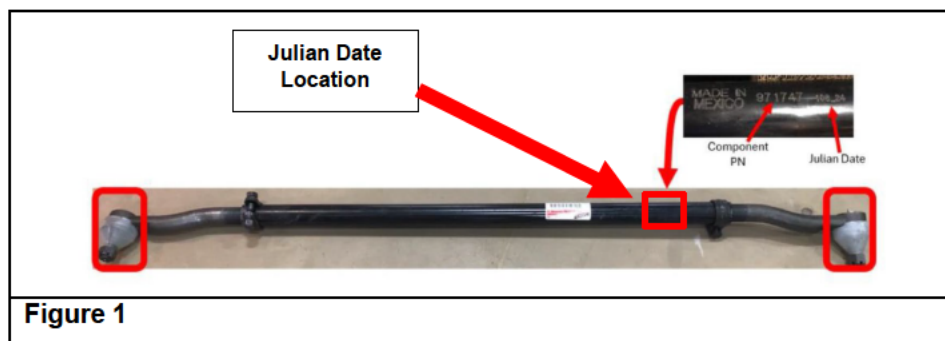
VIN Last 9	VIN Last 9	VIN Last 9	VIN Last 9	VIN Last 9
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

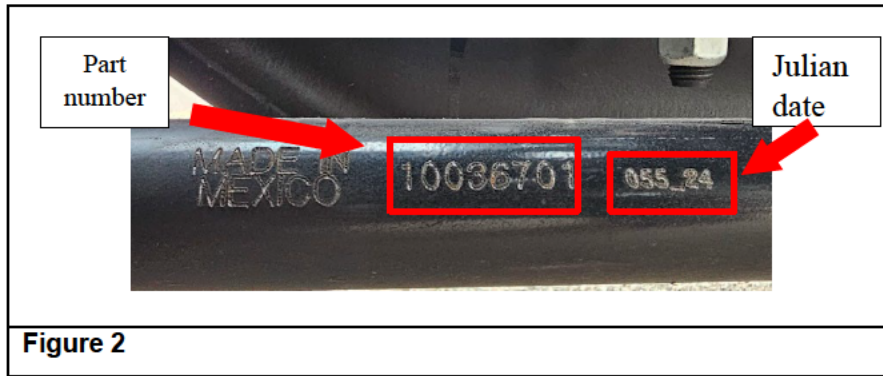
2. The following VINs have already been inspected and are INSIDE the Julian date range. The Tie-rod assembly must be replaced. These vehicles must remain on hold and **are not to be driven** until further notification is received. This bulletin will be updated when more information about the repair procedure and replacement parts is available. If the affected vehicle is not one of these VINS, proceed to the next step.

VIN Last 9
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

3. For the following 3 VINs, locate the information of the component part number and Julian date stamped on the steering tie-rod assembly center tube as shown in Figures 1 and 2.

VIN Last 9
[REDACTED]
[REDACTED]
[REDACTED]





4. Record the Part Number and Julian date code.
5. Take a photo of the Part Number and Julian date code.
6. Call the Isuzu Technical Assistance Center (TAC) at Telephone Number: 1-877-ISUZUCV (1-877-478-9828), follow the prompt. Provide the photo(s) and recorded information to the TAC representative. The information will be reviewed by Isuzu and you will be contacted with directions for how to complete the recall for your vehicle. These three (3) vehicles must remain on hold and **are not to be driven** until further notification is received.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2402 (US) or V2402 (Canada), Isuzu dealer code, and repair date.
2. Affix the campaign label onto the driver's side B-pillar.



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	Sublet Allowance
V2402	Tie-rod Inspection Safety Recall	0.3*	

* Includes 0.1 hours for administrative allowance.