

June 21, 2024

DET-24-067

ISUZU Campaign: V2402

Chronology of Defect Determination*Describe the chronology of events leading up to the defect determination decision.*

DATE	ACTION
6/3/2024	Dana (Axle/Tie Rod Supplier) emails/informs Isuzu of an issue involving tie rods with ball studs provided by its sub-supplier, USK International.
6/4/2024	Isuzu requests additional information from Dana to better understand the failure mode and potential safety risk.
6/5/2024	Isuzu receives from Dana a list of 288 suspect axle serial numbers. The Isuzu F-Series plant in Charlotte, MI (Charlotte Plant) matches axle serial numbers to VINs and finds 182 had been installed into trucks and 106 axles are in Isuzu inventory and not yet installed.
6/6/2024	A Stop Ship quality hold at the Charlotte Plant is issued on affected VINs. Isuzu North American Quality Assurance (INAC QA) formally opens this issue with Isuzu Motors Limited (IML).
6/7/2024	Isuzu sends notification to the specific dealers that have already purchased and have been shipped the 33 vehicles believed to be the “affected vehicles”, instructing the dealers not to sell or deliver any of those vehicles to customers, and also providing the dealers with a procedure to inspect the vehicles, document the Part Number and Julian date code on the vehicles’ steering tie rod assembly, and report the information back to Isuzu.
6/10/2024	Isuzu determines that additional vehicles may have been shipped from the Port (factory) prior to the issuance of the June 6, 2024 Stop Ship Hold, requiring reevaluation of the number of affected vehicles.
6/11/2024	Dana and Isuzu hold a meeting to discuss status, Dana verifies that only production parts on vehicles are suspect, as service parts are sourced from a different location and are not suspect. Isuzu looks further into vehicle locations and confirms that a total of 38 (not 33) trucks had been released from the Port (factory) prior to the Stop Ship Hold.
6/12/2024	Isuzu verifies the location of ALL 38 affected vehicles and again confirms that a total of 38 had been released to dealers prior to the factory Stop Ship Hold. Isuzu sends the 6/7/24 notice and inspection procedure to the two additional dealers that had not been sent/received them on 6/7 and also informs one dealer that had received the 6/7 documentation that it has three additional affected vehicles (for a total of four). In addition, Isuzu Commercial Truck of America, Inc. District Service and Parts Managers (DSPMs) are told to physically call each dealer or body builder in possession of one or more of the 38 affected vehicles to re-emphasize that they should not release the vehicles to customers and that this is a NO DRIVE condition.
6/13/2024	Isuzu decides to conduct a safety recall to inspect and, as necessary, remedy the affected vehicles.