



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB16-E-001

ISSUE DATE:
MAY 2016

GROUP:
**FRAME, SUSPENSION,
STEERING, WHEELS & TIRES**

CUSTOMER SATISFACTION CAMPAIGN

FRONT WHEEL BEARING MAINTENANCE

AFFECTED VEHICLES

- 2011-2016MY NPR-HD Trucks
- 2012-2016MY Isuzu Stripped Chassis (Reach Vans) Equipped with 3.0L (4JJ1) and 5.2L (4HK1) Diesel Engines

INFORMATION

CONDITION

In some 2012-2016MY Isuzu Stripped Chassis (Reach Vans) and 2011-2016MY NPR-HD diesel trucks, the original factory-installed grease in the front wheel bearings may degrade under certain circumstances. If left unattended, the front wheel bearings could eventually seize or loosen. Typically this condition is preceded by a noticeable growling noise and can be avoided with timely servicing of the front wheel bearings.

CORRECTION

If a vehicle has 60,000 miles or less, Isuzu will replace the front wheel bearing grease. The front wheel bearings will also be inspected and, if they are found to have been damaged due to grease degradation, they will be replaced. This inspection and replacement will be performed one time up to 60,000 miles free of charge. **This free of charge service will be discontinued 24 months from the date of this notification.**

DEALER RESPONSIBILITY

Dealers are to service all vehicles (with 60,000 miles or less) subject to this program at no charge to customers - regardless of ownership or the age of the vehicle. 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 make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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 program enters your vehicle inventory, or is in your dealership for service, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

VEHICLES INVOLVED

Involved are some 2012-2016MY Isuzu Stripped Chassis (Reach Vans) and 2011-2016MY NPR-HD diesel trucks.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry Systems (IVIS). Not all vehicles may be involved.

For dealers with involved vehicles, a listing of involved vehicles containing the complete vehicle identification number has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

PARTS INFORMATION

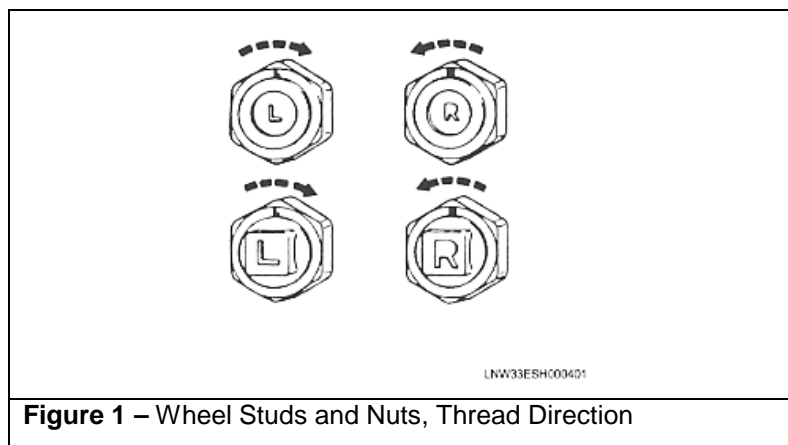
Parts required to complete this campaign are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

DESCRIPTION	PART NUMBER	QTY (required)	SUBLET CODE	SUBLET ALLOWANCE
SEAL; OIL, FRT HUB	8-94248-117-1	2		
PIN; SPLIT, NUT	0-81125-040-0	2		
WHEEL BEARING GREASE	Chevron Delo Grease EP2, 2-9004Q-608-0	14oz		\$4.00
	Mobil Grease XHP 222			

SERVICE PROCEDURE

1. Apply the parking brake and block the rear wheels.

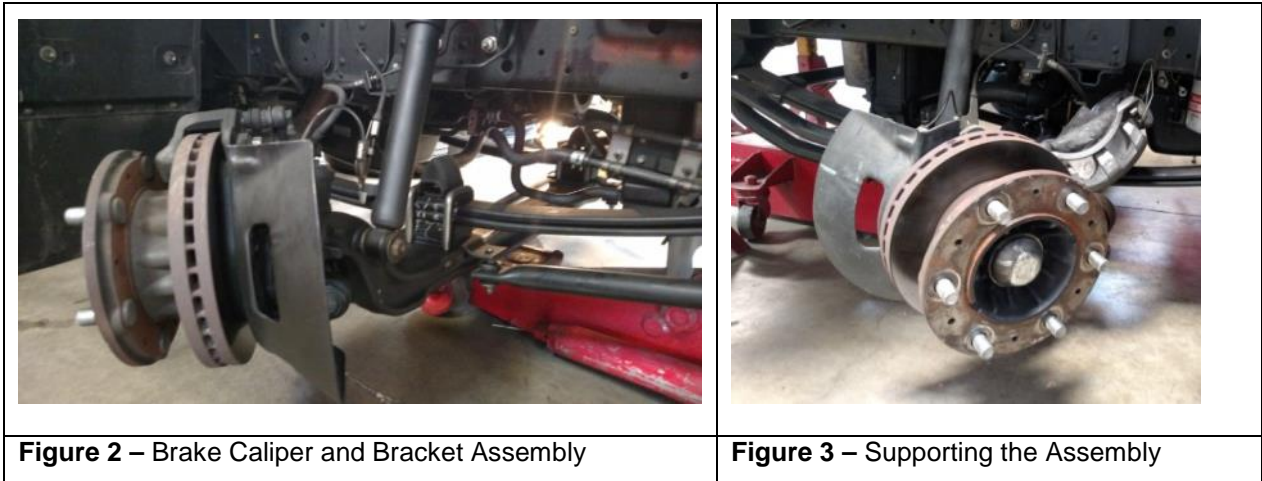
NOTE: The wheel studs and nuts on right side have right-hand threads, while wheel nuts on the left side have left-hand threads. See Figure 1.



2. Loosen the front wheel nuts.
3. Raise the axle until the tires clear the floor.
4. Remove the wheel nuts.

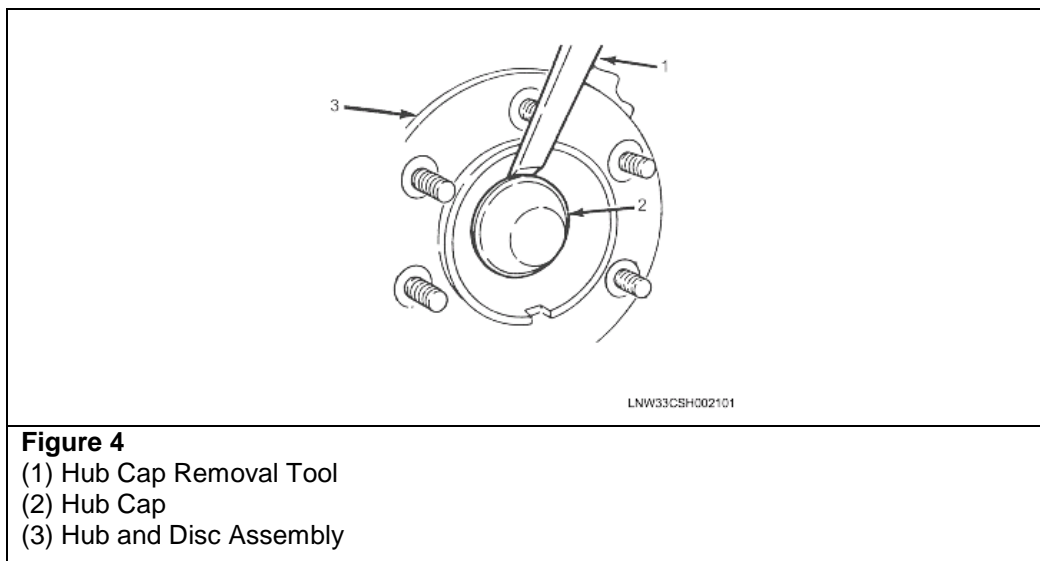
5. Remove the wheel and tire assembly.
6. Tilt up the cab.
7. Remove the brake caliper and dust cover as an assembly by unbolting the caliper mounting dust cover. Hang the brake assembly with heavy gauge wire to support the assembly. See Figures 2 and 3.

IMPORTANT: Be careful not to place tension or weight on the brake lines. This can cause damage to the brake system's soft and/or hard lines leading to brake system failure.



8. Remove the hub cap as shown in Figure 4.

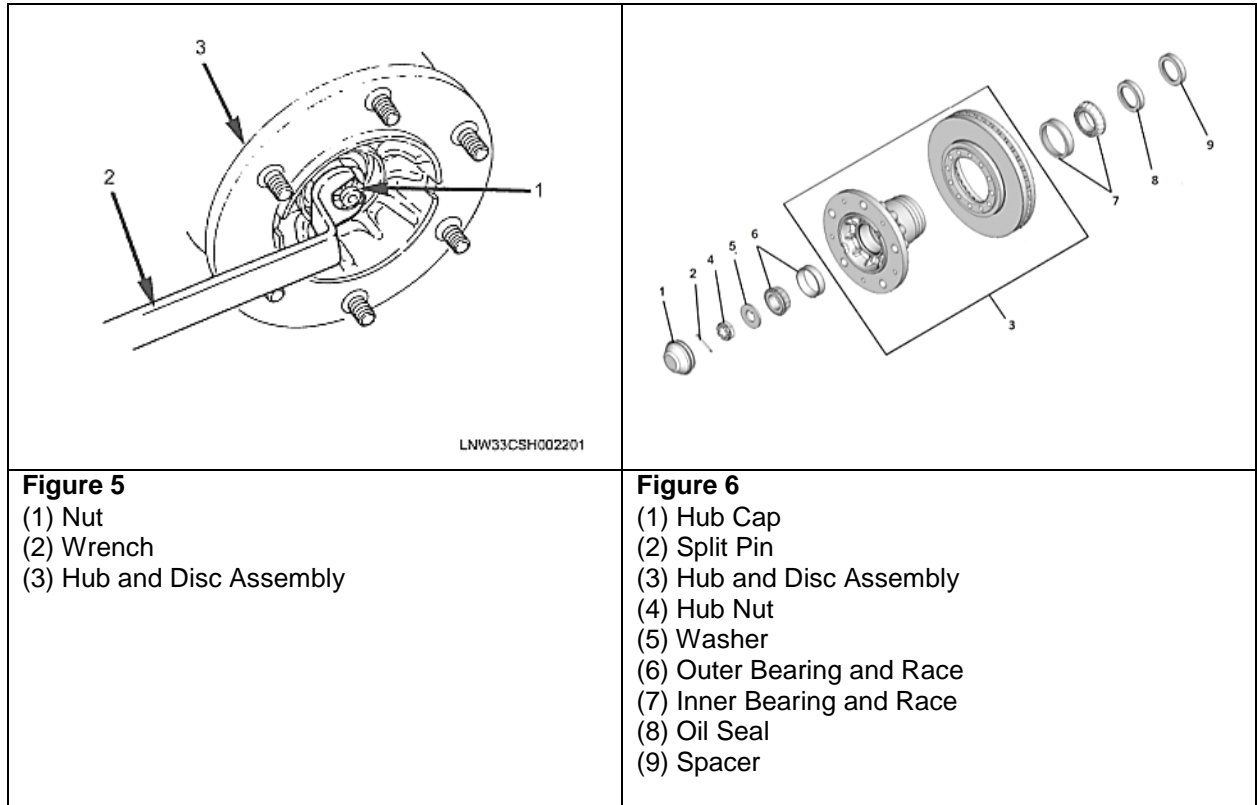
IMPORTANT: Be careful not to scratch or distort the cap sealing face when removing the hub cap.



9. Remove and discard the cotter pin.

IMPORTANT: Always use a new cotter pin.

10. Remove the nut and washer from the knuckle. See Figures 5 and 6.



11. Remove the front hub and disc assembly.

IMPORTANT: The outer bearing will come off the knuckle. DO NOT drop.



12. Remove the spacer and oil seal from the hub assembly. Discard the oil seal.

13. Inspect the bearing. See the Hub Inspection Procedure in this bulletin.

- a. If the bearing has been determined to be damaged, replace the bearing and bearing race on that side.
- b. If the bearing has been determined to be undamaged, proceed to the Hub Assembly and Bearing Preload Procedure in this bulletin.

HUB INSPECTION PRECEDURE

1. Clean the grease from the spindles, knuckles, hubs, and the inner and outer hub bearings. Inspect the grease for metal powder and/or particles, as these may indicate bearing damage. If found, continue inspection to find source.
2. Inspect the inner and outer hub bearings checking for: deformity, burning, rust, flaking, pitting, peeling, scoring, surface roughness, deep scarring, or deep slide marks. If any of the above conditions are present, replace bearing.
3. Inspect bearing cage for; deformity, cracking, scarring, and wear at contact surface of ribs. If any of the above conditions are present, replace bearing.
4. Press bearing cage against rollers with one hand and the inner bearing race against rollers with the other hand, apply pressure, and rotate bearing. Bearing should rotate smoothly. If roughness is felt, verify cleanliness. If dirty, clean bearings. If bearing is clean, continue with inspection.
5. Inspect inner and outer hub bearing races for: deformity, cracks, peeling, rust, surface roughness, vermiculation, deep scarring, deep slid marks, uneven wear marks across surface. If any of the above conditions are present, replace bearing.

NORMAL CONDITION – DO NOT REPLACE	
	
Figure 7a NORMAL BEARING	Figure 7b NORMAL RACE

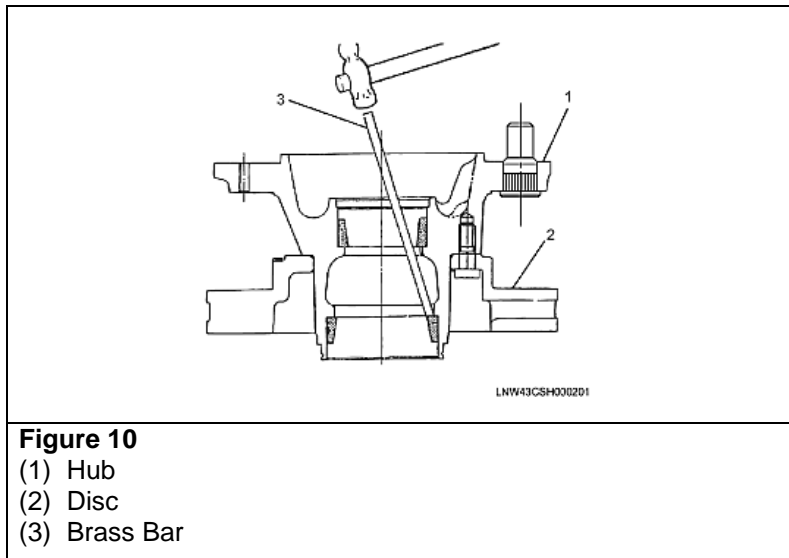
EXAMPLES OF DAMAGED CONDITION	
	
Figure 8a Rough Bearing	Figure 8b Rough Race
	
Figure 9a Burned Bearing	Figure 9b Deep Scarring – Race

NOTE: If discoloration is only on the contact portion of rollers or races and light brown in color, this is normal. This is caused by burned grease. DO NOT REPLACE BEARINGS.

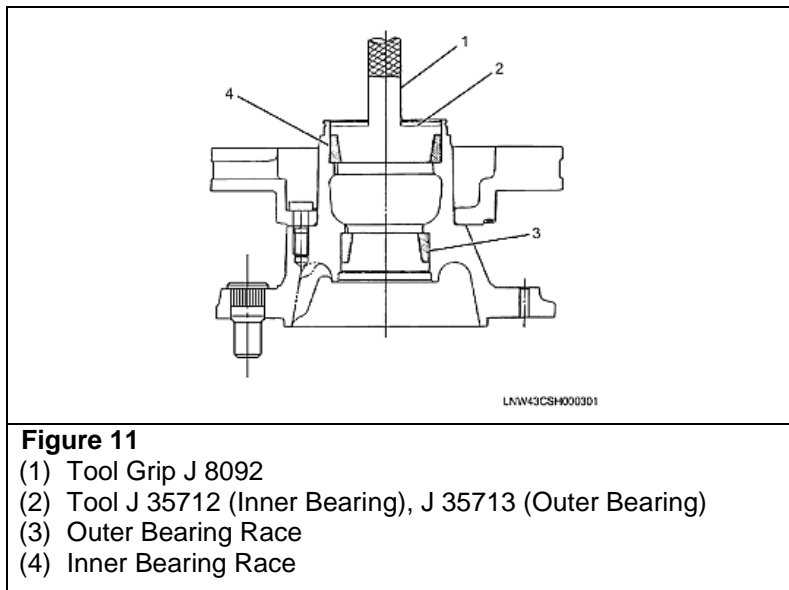
NOTE: If it is suspected that the bearing will need to be replaced, be sure to always use the races provided with the new bearings. If you are still unsure or have questions regarding the bearings in this campaign, please contact Isuzu Technical Assistance or your DSPM.

WHEEL BEARING REPLACEMENT

1. Remove the damaged bearing to be replaced, by driving the inner and outer bearing races out of the hub.
2. Drive the outer race out from the opposite side. See Figure 10.



3. Lightly grease the new bearing races, using Special Tools: J 8092 (Tool Grip), J 35712 (for inner bearing) and J 35713 (for outer bearing); seating them completely into the hub. See Figure 11.



4. Proceed to Hub Assembly and Bearing Preload Procedure in this bulletin.

HUB ASSEMBLY AND BEARING PRELOAD PROCEDURE

NOTE: If the bearing was replaced, be sure to grease and reinstall the inner and outer races of both inner and outer bearing.

1. Apply a 5mm layer of grease across the top of the bearing races and completely fill the hub cavity, and completely grease the inner race of the inner bearing (See Figure 15). Fill the hub cap half way with grease and taper to the edge of cap. Overfilling cap will create a hydraulic condition not allowing the hub cap to fully seat. See Figures 12 and 13.

CAUTION: Do not apply grease on fitting surface between the hub cap and hub assembly. See Figure 14.

2. Pack both inner and outer front wheel bearings using a lithium-based, NLGI No. 2 or No. 3 grease with a dropping point equal to or greater than 500°F (260°C).



Figure 12 – Grease Hub Cap

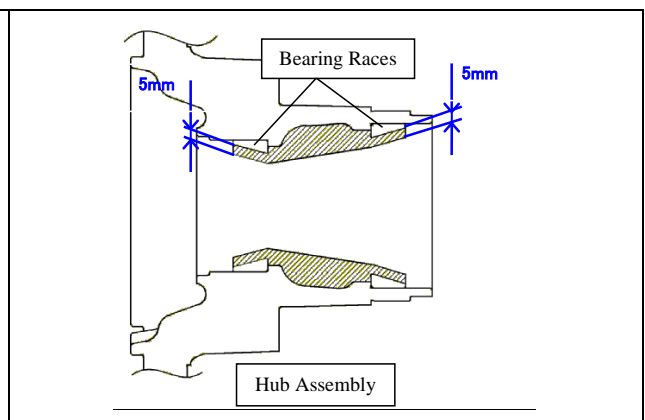


Figure 13 – Grease in the hub must make contact with the inner and outer races and create a 5mm wall thickness.

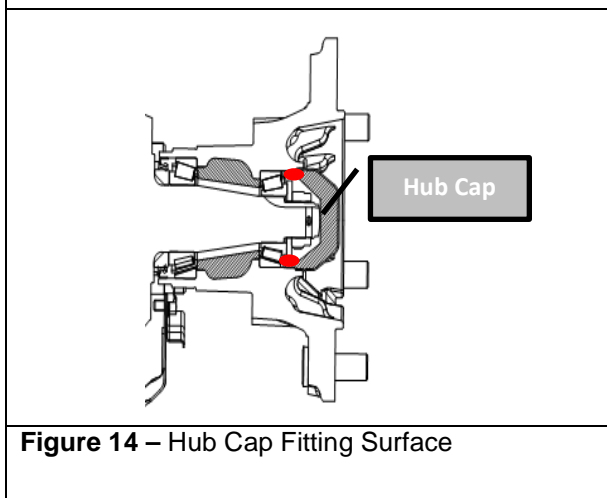


Figure 14 – Hub Cap Fitting Surface

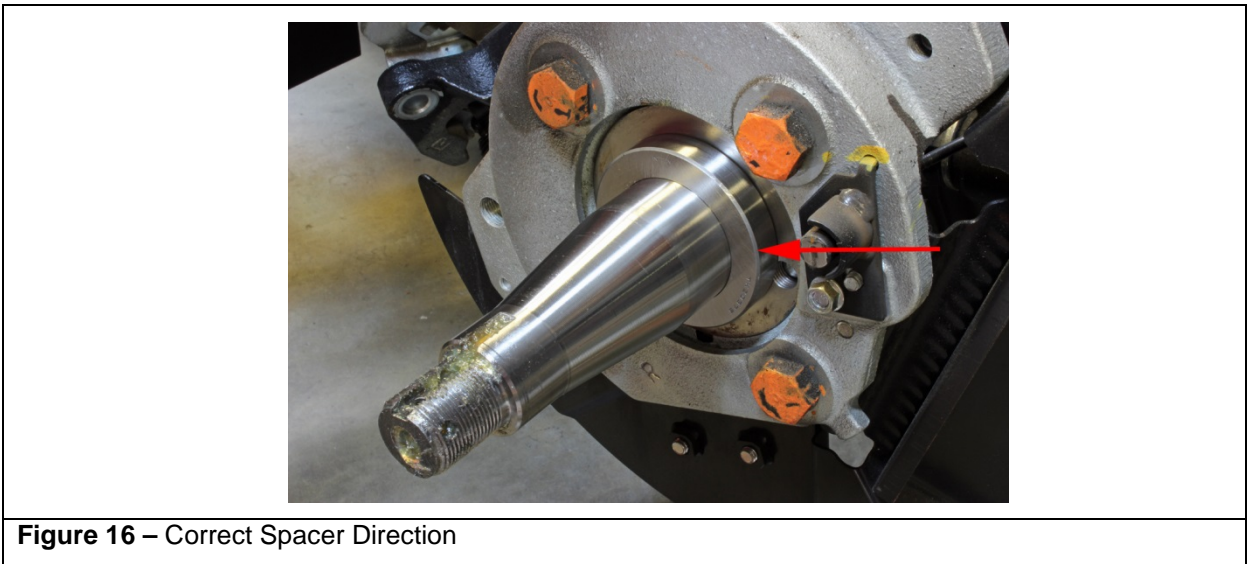


Figure 15 – Completely Grease Inner Race of Inner Bearing

3. Install the inner bearing with a new oil seal with the hollow side of the oil seal facing the bearing.

IMPORTANT: Always use a new oil seal.

4. Install the spacer onto the knuckle; the concave side of the spacer faces the knuckle.



5. Install the hub assembly onto the knuckle.
6. Install the outer wheel bearing, bearing washer and nut onto the knuckle, and hand-tighten.
7. Turn the hub to the left and right several times to stabilize the bearing while continuing to tighten the nut by hand.
8. Gently tighten the hub nut to the specified torque. The tightening torque is the same for both new bearings and reused bearings.

Tightening Torque: 110 Nm (81 lb ft)

CAUTION: DO NOT use air tools for tightening.

9. Rotate the hub three (3) times in the forward direction.
10. Gently loosen the hub nut no more than 90°.

IMPORTANT: If you loosen the hub nut to the point where there is noticeable free-play in the hub, you must restart the procedure from Step 7.

11. Tighten the hub nut to the specified torque. The tightening torque is the same for both new and reused bearings.

Tightening Torque: 15 Nm (11 lb ft)

12. Rotate the hub three (3) times. If the hub does not rotate, has resistance, abnormal heaviness, or is still loose, repeat Steps 7-10.
13. Install a new cotter pin and firmly bend it.

CAUTION: If the hub nut groove and cotter pin hole do not align, align the hole by tightening the hub nut until the cotter pin fits through the pin hole.

14. Apply grease on the outside of the outer bearing (See Figure 17).

IMPORTANT: Be sure the grease inside the hub cap directly contacts the grease on the outer bearing.

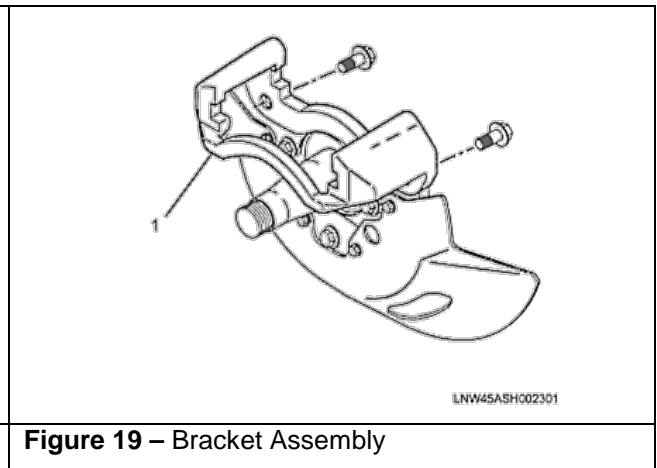
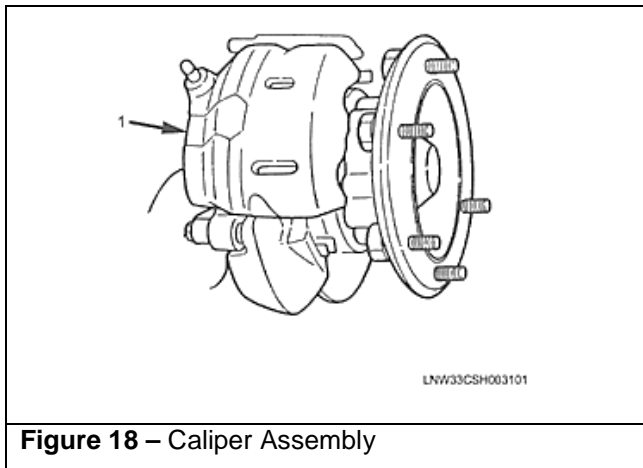


15. Apply an even layer of ThreeBond 1215 (p/n 2-90067-710-0) sealant or equivalent around the outer edge of the hub cap and install.

16. Clean the rotors with parts cleaner.

17. Return the brake caliper and bracket assembly to its original position (see Figures 18 and 19). Tighten the caliper mounting bracket bolts to the specified torque.

Tightening Torque: 221 Nm (163 lb ft)



18. Install the wheel and tire assembly.

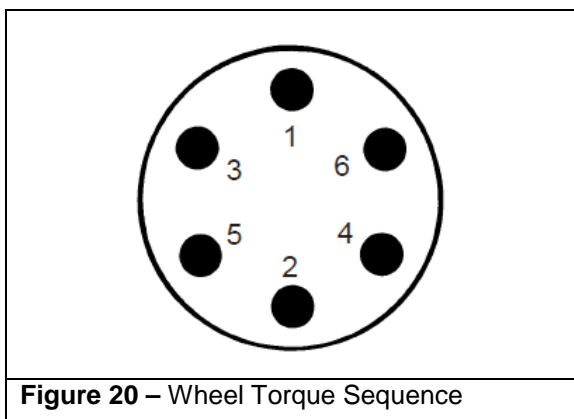
19. Temporarily tighten the wheel nuts until the wheels are completely seated against the hub.

20. Lower the vehicle.

21. Torque wheel nuts in the sequence shown. See Figure 20.

Tightening Torque: 500 Nm (369 lb ft).

IMPORTANT: Never use oil or grease on the studs or nuts.



22. Lower cab and unblock the tires.

23. Proceed to Applying the Campaign Label section in this bulletin.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a Campaign Label (Part No. 2-90028-700-0) with Campaign No. V1605, Isuzu dealer code, and the repair date.
2. Affix the campaign label onto the driver's side B-pillar.



CLAIM INFORMATION

All bearings and races will be requested to be returned through the Warranty Parts Center for analysis.

When submitting a claim during this customer satisfaction campaign, be sure to select the most appropriate labor operation code from the list provided below.

Labor Code	Description	Labor Hours
V1605A	Inspect Front Wheel Bearings Replace Grease (Driver AND Passenger Side)	2.0
V1605B	Inspect Front Wheel Bearings Replace One Set (Driver or Passenger Side) Replace Grease (Driver AND Passenger Side)	2.1
V1605C	Inspect Front Wheel Bearings Replace Both Sets (Driver and Passenger Side) Replace Grease (Driver AND Passenger Side)	2.2
V1605D	Customer Reimbursement for Wheel Bearing Maintenance	0.1

*Includes 0.1 hours for administrative allowance

CUSTOMER REIMBURSEMENT

If a customer has already paid for repairs to address the condition covered by this Customer Satisfaction Campaign, they may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, the customer will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

IMPORTANT: Do NOT reimburse customers until after the submitted claim is approved.

Dealers that receive a Customer Reimbursement Claim Form may also submit a warranty claim to request reimbursement on the behalf of the customer. Complete a regular warranty claim using the labor operation code listed in this bulletin for customer reimbursement. Submit the total cost for reimbursement as a "Sublet" expense. Dealers may submit 0.1 labor hours for administrative time reimbursement.

The Customer Reimbursement Claim Form and required documents must be scanned and emailed to the Warranty Review Center (WRC) at ICTAWARR@icta-us.com. Be sure to include the Isuzu warranty claim number, starting with the dealer code and the words: "Customer Reimbursement" in the subject line of the email. If there are any questions regarding the reimbursement, please call 1-877-ISUZUCV (1-877-478-9828), choose your language option, select Prompt 2, and then Prompt 3.

CUSTOMER SATISFACTION CAMPAIGN

This notice applies to your vehicle, <VIN>

MAY, 2016

Dear Customer,

The purpose of this notice is to inform you that Isuzu Commercial Truck of America is conducting a customer satisfaction campaign that affects some 2012-2016MY Isuzu Stripped Chassis (Reach Vans) and 2011-2016MY NPR-HD trucks equipped with a diesel engine. Your [Year] model year Isuzu [Vehicle_Series], VIN [VIN], is involved in this campaign.

CONDITION

In some 2012-2016MY Isuzu Stripped Chassis (Reach Vans) and 2011-2016MY NPR-HD diesel trucks, the original factory-installed grease in the front wheel bearings may degrade under certain circumstances. If left unattended, the front wheel bearings could eventually seize or loosen. Typically this condition is preceded by a loud noise and can be avoided with timely servicing of the front wheel bearings.

FRONT WHEEL BEARING SERVICE SCHEDULE REMINDER

As noted in the Owner's Manual, the scheduled maintenance for the front wheel bearing assembly in your vehicle is every 30,000 miles or 24 months, whichever occurs first.

WHAT WE WILL DO

If your vehicle has 60,000 miles or less, Isuzu will replace the front wheel bearing grease. The front wheel bearings will also be inspected and, if they are found to have been damaged due to grease degradation, they will be replaced. This inspection and replacement will be performed one time up to 60,000 miles **free of charge**. **This free of charge service will be discontinued 24 months from the date of this notification.**

WHAT YOU SHOULD DO

Check the mileage on your vehicle. If your vehicle has 60,000 miles or less, we recommend you contact your Isuzu dealer as soon as possible and schedule an appointment to bring your vehicle in to have this service performed. Present this Owner Notification Letter at the time of your appointment or refer to customer satisfaction campaign bulletin CB16-E-001. Isuzu estimates the inspection and service will take approximately 2 hours. If the front wheel bearings require replacement, an additional 0.2 hours will be required. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate your nearest dealer please use the dealer locator on our website at www.isuzucv.com.

If your vehicle has over 60,000 miles and the front wheel bearings have not been serviced or you do not know if they have been serviced, we recommend that you contact your dealer to arrange for servicing of your front wheel bearings at your expense.

REIMBURSEMENT

The enclosed Reimbursement Claim Form explains what reimbursement is available and how to request reimbursement if you have paid for a repair as a result of front wheel bearing grease degradation. Requests for reimbursement may include parts, labor, fees, and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Isuzu dealer. Wheel bearing maintenance will not be reimbursed. Please follow the instructions on the Reimbursement Claim Form provided to file a claim for reimbursement.

Even though you may have already had your front wheel bearings serviced or replaced, you are still eligible to have the front wheel bearings grease replaced for free in this campaign if your vehicle has 60,000 miles or less and you visit your Isuzu dealer within 24 months of this notification.

If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at 1-866-441-9638.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

CUSTOMER SATISFACTION CAMPAIGN

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WHAT YOU SHOULD DO

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Customer Reimbursement Claim Form

If you have paid for a repair as a result of front wheel bearing grease degradation, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees, and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Isuzu dealer. Wheel bearing maintenance will not be reimbursed.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(Copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Customer Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number: 1-866-441-9638

Or Email: cvcs@icta-us.com