



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB22-E-001

ISSUE DATE:
FEBRUARY 2022

GROUP:
SUSPENSION & STEERING

IMPORTANT SAFETY RECALL

FTR STEERING STOP BOLT ASSEMBLY REPLACEMENT – 21V-861
(Transport Canada 2021-679)

AFFECTED VEHICLES

- 2018-2021MY Isuzu FTR Vehicles

This campaign supersedes previous Safety Recall 19V-467 (TC 2019-306). Even if a vehicle was repaired under the previous recall, it will need to be repaired in accordance with the new service procedure in this Campaign Bulletin. Please discard previous campaign bulletin CB19-E-001.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in 2018, 2019, 2020 and 2021 model year F-Series vehicles. The jam nut for the steering stopper bolt on the left side may loosen and allow the bolt to back away from the steering knuckle. This could result in an increase in the turning radius of the vehicle in left turns, which could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash. A prior recall (19V-467) was conducted to address this issue, but we have identified this condition on vehicles that were remedied in that campaign as well as those that were produced after a change in production intended to prevent the condition.

CORRECTION

Isuzu dealers will replace both right and left side stopper bolt assemblies, which include new Spirallock Nuts, and torque the new Spirallock Nut to a new specification. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are 2018, 2019, 2020 and 2021 model year FTR vehicles.

NOTE: It is not necessary to open a TAL case or generate a health report in order to submit a warranty claim for this campaign.

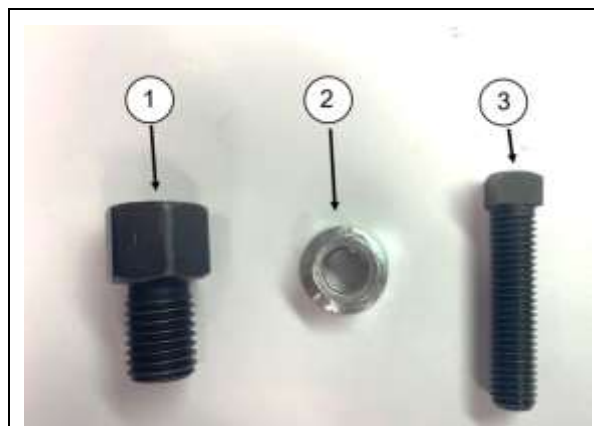
Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS).

For dealers with involved vehicles, a report 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

An initial supply of Stop Bolt Assembly Kits will be shipped to dealers. Additional Stop Bolt Assembly Kits may be ordered from American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal (non-emergency) orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

Part Number	Description	QTY
8-97840-619-0	BOLT; STOP KIT	2 Kits *1 for each side



Stop Bolt Kit Components

1. Adapter Base
2. Spirallock Nut
3. Stop Bolt

SERVICE PROCEDURE

1. Apply the parking brake and block the rear wheels.
2. Start the engine and turn the steering wheel all the way to the left in order to access the right (passenger side) Stop Bolt Assembly. (See Figure 1.) Shut the engine off after turning the steering wheel.



Figure 1 – Right Front Stop Bolt Assembly

3. Remove the Stop Bolt Assembly using a 1" deep well socket.
4. Use an engineer's ruler to measure the distance that the Stop Bolt protrudes out from the Adapter Base. (See Figure 2.) Record this measurement. Discard the old Stop Bolt Assembly.
 - If the Stop Bolt and/or Jam Nut are loose, disregard this measurement. The Steering Angle Adjustment will need to be performed after installing the new Stop Bolt Kit.



Figure 2

5. Install the **new** Adapter Base using a 1" socket as shown in Figure 3. Tighten the Adapter Base to the specified torque.

Tightening Torque: 190 N•m (140 lb ft).



6. Assemble the **new** Stop Bolt and Spirallock Nut into the new Adapter Base as shown in Figure 4 and tighten the Spirallock Nut only hand tight.



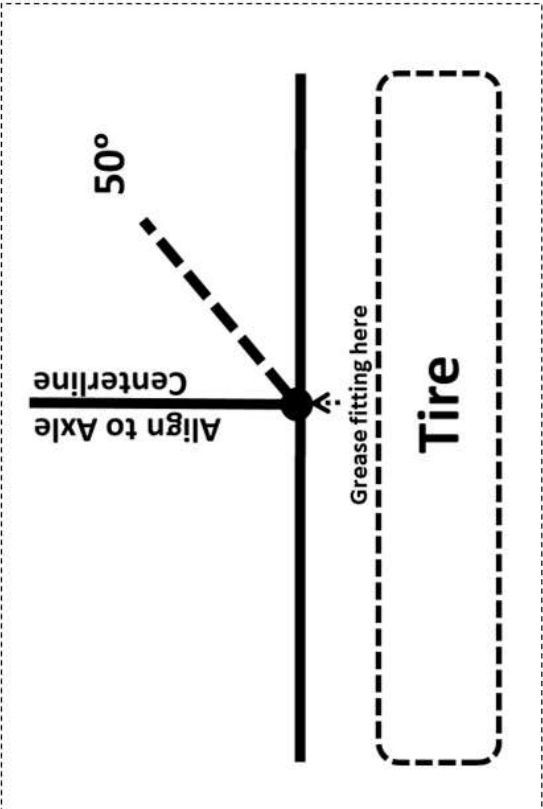
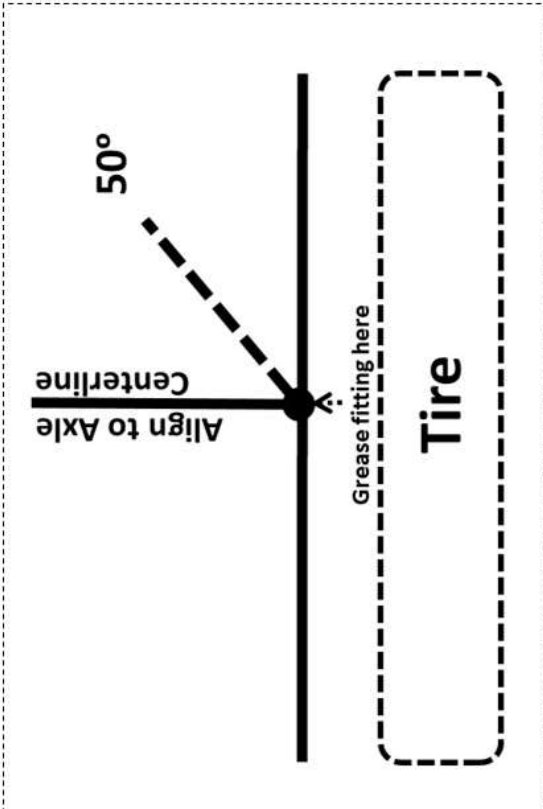
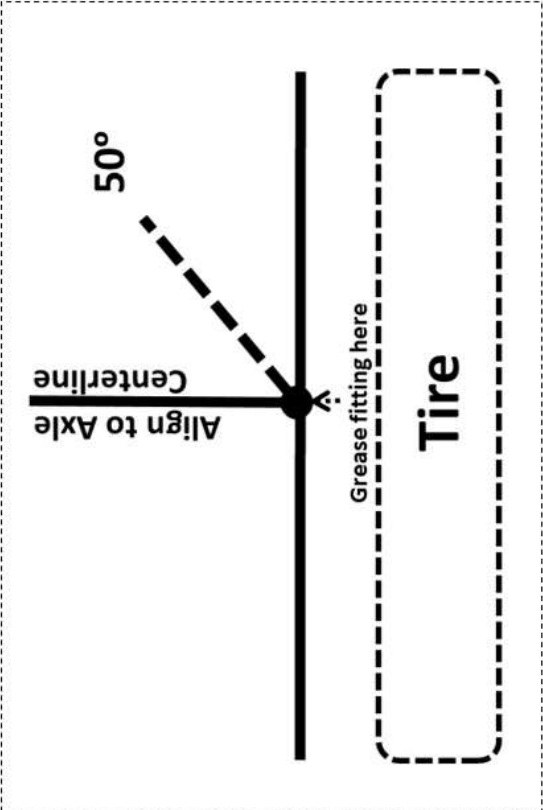
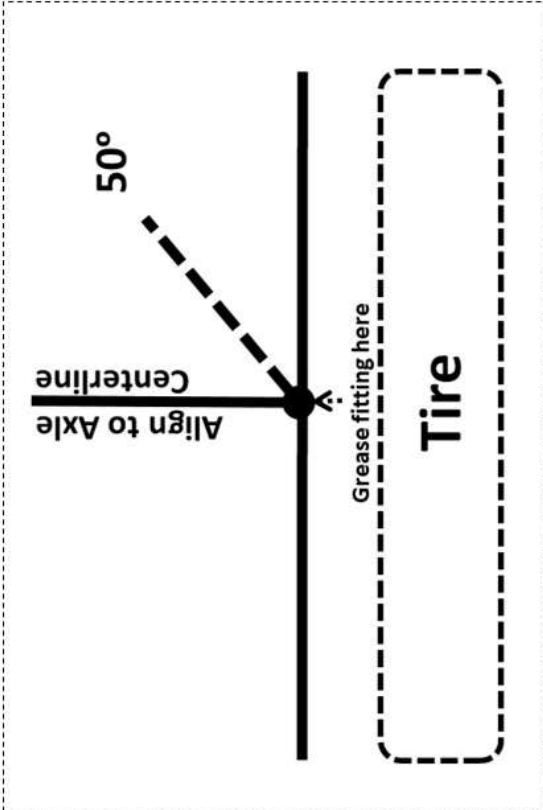
- a. If the Stop Bolt and Jam Nut were **not** found to be loose in Step 4, adjust the Stop Bolt until it is the same distance from the adaptor base measured and recorded in Step 4 (use a $\frac{1}{2}$ " open end wrench as necessary). When adjusted properly, snug the Spirallock Nut with a $\frac{3}{4}$ " open wrench. Using a $\frac{3}{4}$ " deep well socket and a torque wrench, tighten the Spirallock Nut to the specified torque. Proceed to Step 7.

Tightening Torque: 165 N•m (122 lb ft).

- b. If the Stop Bolt and Jam Nut **were** found to be loose in Step 4, use the TEMPLATE FOR STEERING BOLT ADJUSTMENT located after Step 10 below and Skip to Steps 11 through 17 in this bulletin in order to perform the STEERING ANGLE ADJUSTMENT. Then return to Step 7.
7. Using a white, yellow or other colored paint pen, paint a line across the Spirallock Nut and Adapter Base to indicate that the Spirallock Nut has been torqued.
 - After installing the right (passenger side) Stop Bolt Kit, proceed to Step 8.
 - After both right and left (passenger and driver side) Stop Bolt Kits are installed, torqued and adjusted as necessary, proceed to Step 10.
8. Start the engine and turn the steering wheel all the way to the right in order to access the left (driver side) Stop Bolt Assembly. (See Figure 1.) Shut the engine off after turning the steering wheel.
9. Repeat Steps 3 through 7 to install the left (driver side) Stop Bolt Kit.
10. Proceed to Step 18 "Applying the Campaign Label".

Print the template for the steering bolt adjustment. Cut out one template for use. The remaining templates may be used on future applications.

TEMPLATE FOR STEERING BOLT ADJUSTMENT



STEERING ANGLE ADJUSTMENT

11. Per the instructions in the applicable Work Shop Manual (WSM), safely tilt the cab and install the safety lock pin.
12. Press the template over the upper kingpin grease fitting at the mark indicated. Orientate the template as shown in Figure 5. Make sure the area on the template marked "Tire" is parallel with the tire as shown.



Figure 5

13. Start the engine and turn the steering wheel in the opposite direction of the wheel/stop bolt being replaced. Continue to turn the steering wheel until the template installed in Step 12 is in the same position as in Figure 6. The 50° dashed line on the template should align parallel with the casting mark through the center of the axle. Then turn the engine off.



Figure 6

14. Using a $\frac{1}{2}$ " open-end wrench, adjust the stop bolt until the stop bolt contacts firmly against the axle bolt stop. (See Figure 7.) Ensure the template is still in the position shown in Figure 6.

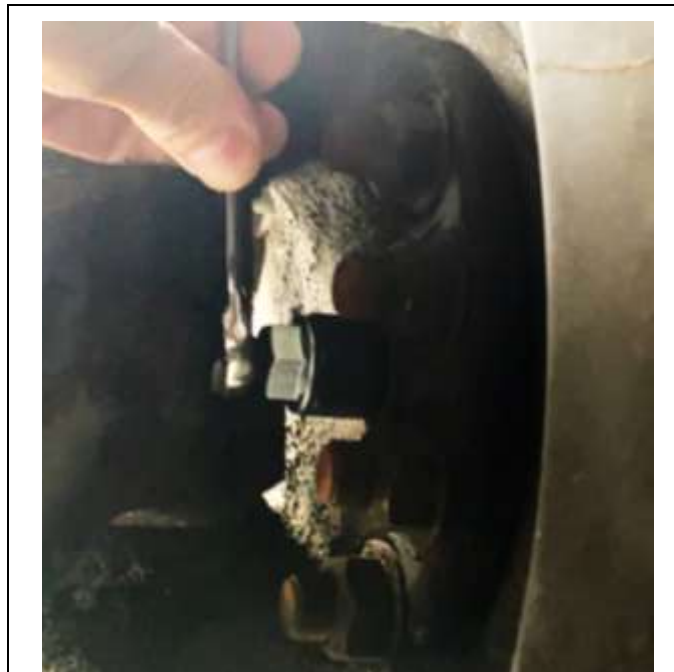


Figure 7

15. Tighten the Stop Bolt Spirallock Nut with a $\frac{3}{4}$ " open-end wrench. Start the engine again and turn the steering wheel in the opposite direction to access the steering stop. Turn off the engine. Use a $\frac{3}{4}$ " deep well socket and a torque wrench to tighten the Stop Bolt Spirallock Nut to the specified torque. (See Figure 8.)

Tightening Torque: 165 N•m (122 lb ft).



Figure 8

16. Remove the template from the kingpin grease fitting and discard.
17. Per the instructions in the applicable WSM, remove and properly stow the safety lock pin and tilt the cab back down. Ensure the cab is locked into place. Return to Step 7.

APPLYING THE CAMPAIGN LABEL

18. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 21V-861 (US) or 2021-679 (Canada), Isuzu dealer code, and repair date.
19. 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>

CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.

Submit only **one** claim as indicated below.

NOTE: It is not necessary to open a TAL case or generate a health report in order to submit a warranty claim for this campaign.

Labor Code	Description	Labor Hours
V2106	Replace Left & Right Stop Bolt Assemblies	0.5
	ADD: Steering Angle Adjustment	0.4

**Includes 0.1 hours for administrative allowance*

DEALER RESPONSIBILITY

Dealers are to service all vehicles subject to this program 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 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 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 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.

OWNER NOTIFICATION

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

IMPORTANT SAFETY RECALL
NHTSA Recall 21V-861

This notice applies to your vehicle, <VIN>

FEBRUARY 2022

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your <model year> model year F-Series vehicle, VIN <VIN> is involved in safety recall 21V-861.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in 2018, 2019, 2020 and 2021 model year F-Series vehicles. The jam nut for the steering stopper bolt on the left side may loosen and allow the bolt to back away from the steering knuckle. This could result in an increase in the turning radius of the vehicle in left turns, which could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash. A prior recall (19V-467) was conducted to address this issue, but Isuzu has identified this condition on vehicles that were remedied in that campaign as well as those that were produced after a change in production intended to prevent the condition. For this reason, even if you obtained the remedy in that prior recall, you need to plan to participate in this campaign as well.

Previously, we sent you a letter about this safety recall on your <MY> model year F-Series vehicle. This letter is to inform you that parts are now available.

WHAT WE WILL DO

Isuzu dealers will replace both right and left side stopper bolt assemblies, which include new Spirallock Nuts, and torque the new Spirallock Nut to a new specification. This service will be performed **free of charge**.

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB22-E-001. We estimate that the repair may take up to 54 minutes to perform. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com or contact our Customer Relations Department at the number listed below.

Isuzu Commercial Truck of America
Customer Relations
1-866-441-9638

If you are still not satisfied, you may write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

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.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>
<MY> model year ISUZU F-SERIES

FEBRUARY 2022

Dear Customer,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Safety Recall Transport Canada 2021-679.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in 2018, 2019, 2020 and 2021 model year F-Series vehicles. The jam nut for the steering stopper bolt on the left side may loosen and allow the bolt to back away from the steering knuckle. This could result in an increase in the turning radius of the vehicle in left turns, which could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash. A prior recall (2019-306) was conducted to address this issue, but Isuzu has identified this condition on vehicles that were remedied in that campaign as well as those that were produced after a change in production intended to prevent the condition. For this reason, even if you obtained the remedy in that prior recall, you need to plan to participate in this campaign as well.

Previously, we sent you a letter about this safety recall on your <MY> model year F-Series vehicle. This letter is to inform you that parts are now available.

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WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB22-E-001. We estimate that the repair may take up to 54 minutes to perform. 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.isuzutruck.ca. If you have questions or concerns, 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 Canada, 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.