



STOP SALE AND DELIVERY – SAFETY RECALL

Date: June 19, 2019

Subject: Stop Sale and Delivery for Upcoming Safety Recall

Affected Models: 2018-2020MY Isuzu FTR Vehicles

To: Isuzu Dealer Principal, Sales Manager and Service Manager

Effective immediately, stop the sale and delivery of affected vehicles in your inventory, even if a customer has purchased an affected vehicle. We are in the process of taking steps to address a safety-related defect in these vehicles. **Federal law prohibits the sale and delivery to customers of any vehicle containing a safety defect. You must not deliver any covered vehicles to customers until after the vehicle has been remedied.**

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018, 2019 and 2020 model year FTR 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, reducing the steering radius of the vehicle in a left turn. The driver may initially apply enough force to the steering wheel to cause the bolt to bend or break. If the vehicle's turning radius is reduced, there is an increased risk of a crash.

WHAT WE WILL DO

Isuzu created a procedure for you to replace the jam nuts for the steering stopper bolts with a higher Grade 8 nut, apply Loctite® 263 and tighten the jam nuts using an increased torque specification. At the same time you are receiving this notification necessary parts to retrofit your dealer inventory and customer vehicles are being shipped to you.

WHAT YOU SHOULD DO

For affected vehicles in dealer inventory, open a repair order referencing this Stop Sale and perform the procedure provided with this notice to replace the steering stop jam nut.

You will receive another notice regarding owner notification and campaign bulletin release as soon as the schedule is available.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

STOP SALE SERVICE PROCEDURE FTR STEERING STOP JAM NUT REPLACEMENT

PARTS INFORMATION

An initial supply of jam nuts and one 50mL bottle of Loctite®* 263 have been shipped to each dealer. One 50mL bottle of Loctite® is able to service 40 vehicles.

***Loctite® 263 should be utilized within thirty (30) days of first opening the container. Make sure to keep the cap on any time it is not actually being applied. Store in a cool, dry location out of direct sunlight.**

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 screw. (See Figures 1 and 2.) Shut the engine off after turning the steering wheel.

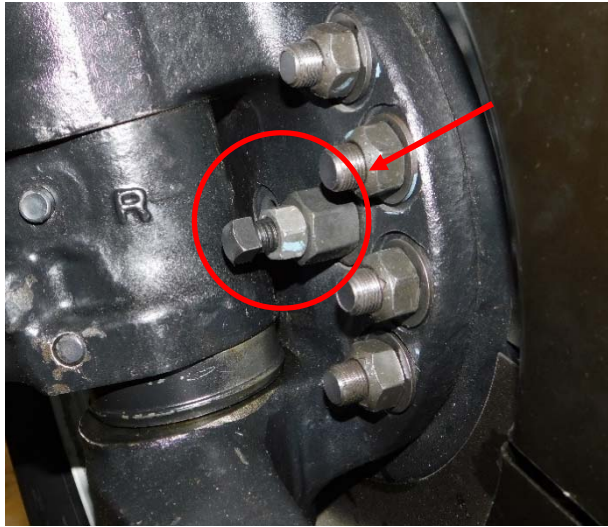


Figure 1 - Right Front Stop Screw

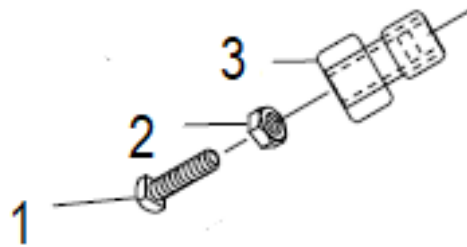


Figure 2

1. Stop Screw
2. Jam Nut
3. Adapter Base

3. Use an engineer's ruler to measure the distance that the stop screw protrudes out from the adaptor base. (See Figure 3.) Record this measurement.

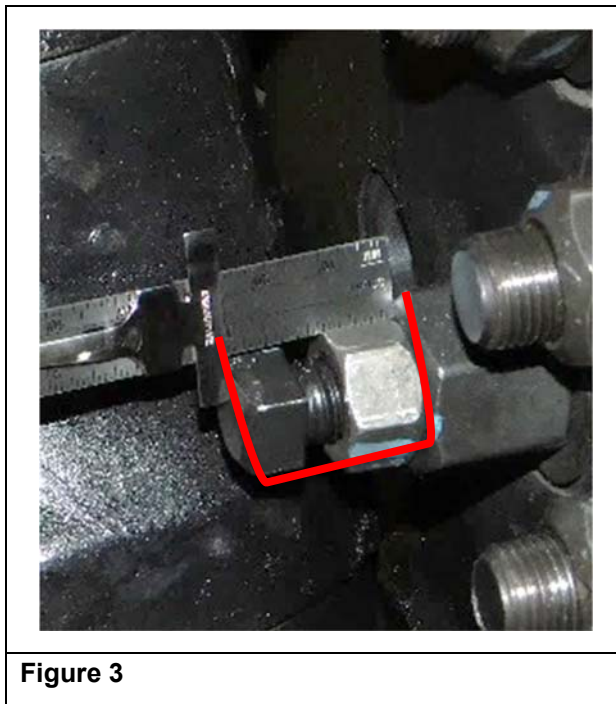


Figure 3

4. Use a $\frac{3}{4}$ " open end wrench to loosen the jam nut, then remove the stop screw and jam nut from the adaptor base. Remove the jam nut from the stop screw. Discard the jam nut.
5. Use a wire brush and brake clean to thoroughly clean the stop screw threads and the inside threads of the adaptor base.
6. Apply Loctite® 263 to the entire length of the stop screw threads. (See Figure 4.)

IMPORTANT: The Loctite® will start to set within 30 minutes.



Figure 4 - Loctite® 263 on Stop Screw Bolt Threads

7. Install a new Grade 8 jam nut on the stop screw and thread the stop screw back into the adaptor base.
8. Slightly hand tighten the jam nut to the adaptor. (See Figure 5.) Adjust the stop screw bolt until it is the same distance from the adaptor base measured and recorded in Step 3 (use a $\frac{1}{2}$ " open end wrench as necessary). Using a $\frac{3}{4}$ " deep well socket and a torque wrench, tighten the jam nut to the specified torque. (See Figure 6.)

Tightening Torque: 128 N•m (94 lb ft).



Figure 5



Figure 6

9. Start the engine and turn the steering wheel all the way to the right in order to access the left (driver side) stop screw. (See Figure 1.) Shut the engine off after turning the steering wheel.
10. Go to Step 3 and repeat this Service Procedure through Step 8 for the left (driver) side. Once both sides have been completed, proceed to Step 11.

IMPORTANT: Allow the Loctite® 263 to dry for at least 2 hours before delivering or returning the vehicle to the customer.

11. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

12. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number (V1902), Isuzu dealer code, and repair date.
13. 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. As a nut part number is not available, the nut and Loctite® are reimbursed in the sublet allowance.

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

| Labor Code | Description | Labor Hours | Sublet Allowance |
|-------------------|--------------------------------|--------------------|-------------------------|
| V1902 | Replace Steering Stop Jam Nuts | 0.5 | \$3.00 |

*Includes 0.1 hours for administrative allowance