



# Campaign Service

## BULLETIN

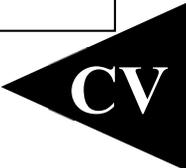
### IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**  
CB19-E-001

**ISSUE DATE:**  
JULY 2019

**GROUP:**  
SUSPENSION & STEERING



CV

## IMPORTANT SAFETY RECALL

**FTR STEERING STOP JAM NUT REPLACEMENT – 19V-467**  
(Transport Canada 2019-306)

### AFFECTED VEHICLES

- 2018-2020MY Isuzu FTR Vehicles Wholesaled Before June 19, 2019

### INFORMATION

#### CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in 2018, 2019 and 2020 model year FTR vehicles wholesaled before June 19, 2019. The jam nut for the steering stopper bolt on the left-front knuckle 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. A change in turning radius could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash.

#### CORRECTION

Isuzu dealers will replace the existing left and right jam nuts with a Grade 8 jam nut, torque the nut to a new torque specification and apply Loctite to the nut and bolt. Where a bolt is damaged or missing the assembly will be replaced along with a Grade 8 jam nut. This service will be performed **free of charge**.

#### VEHICLES INVOLVED

Involved are 2018, 2019 and 2020 model year FTR vehicles wholesaled before June 19, 2019.

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

**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 jam nuts and Loctite® 263\* was previously shipped to dealers. Additional jam nuts 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.

Additional Loctite® 263 may be sourced locally. One bottle of Loctite® is able to service approximately 40 vehicles.

Part Number	Description	QTY	Required
8-97556-008-0	JAM NUT	2	Required
2-90KT0-001-0	STOP BOLT; ADAPTER	1**	**As Necessary

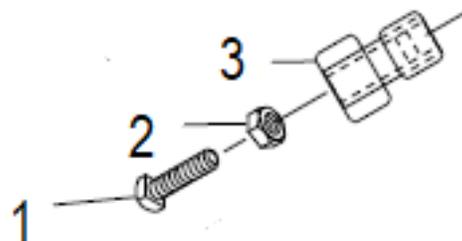
**\*Loctite® 263 should be utilized within thirty (30) days of first opening the container. Make sure to keep the cap on any time it is not actually being applied. Store in a cool, dry location out of direct sunlight.**

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



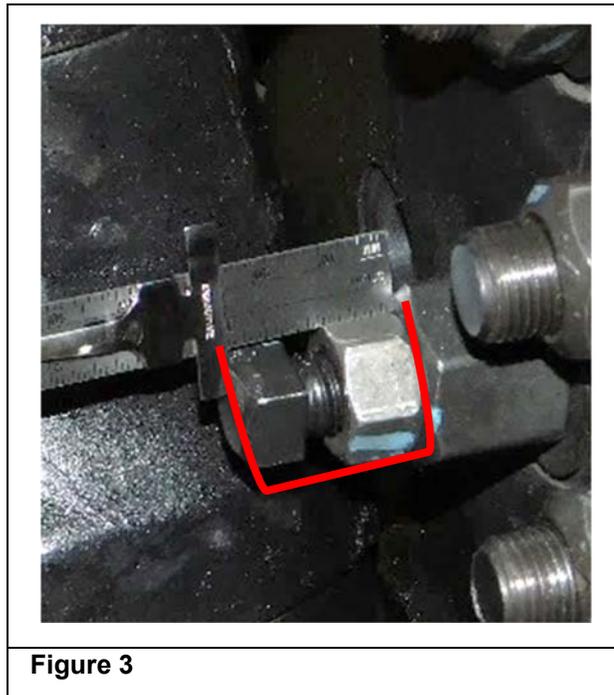
**Figure 1** – Right Front Stop Bolt Assembly



**Figure 2** – Stop Bolt Assembly

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

3. Use an engineer’s ruler to measure the distance that the stop bolt 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 bolt and jam nut from the adaptor base. Remove the jam nut from the stop bolt. Discard the jam nut.
5. Use a wire brush and brake cleaner to thoroughly clean the stop bolt threads. Using brake cleaner and a shop towel clean the inside threads of the adaptor base.
6. Apply Loctite® 263 to the entire length of the stop bolt threads. (See Figure 4.)

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



**Figure 4 – Loctite® 263 on Stop Bolt Threads**

7. Clean the new Grade 8 jam nut with brake cleaner and a clean shop towel, install it on the stop bolt and thread the stop bolt back into the adaptor base.
8. Slightly hand tighten the jam nut to the adaptor. (See Figure 5.) Adjust the stop 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).

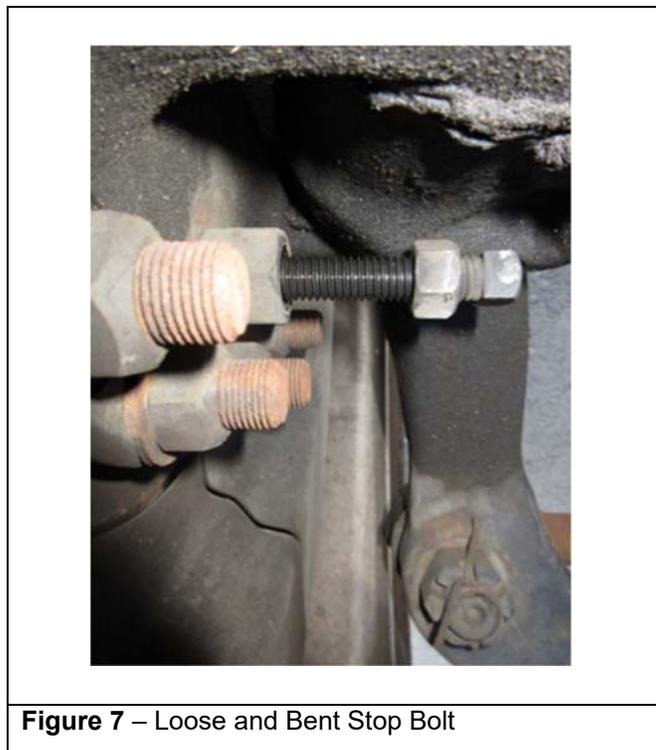


**Figure 5**



**Figure 6**

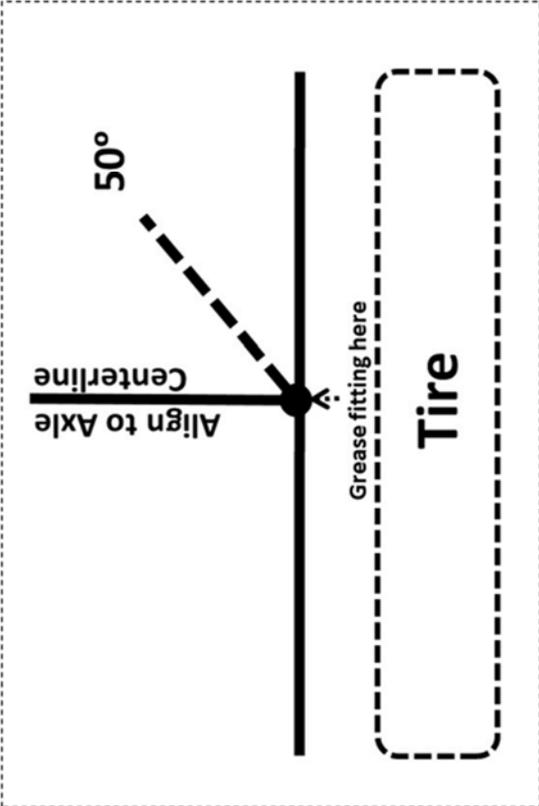
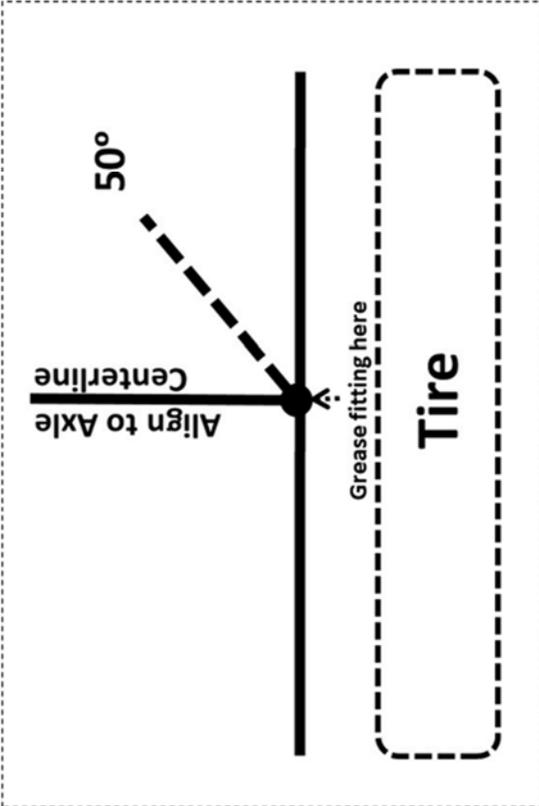
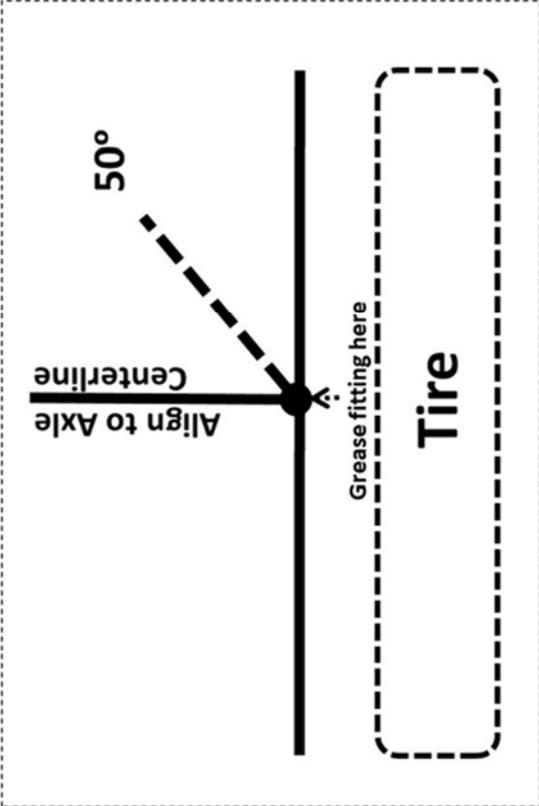
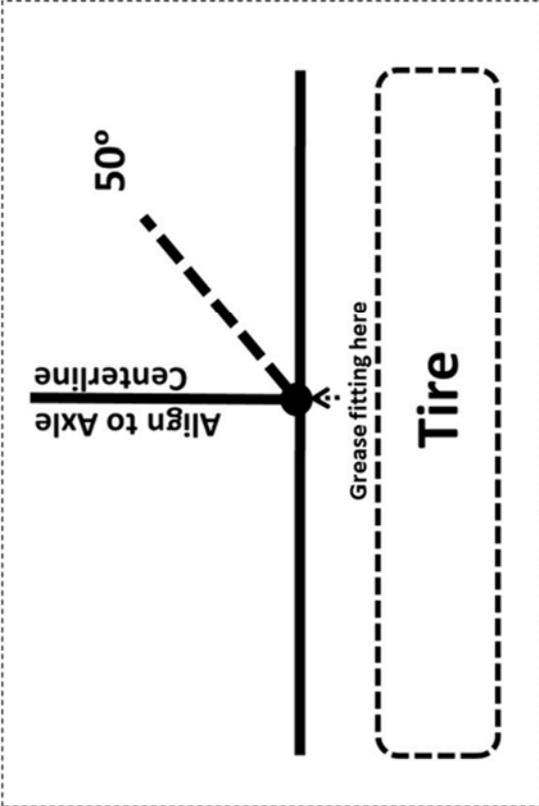
9. Start the engine and turn the steering wheel all the way to the right in order to access the left (driver side) stop bolt. (See Figure 1.) Shut the engine off after turning the steering wheel.
10. Inspect the stop bolt jam nut to determine whether (a) it is loose (i.e., if you can turn the stop bolt and jam nut by hand) or, worse, (b) the stop bolt has backed out of position, become bent or missing completely. See Figure 7. If the jam nut is loose or in any other worse condition, print the template on the next page for the steering bolt adjustment, and proceed directly to Step 11 in this procedure to replace the stop bolt adapter assembly. If the stop bolt and the jam nut are in place and tight, 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 26.



**Figure 7 – Loose and Bent Stop Bolt**

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**



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 left (driver side) upper kingpin grease fitting at the mark indicated. Orientate the template as shown in Figure 8. Make sure the area on the template marked "Tire" is parallel with the tire as shown.



**Figure 8**

13. Start the engine and turn the steering wheel in order to access the left (driver side) stop bolt assembly. Turn off the engine.
14. Remove the stop bolt assembly using a 1" deep well socket. Discard the old stop bolt assembly.
15. Disassemble the new stop bolt assembly. The new stop bolt assembly (Part No. 2-90KT0-001-0) has been fitted with a new Grade 8 nut as indicated with a paint mark. (See Figure 9).



**Figure 9**

16. Disassemble and clean the new adaptor, stop bolt, and jam nut with brake cleaner. Wipe dry with a clean shop towel or rag.
17. Install the new stop bolt assembly adaptor base (without the stop bolt or jam nut) using a 1" deep well socket. (See Figure 10.) Tighten the adaptor to the specified torque.

**Tightening Torque:** 133 N•m (98 lb ft).



**Figure 10**

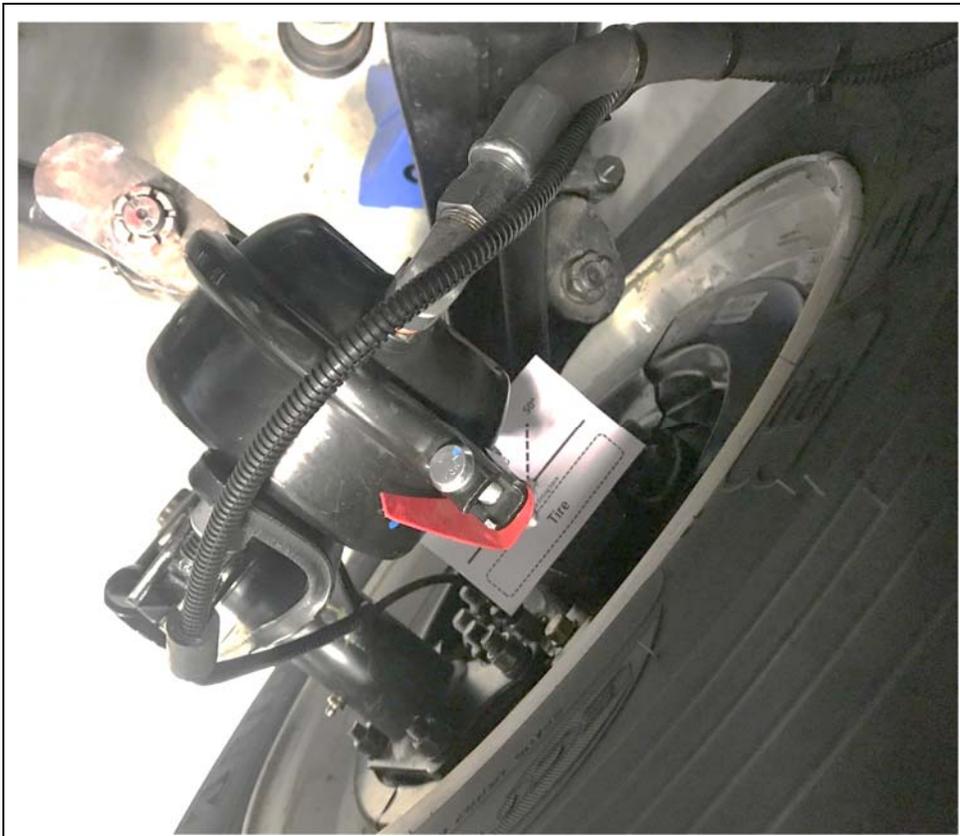
18. Apply Loctite® 263 to the entire length of the new stop bolt threads. (See Figure 11.)

***IMPORTANT: The Loctite® will start to set within 30 minutes of application. Complete all the adjustment and torquing procedures immediately.***



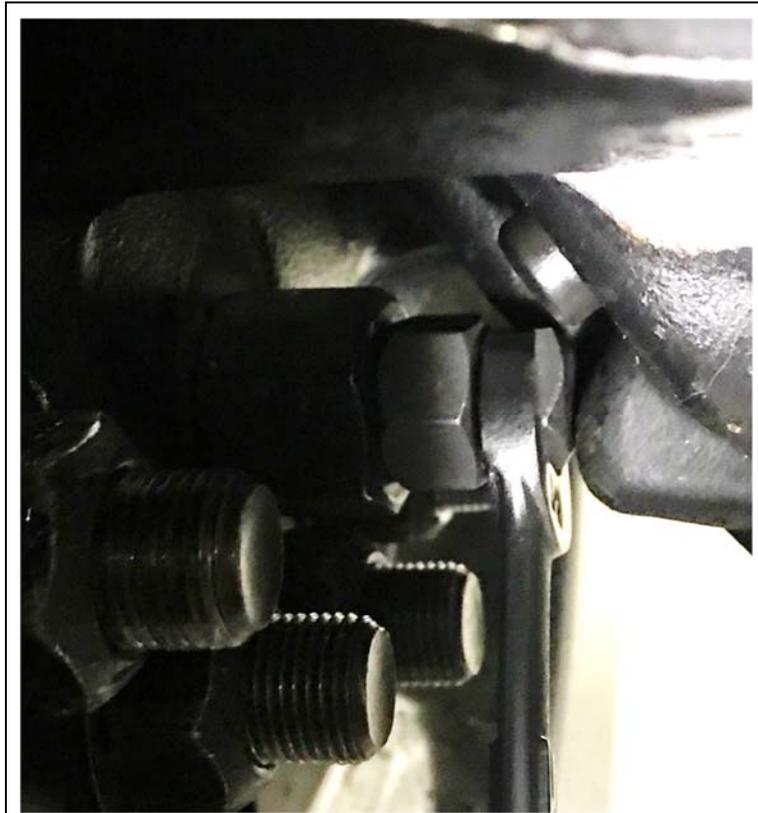
**Figure 11 – Loctite® 263 on Stop Bolt Threads**

19. Install a new jam nut all the way onto the stop bolt.
20. Thread the stop bolt all the way into the adaptor that was installed in Step 18. Only tighten hand tight.
21. 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 the same as in Figure 12. The 50° dashed line on the template should align parallel with the casting mark through the center of the axle.



**Figure 12**

22. Using a 1/2" open-end wrench, adjust the stop bolt until the stop bolt contacts firmly against the axle bolt stop. (See Figure 13.) Ensure the template is still in the position shown in Figure 12.



**Figure 13**

23. Tighten the stop bolt jam nut with a  $\frac{3}{4}$ " open-end wrench. Have a second person start the engine 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 jam nut to the specified torque. (See Figure 14.)

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



**Figure 14**

24. Remove the template from the kingpin grease fitting and discard.
25. 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.

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

26. Proceed to Applying the Campaign Label.

### APPLYING THE CAMPAIGN LABEL

27. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 19V-467 (US) or 2019-306 (Canada), Isuzu dealer code, and repair date.
28. Affix the campaign label onto the driver's side B-pillar.



### CLAIM INFORMATION

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

Submit only **one** claim as indicated below. The initial shipment of the Loctite® and jam nuts may be 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 Only	0.5	\$3.00
	ADD: Replace Left Side Stop Bolt and Adapter	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 19V-467**

This notice applies to your vehicle, <VIN>

JULY 2019

Dear Customer,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your vehicle <VIN> <MY> model year Isuzu <SERIES> is involved in safety recall 19V-467.

**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-front knuckle 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. A change in turning radius could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash.

**WHAT WE WILL DO**

Isuzu dealers will replace the existing left and right jam nuts with a Grade 8 jam nut, torque the nut to a new torque specification and apply Loctite to the nut and bolt. Where a bolt is damaged or missing the assembly will be replaced along with a Grade 8 jam nut. 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 CB19-E-001. Isuzu estimates that the repair may take up to 1½ hours to perform, but additional time may be necessary. To locate the nearest Isuzu dealer you can visit our website at [www.isuzucv.com](http://www.isuzucv.com), click on the dealer locator link and enter your zip code or state. If you do not have access to a computer terminal please contact our Customer Relations Department at the number listed below.

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

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to 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 <http://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>

JULY 2019

Dear Customer,

This notice is sent to you in accordance with the requirements of the *Canada Motor Vehicle Safety Act*. Your vehicle <VIN> <MY> model year <MAKE>, <SERIES> is involved in safety recall Transport Canada #2019-306 (NHTSA 19V-467).

**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-front knuckle 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. A change in turning radius could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash.

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**Isuzu Commercial Truck of Canada  
Customer Relations  
1-866-441-9638**

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 Canada, Inc.

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