

Part 573 Safety Recall Report

19V-835

Manufacturer Name : Isuzu Technical Center of America, Inc.**Submission Date :** NOV 20, 2019**NHTSA Recall No. :** 19V-835**Manufacturer Recall No. :** V1906**Manufacturer Information :****Population :**

Manufacturer Name : Isuzu Technical Center of America, Inc.

Number of potentially involved : 1,926

Address : 46401 Commerce Center Drive

Estimated percentage with defect : 50 %

Plymouth MI 48170-2473

Company phone : 866-441-9638

Vehicle Information :

Vehicle 1 : 2017-2020 ISUZU NPR-HD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The affected population was determined through a review of warranty claims with regard to vehicles processed at the Baltimore port and the date upon which vehicles were contained and reworked at the Baltimore plant. The recall population consists of MY 2019-2020 vehicles (and also one MY 2017 vehicle) that were processed through the Baltimore Port between April 1, 2019 and October 16, 2019. There are no MY 2018 vehicles in the population. [381 vehicles]

Production Dates : FEB 26, 2016 - JUL 26, 2019

VIN Range 1 : Begin : JALC4W166H7000884 End : JALC4W16XL7012268 Not sequential

Vehicle 2 : 2019-2020 ISUZU NPR-XD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The affected population was determined through a review of warranty claims with regard to vehicles processed at the Baltimore port and the date upon which vehicles were contained and reworked at the Baltimore plant. The recall population consists of MY 2019-2020 vehicles that were processed through the Baltimore Port between April 1, 2019 and October 16, 2019. [161 vehicles]

Production Dates : FEB 12, 2018 - JUL 30, 2019

VIN Range 1 : Begin : JALC4W166K7K00154 End : JALC4W161L7K01567 Not sequential

Vehicle 3 : 2019-2020 ISUZU NQR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The affected population was determined through a review of warranty claims with regard to vehicles processed at the Baltimore port and the date upon which vehicles were contained and reworked at the Baltimore plant. The recall population consists of MY 2019-2020 vehicles that were processed through the Baltimore Port between April 1, 2019 and October 16, 2019. [238 vehicles]

Production Dates : JUL 18, 2018 - AUG 28, 2019

VIN Range 1 : Begin : JALE5W168K7901316 **End :** JALE5W165L7901582 Not sequential

Vehicle 4 : 2019-2020 ISUZU NRR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The affected population was determined through a review of warranty claims with regard to vehicles processed at the Baltimore port and the date upon which vehicles were contained and reworked at the Baltimore plant. The recall population consists of MY 2019-2020 vehicles that were processed through the Baltimore Port between April 1, 2019 and October 16, 2019. [592 vehicles]

Production Dates : SEP 10, 2018 - AUG 28, 2019

VIN Range 1 : Begin : JALE5J167K7304516 **End :** JALE5W167L7304787 Not sequential

Vehicle 5 : 2019-2020 CHEVROLET 4500HD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The affected population was determined through a review of warranty claims with regard to vehicles processed at the Baltimore port and the date upon which vehicles were contained and reworked at the Baltimore plant. The recall population consists of MY 2019-2020 vehicles that were processed through the Baltimore Port between April 1, 2019 and October 16, 2019. [341 vehicles]

Production Dates : NOV 20, 2018 - JUL 23, 2019

VIN Range 1 : Begin : JALCDW169K7011093 **End :** JALCDW163L7012192 Not sequential

Vehicle 6 : 2020-2020 CHEVROLET 4500XD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The affected population was determined through a review of warranty claims with regard to vehicles processed at the Baltimore port and the date upon which vehicles were contained and reworked at the Baltimore plant. The recall population consists of MY 2019-2020 vehicles that were processed through the Baltimore Port between April 1, 2019 and October 16, 2019. [97 vehicles]

Production Dates : JAN 18, 2019 - JUL 04, 2019

VIN Range 1 : Begin : JALCDW168L7K00108 **End :** JALCDW16XL7K01261 Not sequential

Vehicle 7 : 2019-2020 CHEVROLET 5500HD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The affected population was determined through a review of warranty claims with regard to vehicles processed at the Baltimore port and the date upon which vehicles were contained and reworked at the Baltimore plant. The recall population consists of MY 2019-2020 vehicles that were processed through the Baltimore Port between April 1, 2019 and October 16, 2019. [36 vehicles]

Production Dates : OCT 26, 2018 - JUN 04, 2019

VIN Range 1 : Begin : JALEEJ165K7902037 **End :** JALEEJ160L7901184 Not sequential

Vehicle 8 : 2019-2020 CHEVROLET 5500XD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The affected population was determined through a review of warranty claims with regard to vehicles processed at the Baltimore port and the date upon which vehicles were contained and reworked at the Baltimore plant. The recall population consists of MY 2019-2020 vehicles that were processed through the Baltimore Port between April 1, 2019 and October 16, 2019. [80 vehicles]

Production Dates : NOV 22, 2018 - JUL 03, 2019

VIN Range 1 : Begin : JALEEJ166K7306127 **End :** JALEEW166L7303551 Not sequential

Description of Defect :

Description of the Defect : The lug nuts on the rear outer wheels may not have been properly tightened and/or torqued when installed onto the rear axles at the Baltimore port.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the lug nuts were not properly tightened and/or torqued, they can loosen and the wheel may ultimately separate from the vehicle, increasing the risk of a crash and/or injury to persons or property.

Description of the Cause : The vehicle chassis receive final processing at the port facilities in the United States, including installing the outer rear wheels to the axles. On a random basis, staff at the Baltimore port facility may not have appropriately tightened and/or torqued the lug nuts.

Identification of Any Warning that can Occur : Customers have noticed at low mileages that one or more lug nut is missing. If a vehicle continues to be driven as the lug nut(s) loosen, the lug nut(s) and the wheel will generate considerable noise.

Supplier Identification :**Component Manufacturer**

Name : NR
Address : NR
NR
Country : NR

Chronology :

Chronology provided separately.

Description of Remedy :

Description of Remedy Program :	Dealers will inspect the rear outer wheel lug nuts on the affected vehicles and will tighten them or install new ones if necessary.
How Remedy Component Differs from Recalled Component :	All affected vehicles are under warranty and therefore no reimbursement requests are expected.
Identify How/When Recall Condition was Corrected in Production :	Containment measures were implemented at the Baltimore port on October 17, 2019. Trucks found with loose lug nuts were reworked and newly processed vehicles were contained until new quality control measures were implemented on October 22, 2019.

Recall Schedule :

Description of Recall Schedule :	Dealer Notification and Stop Sale with instructions to inspect & remedy suspected vehicles on 11/20/2019. Owner notification to follow.
Planned Dealer Notification Date :	NOV 20, 2019 - NOV 20, 2019
Planned Owner Notification Date :	DEC 20, 2019 - DEC 20, 2019

* NR - Not Reported