

# Part 573 Safety Recall Report

# 20V-554

**Manufacturer Name :** Isuzu Technical Center of America, Inc.**Submission Date :** SEP 11, 2020**NHTSA Recall No. :** 20V-554**Manufacturer Recall No. :** V2004**Manufacturer Information :****Population :**

Manufacturer Name : Isuzu Technical Center of America, Inc.

Number of potentially involved : 4,352

Address : 46401 Commerce Center Drive

Estimated percentage with defect : 100 %

Plymouth MI 48170-2473

Company phone : 866-441-9638

**Vehicle Information :**

Vehicle 1 : 2018-2021 ISUZU FTR

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The Population begins at the Start of MY2018 Production and ends as of August 14th, 2020, when a longer starter ground cable with a larger bend radius and L-shaped retainers was introduced on the production line. 4,046

Production Dates : APR 18, 2017 - AUG 13, 2020

VIN Range 1 : Begin : 54DK6S161JSG00018 End : 54DK6S168MSG70023  Not sequential

Vehicle 2 : 2018-2021 CHEVROLET 6500XD

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The Population begins at the Start of MY2018 Production and ends as of August 14th, 2020, when a longer starter ground cable with a larger bend radius and L-shaped retainers was introduced on the production line. 306

Production Dates : OCT 31, 2017 - JUL 08, 2020

VIN Range 1 : Begin : 54DKFS163JSG00926 End : 54DKFS163MSG50049  Not sequential

**Description of Defect :**

Description of the Defect : The ground cable connecting the starter motor to the vehicle frame may break at the starter-side eyelet, which can result in an engine no-crank or slow-crank condition, causing the vehicle not to start. If the driver attempts to start the engine after the cable has broken, electrical current will flow through the steel braiding of the power steering hose rather than through the broken cable, generating heat within the power steering hose. Once the cable is broken, if the driver makes repeated efforts to restart the engine or if the key is held in the engine start position for an extended period of time, enough heat may be generated to melt and potentially to rupture the power steering hose. If the power steering hose ruptures, power steering fluid may leak onto a hot engine or exhaust surface.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Power steering fluid leaking onto a hot surface may increase the risk of a fire.

Description of the Cause : Isuzu has determined the cause to be associated with engine movement leading to excessive stress on the ground cable at the starter eyelet terminal.

Identification of Any Warning that can Occur : A failure results in a no-start condition. If the customer continues to try to start the engine after a failure occurs, the customer may see smoke from the power steering hose melting or the power steering fluid leaking onto a hot surface. Isuzu has received 19 reports in total, 2 of which included smoke. Isuzu has received no reports of flame.

**Involved Components :**

Component Name 1 : CABLE: STARTER EARTH

Component Description : Electrical Ground Cable: Starter to Chassis

Component Part Number : 8983198230

**Supplier Identification :****Component Manufacturer**

Name : Julian Electric INC

Address : 406 Plaza Drive  
Westmont ILLINOIS 60559

Country : United States

**Chronology :**

Separately submitted.

**Description of Remedy :**

**Description of Remedy Program :** Isuzu will replace the ground cable in all affected vehicles and will inspect the power steering hose for any damage. The power steering hose will also be replaced if it is found to be damaged or, even in the absence of any apparent damage, if the ground cable was broken. The majority of the affected vehicles remain within the applicable 3 year warranty. To the extent that there are vehicles for which reimbursement is necessary, Isuzu will provide such reimbursement consistent with its policy. Isuzu believes, however, that given the nature of the starter ground cable failure and that all known failures have occurred after one winter season, it is likely that all incidents were reported during the warranty period.

**How Remedy Component Differs from Recalled Component :** Remedy component: Longer starter ground cable with a larger bend radius and L-shaped retainers.  
Recalled component: Shorter cable with no L-shaped retainers.

**Identify How/When Recall Condition was Corrected in Production :** A new ground cable was implemented into production on August 14, 2020.

**Recall Schedule :**

**Description of Recall Schedule :** NR

**Planned Dealer Notification Date :** SEP 11, 2020 - SEP 11, 2020

**Planned Owner Notification Date :** OCT 16, 2020 - OCT 16, 2020

\* NR - Not Reported