



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 31, 2021

Mr. Jeffery Marsee
Chief Representative, Emission and Safety
Isuzu Technical Center of America, Inc.
46401 Commerce Center Drive
Plymouth, MI 48170-2473

NEF-107MR
21V-194

Subject: Rear Axle U-Bolt Not Properly Tightened

Dear Mr. Marsee:

This letter serves to acknowledge Isuzu Technical Center of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHEVROLET/4500HD/2017-2020
CHEVROLET/4500XD/2017-2020
CHEVROLET/5500HD/2017-2020
CHEVROLET/5500XD/2020
ISUZU/NPR/2015-2017
ISUZU/NPR HD/2016-2020
ISUZU/NPR XD/2016-2020
ISUZU/NQR/2016-2020
ISUZU/NRR/2016-2021
ISUZU/REACH/2015-2017

Mfr's Report Date: March 19, 2021

NHTSA Campaign Number: 21V-194

Components:

SUSPENSION:REAR:SPRINGS:LEAF SPRING ASSEMBLY:U-BOLT, LEAF SPRING TO AXLE

Potential Number of Units Affected: 258

Problem Description:

Isuzu Technical Center of America, Inc. (Isuzu) is recalling certain 2015-2017 Isuzu NPR, Reach, 2016-2020 Isuzu NPR XD, NPR HD, NQR, 2016-2021 Isuzu NRR, 2017-2020 Chevrolet 4500XD, 4500HD, 5500HD, and 2020 Chevrolet 5500XD vehicles. The U-bolt nuts for the rear axle may not have been properly tightened and may loosen, causing the axle to misalign.

Consequence:

The misalignment may cause the propeller shaft to separate, causing a loss of power to the rear wheels and a stall, increasing the risk of a crash.

Remedy:

Isuzu will notify owners, and dealers will inspect and, if needed, replace and tighten the rear axle U-bolt nuts, free of charge. The recall is expected to begin April 23, 2021. Owners may contact Isuzu customer service at 1-866-441-9638. Isuzu's number for this recall is V2103.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please ensure the following requirements are met:

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Isuzu Technical Center of America, Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement