



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 17, 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-861

**Subject:** Steering Wheel Bolt May Loosen Affecting Steering

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/6500XD/2018-2021  
ISUZU/FTR/2018-2021

**Mfr's Report Date:** November 5, 2021

**NHTSA Campaign Number:** 21V-861

**Components:**

STEERING  
STEERING:CRITICAL FASTENERS

**Potential Number of Units Affected:** 5,700

**Problem Description:**

Isuzu Technical Center of America, Inc. (Isuzu) is recalling certain 2018-2021 Isuzu FTR and 2018-2021 Chevrolet 6500XD vehicles. A bolt on the left front steering knuckle may come loose, resulting in an increased turning radius and difficulty steering to the left.

**Consequence:**

An unexpected change in turning radius and difficulty steering can increase the risk of a crash.

**Remedy:**

Dealers will replace both right and left side stopper bolt jam nuts and clean or replace the extensions, as necessary, free of charge. Owner notification letters are expected to be mailed December 29, 2021. Owners may contact Isuzu customer service at 1-866-441-9638. This recall is an expansion of recall 19V-467. Vehicles previously repaired will need to have the new remedy performed.

**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.nhtsa.gov](http://www.nhtsa.gov).



Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to provide the dates of receipt, or a date range for the 16 related reports.

**AMENDED 573 REQUIRED.**

Per the requirements of 573.6(c)(2)(iv), please provide the supplier contact information, address and country of origin (if known) for the stop bolt adaptor.

**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