



May 2016
Front Wheel Bearing Maintenance - V1605
Customer Satisfaction Campaign Bulletin CB16-E-001

CUSTOMER SATISFACTION CAMPAIGN FRONT WHEEL BEARING MAINTENANCE - V1605

To: All ICTA, ICTC, VP, Regional Director, DSPM, DSM and Corporate Service Staff

This notice, Customer Satisfaction Campaign Bulletin CB16-E-001 with sample owner letters and an affected dealer stock report (if applicable) are being sent to notify you of Front Wheel Bearing Maintenance – V1605 in certain Isuzu commercial vehicles.

AFFECTED VEHICLES

- 2011-2016MY NPR-HD Trucks
- 2012-2016MY Isuzu Stripped Chassis (Reach Vans)
Equipped with 3.0L (4JJ1) and 5.2L (4HK1) Diesel Engines

CONDITION

In some 2012-2016MY Isuzu Stripped Chassis (Reach Vans) and 2011-2016MY NPR-HD diesel trucks, the original factory-installed grease in the front wheel bearings may degrade under certain circumstances. If left unattended, the front wheel bearings could eventually seize or loosen. Typically this condition is preceded by a noticeable growling noise and can be avoided with timely servicing of the front wheel bearings.

CORRECTION

If a vehicle has 60,000 miles or less, Isuzu will replace the front wheel bearing grease. The front wheel bearings will also be inspected and, if they are found to have been damaged due to grease degradation, they will be replaced. This inspection and replacement will be performed one time up to 60,000 miles free of charge. **This free of charge service will be discontinued 24 months from the date of this notification.**

DEALER RESPONSIBILITY

Dealers are to service all vehicles (with 60,000 miles or less) subject to this program at no charge to customers - regardless of ownership or the age of the vehicle. 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 be sure the program correction has been made before selling or releasing the vehicle.

DEALER NOTIFICATION

DEALER NOTIFICATION WILL BEGIN MAY 20, 2016.

OWNER NOTIFICATION

OWNER NOTIFICATION WILL BEGIN MAY 27, 2016.

Please ensure that all appropriate personnel are aware of this Customer Satisfaction Campaign - Front Wheel Bearing Maintenance – V1605.

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DOC ID: IN_V1605_20160519