

# Part 573 Safety Recall Report

## 20V-721

**Manufacturer Name :** Isuzu Technical Center of America, Inc.**Submission Date :** NOV 20, 2020**NHTSA Recall No. :** 20V-721**Manufacturer Recall No. :** V2006**Manufacturer Information :****Population :****Manufacturer Name :** Isuzu Technical Center of America, Inc.**Number of potentially involved :** 46**Address :** 46401 Commerce Center Drive**Estimated percentage with defect :** 100 %**Plymouth MI 48170-2473****Company phone :** 866-441-9638**Vehicle Information :****Vehicle 1 :** 2020-2020 ISUZU NPR-HD GAS (CREW CAB)**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :** OTHER**Power Train :** GAS

**Descriptive Information :** The recall applies to certain MY 2020 vehicles with 6.6-liter gasoline engines produced between the Start of Production on August 26, 2020 and October 14, 2020, when Isuzu identified the issue and quarantined the vehicles. The recall scope covers 46 vehicles that had already been shipped to dealers and body-builders as of that time. (29)

**Production Dates :** AUG 26, 2020 - OCT 08, 2020**VIN Range 1 : Begin :** 54DC4J1D9LS207211 **End :** 54DC4J1DXLS207816 ☒ Not sequential**Vehicle 2 :** 2020-2020 CHEVROLET 4500 (CREW CAB)**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :** OTHER**Power Train :** GAS

**Descriptive Information :** The recall applies to certain MY 2020 vehicles with 6.6-liter gasoline engines produced between the Start of Production on August 26, 2020 and October 14, 2020, when Isuzu identified the issue and quarantined the vehicles. The recall scope covers 46 vehicles that had already been shipped to dealers and body-builders as of that time. (17)

**Production Dates :** AUG 29, 2020 - SEP 25, 2020**VIN Range 1 : Begin :** 54DCDJ1D3LS207253 **End :** 54DCDJ1DXLS207606 ☒ Not sequential

Description of Defect :

Description of the Defect : The chassis harness and the coolant return hose from the radiator to the reservoir (surge hose) in the MY 2020 vehicles are located near the edge of the cab floor panel. During normal driving, the harness and/or hose could potentially chafe from contact with the cab floor panel. Continued chafing could cause wear in the harness and/or hose, ultimately causing a hole in the hose with the potential for engine coolant to leak and/or causing damage to the harness with the potential for a short circuit.

FMVSS 1 : NR  
FMVSS 2 : NR

Description of the Safety Risk : Leaking engine coolant and/or a damaged wire harness may result in a no-start condition, engine stall, or thermal event, increasing the risk of a crash or fire.

Description of the Cause : Investigation found that the surge hose bracket used on the previous model had been removed for the current model crew cab with the new gasoline engine, and the harness and surge hose were rerouted and attached directly to the cab-mounting bracket. This resulted in the surge hose and chassis harness being closer to the cab floor than in the prior vehicle model.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : NR  
Component Description : NR  
Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

Chronology :

Model Year 2020 vehicles with the new 6.6-liter gasoline engine began production as of August 26, 2020. Quality control checks conducted in mid-October 2020 found that the surge hose and the chassis harness were contacting the floor panel. An ensuing investigation found that in the change to produce the crew cab vehicles with the new engine, a bracket that had been used to hold the surge hose in place had been removed and the surge hose and chassis harness had been rerouted to the cab mount bracket. This caused the hose and chassis harness to be positioned closer to the cab floor, possibly creating a condition in which contact with the cab floor panel could occur.

As of October 23, 2020 an additional band tie, clip, and edge protector were installed in vehicles under Isuzu's direct control and in production. The additional parts provided sufficient clearance between the surge hose and chassis harness, on the one hand, and the cab floor, on the other. Additionally, production inspectors were retrained.

The issue was reviewed through Isuzu North America Corporation's internal investigation process and also by Isuzu Motors Limited in Japan, and it was determined that 46 vehicles had been released to dealers and body-builders prior to being inspected and repaired. On November 13, 2020, Isuzu made a decision to conduct a safety recall to install the retention parts and edge protector and to repair vehicles as needed. It is anticipated that virtually all of the subject vehicles remain within dealer and body-builder inventory.

## Description of Remedy :

**Description of Remedy Program :** Additional retention parts (1 band tie, 1 clip, and 1 edge protector) will be installed to ensure adequate clearance between the surge hose and chassis harness, on the one hand, and the cab floor, on the other.

No reimbursement plan is necessary as the vehicles mostly remain in dealer and body-builder inventory and any in customer hands are within warranty.

**How Remedy Component Differs from Recalled Component :** Additional retention parts and an edge protector will be installed

**Identify How/When Recall Condition was Corrected in Production :** NR

## Recall Schedule :

**Description of Recall Schedule :** Isuzu and Chevrolet will notify their respective vehicle owners and dealers of this recall, and specifically of the need to add fasteners and protectors to the surge hose and chassis harness in the subject vehicles, and owners will be informed that the recall repairs will be done free of charge. The recall (owner notification) is expected to begin December 28, 2020. For additional information, Isuzu owners may contact Isuzu Customer Relations at 1-866-441-9638 and Chevrolet owners may contact the GM Medium Duty Truck assistance line at 1-800-862-4389.

**Planned Dealer Notification Date :** NOV 20, 2020 - NOV 20, 2020

Planned Owner Notification Date : DEC 28, 2020 - DEC 28, 2020

\* NR - Not Reported