

**ISUZU**

# Campaign Service BULLETIN

**IMPORTANT SERVICE  
INFORMATION FOR:**

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL



SB99-06-S001

BULLETIN NUMBER:  
SB99-06-S001ISSUE DATE:  
JUNE 1999GROUP:  
SUSPENSION

## 1997-98 OASIS (VO) LOWER BALL JOINT REPLACEMENT SAFETY CAMPAIGN 99V-069

**SUV**

### CAMPAIGN IDENTIFICATION NUMBER

Number 99V-069 has been assigned to this campaign. This number will appear on all communications and documentation of any nature dealing with this campaign.

### AFFECTED VEHICLES

1997-98 Oasis (VO) models with the following VIN:

- 1997 models: VC001585 - VC001599
- 1998 models: WC000003 - WC000091

**NOTE:** *There are 104 total affected vehicles.*

### DEALER RESPONSIBILITY

Isuzu dealers **must** service all affected vehicles at **no charge to the owner**, regardless of mileage, age of vehicle, or ownership.

Whenever a vehicle subject to this campaign is in a dealer's vehicle inventory, or arrives at a dealership for service, the dealer must take the necessary steps to ensure that this campaign correction has been made before selling or releasing the vehicle.

All unsold new vehicles in dealer's possession and subject to this campaign **must** be held and repaired per the service procedure in this Campaign Bulletin **before** customers take possession of their vehicles.

### OWNER NOTIFICATION

American Isuzu Motors Inc. (AIMI) will send a notification letter to owners of affected vehicles already retailed (*See Enclosed Copy*). Dealers should follow up with vehicle owners by sending a Campaign Reminder Notice (AIMI SVCF-1052) to all vehicle owners listed in the AIMI Campaign Report AWS 123-1A. Dealers may obtain these postcards from their Regional Office.

### SERVICE INFORMATION

#### Condition:

Some vehicles were manufactured with front suspension lower ball joints that may prematurely wear out. In the worst case, the ball joints would separate without prior warning, causing the front suspension to collapse. This condition would result in vehicle deceleration and a sudden loss of power. Also, steering controllability would be reduced, and a vehicle crash could occur.

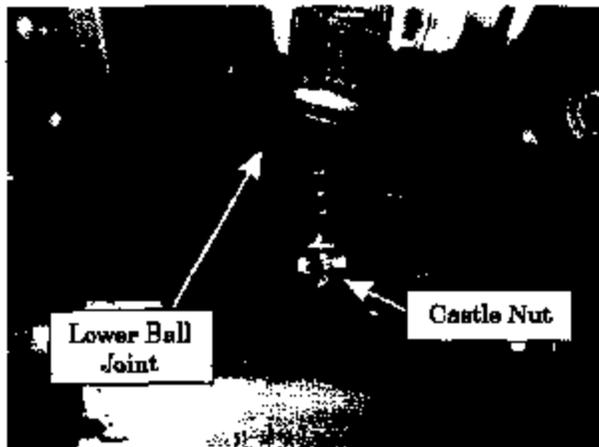


### **Correction:**

To correct this condition, replace the front suspension lower ball joints using the procedure outlined in this bulletin.

### **SERVICE PROCEDURE**

1. Raise the vehicle on a hoist. Remove the front wheels.
2. Remove and discard the spindle nut.
3. Remove the cotter pin and castle nut from the lower ball joint. (Figure 1)
  - Discard the cotter pin.



**Figure 1:** Discard the cotter pin and remove the castle nut.

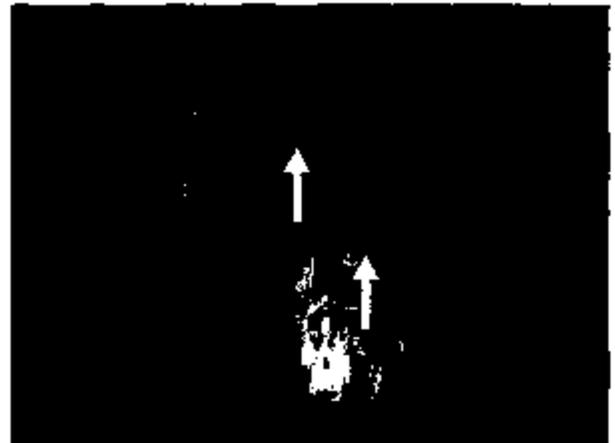
4. Separate the lower control arm using suitable method.
  - Special tool illustrated in the Workshop Manual is not required.

### **IMPORTANT**

*Once separated from the lower arm, **do not** allow the knuckle assembly to hang by its own weight, or ABS sensor may become damaged*

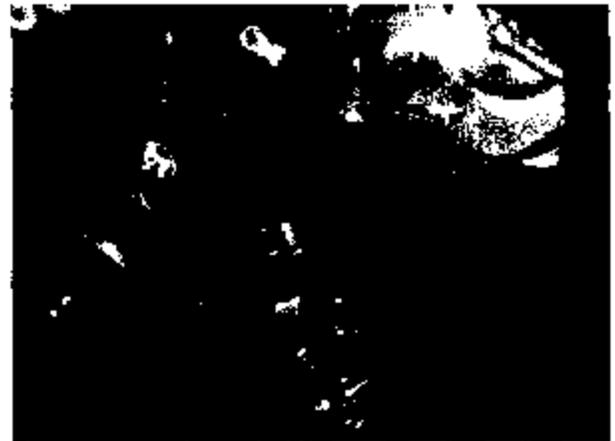
5. Remove the axle from the front wheel hub.
  - Tap the end of the axle with a rubber mallet to loosen.

6. Lift the knuckle, then place a block of wood (approximately 2 3/4" x 1 1/2" x 5") between the upper control arm and the damper assembly. (Figure 2)



**Figure 2:** Insert a block of wood to keep the assembly up.

7. Remove (4) brake hose mounting bolts.
  - There are two bolts at the knuckle and two bolts at the damper tube.
8. Remove the brake caliper mounting bolts and hang the caliper to the radius rod, using appropriate method. (Figure 3)



**Figure 3:** Do not allow the caliper to hang freely.

9. Remove the four flange bolts, and remove the hub unit assembly with brake rotor attached. (Figure 4 and 5)

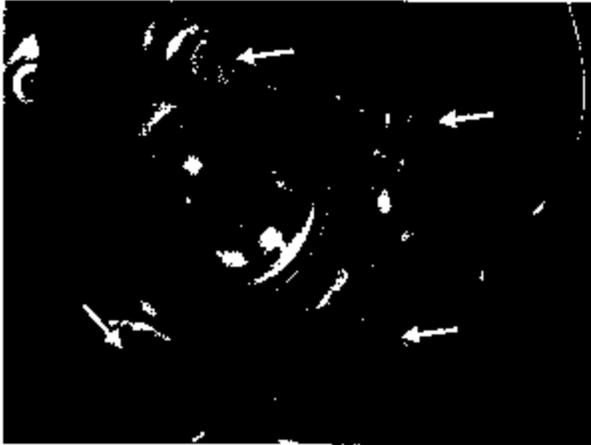


Figure 4: Remove these bolts, while holding the rotor.

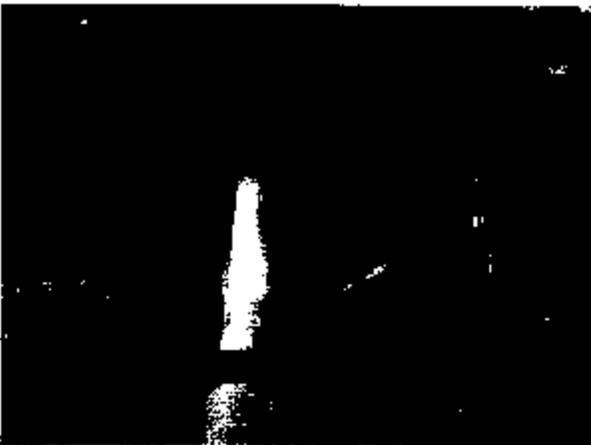


Figure 5: Remove the hub unit and brake rotor.

10. Remove the boot from the lower ball joint.

11. Arrange the special tools for ball joint removal. (Figure 6)

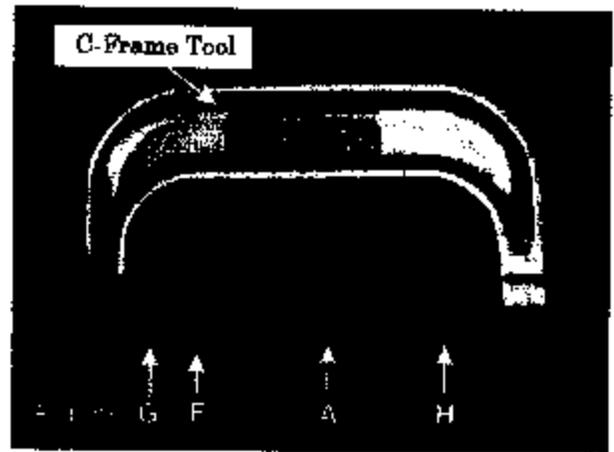


Figure 6: Arrange adapters to C-Frame Tool.

12. Install Remover/Installer Adapter (A) to the ball joint with the castle nut. (Figure 7)

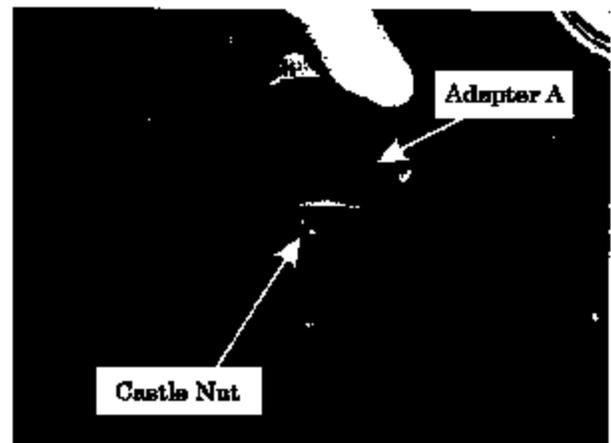


Figure 7: Install adapter (A) to ball joint using castle nut.

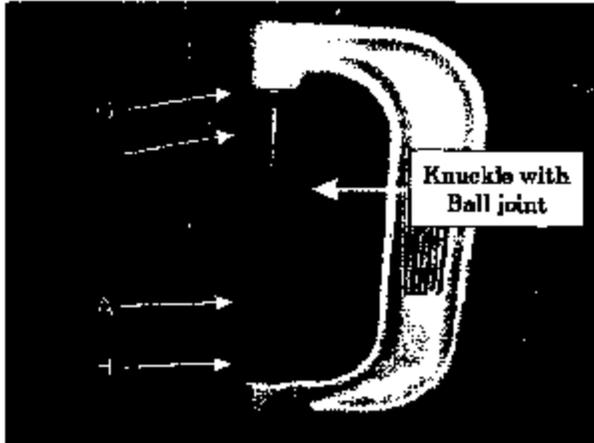
13. Clean the recessed area around the ball joint cap and knuckle with solvent and compressed air. To remove remaining debris, a brush may be used. This is necessary to allow proper seating of base remover adapter (F) around the ball joint cap.

### **IMPORTANT**

*Incorrect seating (misalignment) of adapter (F) due to foreign debris will result in possible damage to tool during Step 15.*

14. Position the special tool onto the lower ball joint and knuckle. (Figure 8)

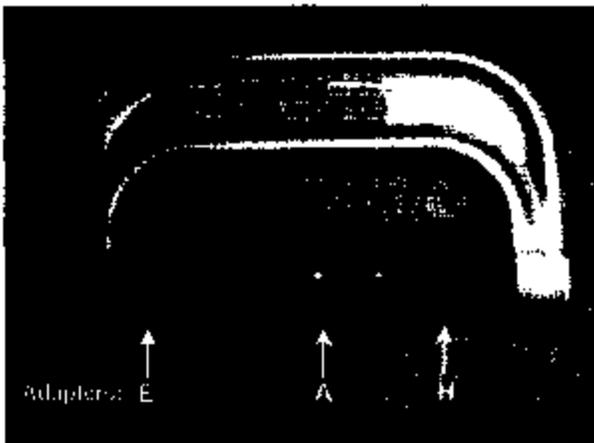
- To avoid damaging the special tools, verify that the correct tools are used and aligned properly.



**Figure 8:** Position the adapters for ball joint removal.

15. Using the C-frame with proper adapters (G, F, A, and H), press the lower ball joint out of the knuckle by tightening the C-frame.

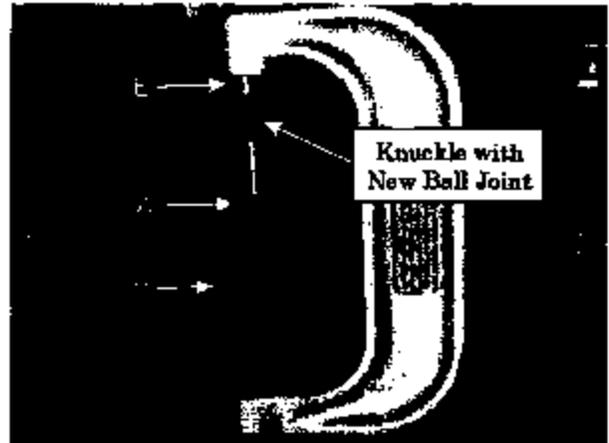
16. Arrange the special tools for ball joint installation. (Figure 9)



**Figure 9:** Arrange adapters to C-Frame Tool.

17. Position the new ball joint in the knuckle.

18. Position the special tools on the ball joint and the knuckle. (Figure 10)



**Figure 10:** Position the adapters for ball joint installation.

19. Using the C-frame with proper adapters (E, A, and H), press the lower ball joint into the knuckle by tightening the C-frame.

20. Reinstall the brake rotor and hub unit assembly with the four flange bolts. (Refer to Figures 4 and 5)

- Torque flange bolts to 44 Nm (93 lb. ft.).

21. Reinstall the brake caliper.

- Torque the brake caliper mounting bolts to 108 Nm (80 lb. ft.).

22. Reinstall the four brake hose mounting bolts.

- Torque the two bolts at the knuckle to 9.8 Nm (7 lb. ft.).
- Torque the two bolts at the damper tube to 22 Nm (16 lb. ft.).

23. Remove the wooden block, and reinstall the axle into the hub.

- To avoid damaging the ABS sensor harness, do not let the knuckle hang by its weight.

24. Position the new installed lower ball joint into the lower control arm.

25. Install a new ball joint castle nut.

- Torque the nut to 49-59 Nm (36-43 lb. ft.).
- Install a new cotter pin to the castle nut.

26. Install a new spindle nut.

- Apply oil to the threads and flange of the nut before installation.
- Torque the nut to 245 Nm (181 lb. ft.).
- Stake the spindle nut. (Figure 11)



Figure 11: Stake the spindle nut at the notched spindle area.

27. Repeat steps 2 through 26 for the other side.

28. Reinstall the front wheels.

- Torque the wheel nuts to 108 Nm (80 lb. ft.).

29. Lower the vehicle.

30. Fill out and affix a campaign completion label using procedure in the next section.

## APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill out the following information on a campaign label (Part # 2-90028-700-0).

- This safety campaign number: 99V-069
- Dealer Code
- Repair Date: (Month/Day/Year)

# ISUZU

**CAMPAIGN NUMBER:**

**99V-069**

**DEALER CODE:** (Enter Code)

**REPAIR DATE:** (MO/DY/YR)

P/N 2-90028-700-0

2. Affix the campaign label adjacent to the manufacturer's identification label located on the driver's side B-pillar.

**SPECIAL TOOLS INFORMATION**

<b>Tool Number</b>	<b>Description</b>	<b>Additional Information</b>
N/A	C-Frame Tool	The special tools required for this campaign are automatically shipped to each dealer when Campaign Ball Joint Kit is ordered.
N/A	Ball Joint Remover/Installer Tool Set (5 pieces)	

**PARTS INFORMATION**

<b>Part Number</b>	<b>Description</b>	<b>Quantity Required</b>
2-91372-900-0	(Campaign) Ball Joint Kit*	1 Kit

\* Special tools (see above) are automatically shipped, *free of charge*, when a Campaign Ball Joint Kit (2-91372-900-0) is ordered.

**WARRANTY CLAIM INFORMATION**

Use the following *new* labor operation:

<b>Operation</b>	<b>Operation Number</b>	<b>Task</b>	<b>Time</b>	<b>Additional Instructions</b>
Lower Ball Joint Campaign	0699V069	Replace	1.4	

Use Trouble Code 07 (Campaign Bulletin) for this Labor Operation.  
Labor Time *includes* administrative time allowance.

**NATIONAL SERVICE DEPARTMENT**

**DEAR ISUZU OASIS OWNER:**

*This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.*

**WHAT IS THE REASON FOR THIS NOTICE?**

*Honda Motor Co., Ltd., the manufacturer of the Isuzu Oasis, has determined that a defect relating motor vehicle safety exists in certain 1997 & 1998 Oasis models. Some vehicles were manufactured with front suspension lower ball joints that may prematurely wear out. In the worst case, the ball joints would separate without prior warning, causing the front suspension to collapse. This condition would result in vehicle deceleration and a sudden loss of power. Also, steering controllability would be reduced, and a vehicle crash could occur.*

**WHAT YOU SHOULD DO?**

Call any authorized Isuzu automobile dealer and make an appointment to have your vehicle repaired. They will replace the front lower ball joints. This repair will be done free of charge. Parts are now available. The repair takes about two hours, but please plan to leave your vehicle at the dealer all day to allow them scheduling flexibility.

Presentation of this letter to your dealer will assist in making the necessary correction in the shortest possible time. Please have your dealer refer to Campaign Bulletin **SB99-05-8001**.

**WHO TO CONTACT IF YOU EXPERIENCE PROBLEMS?**

If you are not satisfied with the service you receive from your Isuzu dealer, you may write to:

American Isuzu Motors Inc.  
National Customer Relations Department  
13340 163<sup>rd</sup> Street  
Cerritos, CA 90702-6007

or call the Isuzu Care Team Line at **1-800-643-4070 ext. 342**.

If you believe that American Isuzu or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator,  
National Highway Traffic Safety Administration  
400 Seventh Street S. W.  
Washington, D.C. 20590

or call the toll-free Auto Safety Hotline at 1-800-424-9393 (Washington, D. C. residents can call (202) 366-0123).

**WHAT TO DO IF YOU FEEL THIS NOTICE IS IN ERROR?**

This notice was mailed to you according to the most current information we have available. If you no longer own this vehicle or some information in this notice is incorrect, please fill out and return the included, postage-paid Change of Address Notice Card. This will help us to update our records.

**IF YOU HAVE QUESTIONS?**

If you have questions about this notice, or need assistance with contacting an Isuzu dealer, please call the Isuzu Care Team Line at **1-800-643-4070 ext. 342**.

We apologize for any inconvenience this may cause.

Sincerely,

AMERICAN ISUZU MOTORS INC.

**IMPORTANT:** *If you have sold or traded your Isuzu vehicle, please enter the current owner's name and address, if known, on the enclosed "Change of Information" postcard and drop it in the mail. Postage has already been paid. We will contact the new owner.*