

PE19-005

ISUZU

8-9-2019

Campaign CB11-J-002 Cruise
Control Will Not Cancel

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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Campaign CB11-J-002 Cruise Control Will Not Cancel - Safety Recall 11V-415 (Transport Canada # TC)

Issue Date: AUGUST 2011

AFFECTED VEHICLES

- 2012 MY Isuzu N-Series
Equipped with gasoline engine

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 model year Isuzu N-Series vehicles with a gasoline engine. Due to a calibration error, the ECM software does not detect a brake pedal switch failure. Therefore, in the event of a failure or malfunction of the brake pedal switch, application of the brake pedal will not cause the cruise control to be canceled. In that case, if the driver does not deactivate the cruise control in another manner, the vehicle would return to the previously set speed if the brake pedal is released, increasing the risk of a crash.

CORRECTION

Isuzu dealers are to reprogram the ECM.

DEALER RESPONSIBILITY

The remedy (new calibration) will be available on August 11, 2011.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership. 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 customer 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.

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

VEHICLES INVOLVED

Involved are **certain** 2012 model year Isuzu NPR/NPRHD vehicles equipped with gasoline engine.

Important: As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is covered by a Safety Recall, until the necessary remedy has been performed.

Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS) below. Not all vehicles may be involved.

For dealers with involved vehicles, a listing of involved vehicles containing the complete vehicle identification number has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

SERVICE PROCEDURE

1. Using IDSS version 5.6.6 or later, reprogram the ECM to the latest service calibration part number.

Important: Any calibration available or IDSS releases prior to 5.6.6 will not correct this condition. Be sure your IDSS is updated to or beyond version 5.6.6 before reprogramming.

Affected calibration part numbers for reference only

Model	Old Calibration Part Number
NPR	12648789
NPR-HD	12648790

2. Apply the campaign label.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 11V-415, Isuzu dealer code, and repair date.
2. Affix the campaign label onto the driver's side B-pillar.



CLAIM INFORMATION

Submit a Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	LABOR OP	LABOR HOURS	Comment
ECM Reprogram Recall 11V-415			V1102	0.4	

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.

OWNER NOTIFICATION LETTER US

Dear Isuzu Customer:

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

Your 2012 model year Isuzu N-Series, VIN [VIN], is involved in safety recall 11V-415.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 model year Isuzu N-Series vehicles with a gasoline engine. Due to a calibration error, the ECM software does not detect a brake pedal switch failure. Therefore, in the event of a failure or malfunction of the brake pedal switch, application of the brake pedal will not cause the cruise control to be canceled. In that case, if the driver does not deactivate the cruise control in another manner, the vehicle would return to the previously set speed if the brake pedal is released, increasing the risk of a crash.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will reprogram the ECM for you at **no charge**.

WHAT YOU SHOULD DO

Contact your Isuzu dealer as soon as possible to schedule an appointment to bring your vehicle in to have this work performed. Present this Owner Notification Letter at the time of your appointment or refer to Safety Recall No. 11V-415. Isuzu estimates that the procedure will take approximately 15 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com and click on the dealer locator icon and enter your zip code or state. Should you not have access to a computer terminal please contact our Customer Relations Department by calling 1-866-441-9638.

If, after contacting your Isuzu dealer or the Customer Relations Department with any problems, you still are not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to submit a complaint to the

Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, D.C. 20590 or call the toll-free number 1-800-424-9393. We regret any inconvenience which this action may cause you.

Sincerely,
Isuzu Commercial Truck of America

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

PE19-005

ISUZU

8-9-2019

Campaign CB16-J-003
Important Safety Recall Stopper
Bracket Installation - 16V-797
(Transport Canada - 2016-545)

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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Campaign CB16-J-003 Important Safety Recall Stopper Bracket Installation - 16V-797 (Transport Canada - 2016-545)

Issue Date: NOVEMBER 2016

AFFECTED VEHICLES

- 2014-2016MY Isuzu N-Series Vehicles

Equipped with 6.0L Gasoline Engines

SERVICE INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in Model Year 2014-2016 Isuzu N-Series vehicles equipped with 6.0L gasoline engines. In the affected vehicles, the accelerator pedal assembly contains a steel stopper plate that is intended to stop the depression of the pedal when the plate contacts the stopper bolt that is fixed to a bracket on the floor panel. As a result of unintended lateral play, the stopper plate can be forced under the outer ridge of the stopper bolt, causing the accelerator pedal to remain in the open position. An open throttle can increase the risk of a crash.

CORRECTION

Dealers are to remove the stopper bolt and install a Stopper Bracket Assembly.

VEHICLES INVOLVED

Involved are Model Year 2014-2016 Isuzu N-Series vehicles equipped with 6.0L gasoline engines.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS). Not all vehicles may be involved.

PARTS INFORMATION

Parts orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

Part Number	Description	Qty
2-90KIT-167-0	Stopper Bracket Assembly Kit Includes: Stopper Bracket, Mounting Bolt, 2 Washers	1

SERVICE PROCEDURE

1. Set the parking brake, remove the key from the ignition and block the front wheels in a well-lit area.
2. Tighten the two (2) accelerator pedal mounting nuts (see Figure 1) to 18 Nm (13 ft. lb.).



Figure 1 – Tighten Accelerator Pedal

3. Remove the stopper bolt and nut, using 12mm wrench (see Figure 2). Discard both the old stopper bolt and nut.

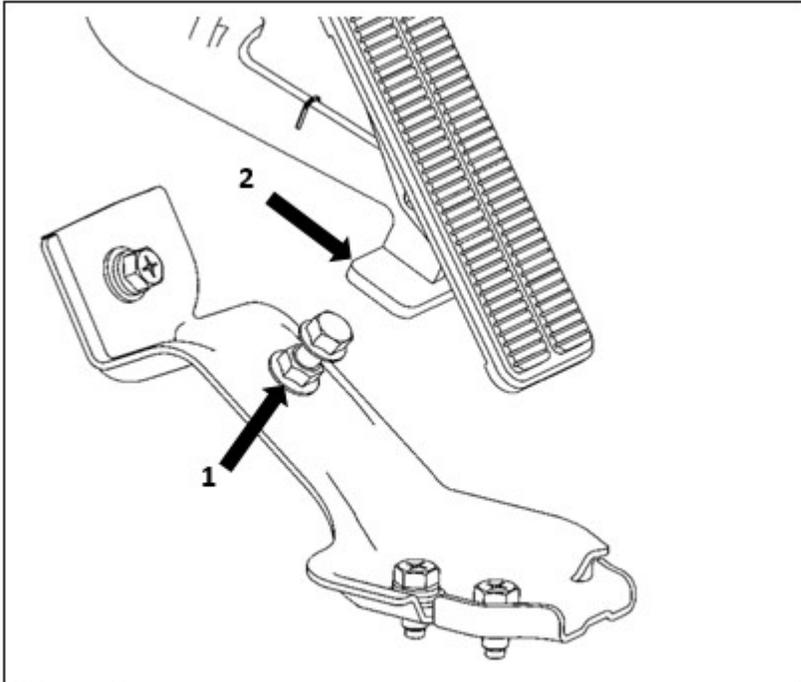


Figure 2 –
 1. Stopper Bolt
 2. Stopper Plate

4. Temporarily install and hand tighten the new stopper bracket using the new bolt provided (see Figure 3). When tightened (even by hand), the head of the new mounting bolt should be below the flat surface of the new stopper bracket. Be sure the stopper bracket is aligned properly (see Figure 4).



Figure 3 – Temporary Bracket Installation

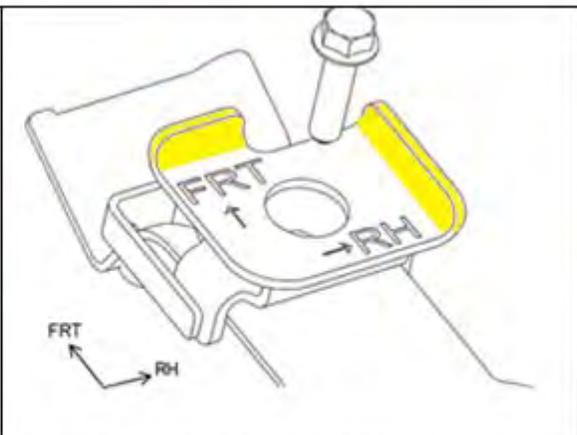


Figure 4 – Stopper Bracket Alignment. Yellow indicates stopper bracket flange.

5. Depress the accelerator and ensure the stopper plate does not hit the flanged area of the stopper bracket (see Figures 5 and 6).

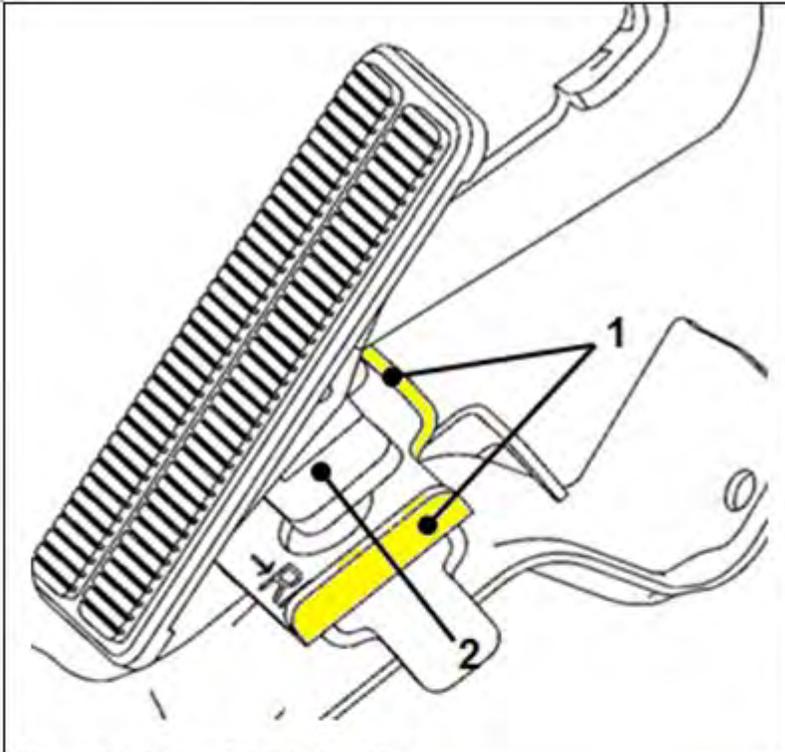


Figure 5 – View From Right Side

1. Flange (in yellow)
2. Stopper Plate



Figure 6 – View From Left Side. Yellow indicates stopper bracket flange.

6. Depress the accelerator pedal to WOT (wide open throttle) position. If the stopper plate does not contact the stopper bracket, the stopper bracket may require some adjustment.

- a. If the stopper plate contacts the stopper bracket, torque the

mounting bolt to **22Nm (16 ft. lb.) and go to Step 7.**

b. If the stopper plate does not contact the stopper bracket, check the clearance by depressing the pedal to WOT and attempting to insert one of the washers provided with the stopper bracket between the stopper plate and the stopper bracket (see Figure 7).

i. If the washer does not fit between these two parts, the clearance between the stopper plate and stopper bracket is less than 2mm and no adjustment is necessary. Torque the mounting bolt to **22Nm (16 ft. lb.) and go to Step 7.**

ii. If the washer does fit between these two parts, remove the stopper bracket and add the washer between the stopper bracket and the floor (see Figure 8), and reinstall. This will adjust the clearance. Check the clearance again by repeating Step 6 with the second washer and follow the results.

iii. If both washers are installed and the clearance between the stopper plate and stopper bracket is less than or equal to 2mm, no further adjustment is necessary. Torque the mounting bolt to **22Nm (16 ft. lb.) and go to Step 7.**

iv. If both washers are installed and the clearance between the stopper plate and stopper bracket is greater than 2mm, there is another problem with the vehicle. Follow the appropriate service manual for diagnosis.



Figure 7 – View From Left Side

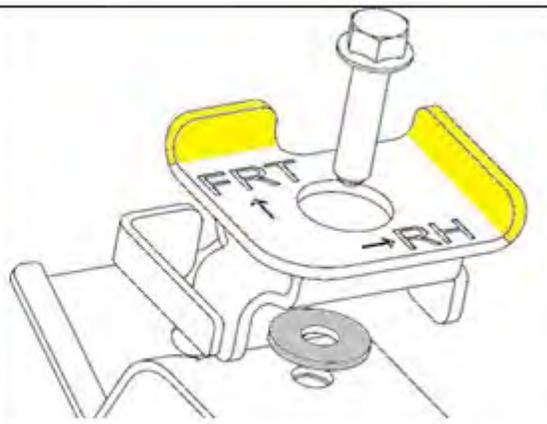
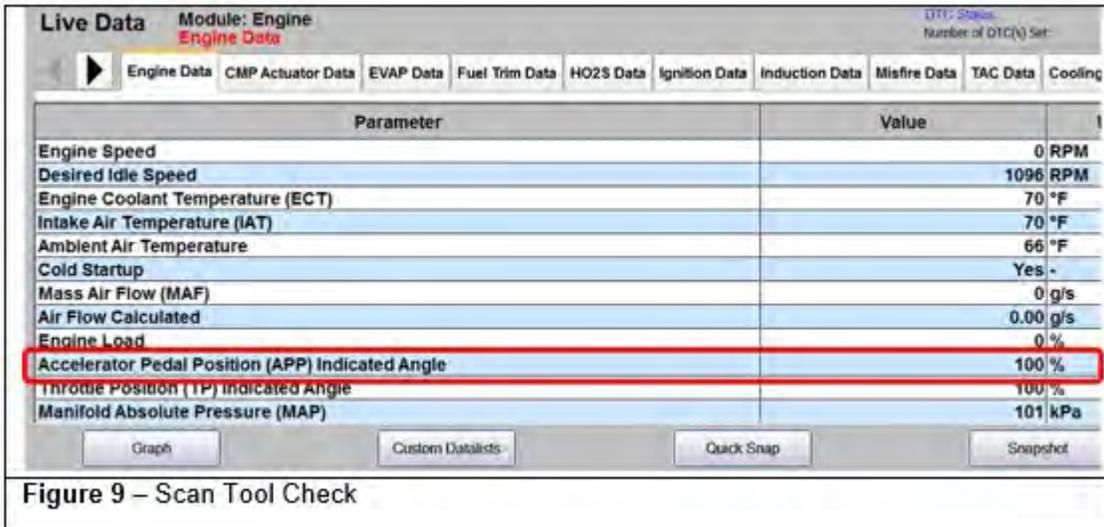


Figure 8 – View From Left Side. Yellow indicates stopper bracket flange.

7. Connect IDSS, turn the key ON/engine OFF, and navigate to the engine control module data list to confirm “Accelerator Pedal Position (APP) Indicated Angle” parameter is at 100% during WOT (see Figure 9).

- a. If the parameter is at 100%, continue to Step 8.
- b. If the parameter is not at 100%, repeat Step 6 and recheck with IDSS. If the parameter continues to not be at 100%, and there is proper contact between the accelerator pedal and the stopper bracket, you may have incorrectly installed washers. Repeat Step 6 to confirm it was performed correctly. If these steps were performed correctly and the parameters still do not reach 100%, there is another problem with the vehicle. Follow the appropriate service manual for diagnosis.



- 8. Unblock the front wheels.
- 9. Apply the Campaign Label.

APPLYING THE CAMPAIGN LABEL

- 1. Using a ball-point pen, fill in a Campaign Label (Part No. 2-90028-700-0) with Campaign Number 16V-797 (US) or 2016-545 (Canada), Isuzu dealer code, and the repair date.
- 2. Affix the campaign label onto the driver's side B-pillar.



CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission. Submit only one claim with the applicable Labor Code as indicated below.

Labor Code	Description	Labor Hours
V1609	Stopper Bracket Kit Installation	0.3

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

DEALER RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the inspection and service procedures of this recall campaign bulletin before customers take possession of these vehicles.

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 customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

[SAMPLE OWNER LETTER – US]

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [VIN]

NOVEMBER 2016

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your vehicle [VIN] [MY] model year Isuzu N-Series is involved in safety recall 16V-797 (TC 2016-545).

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in Model Year 2014-2016 Isuzu NPR Gas & NPR HD Gas vehicles equipped with 6.0L gasoline engines. In the affected vehicles, the accelerator pedal assembly contains a steel stopper plate that is intended to stop the depression of the pedal when the plate contacts the stopper bolt that is fixed to a bracket on the floor panel. As a result of unintended lateral

play, the stopper plate can be forced under the outer ridge of the stopper bolt, causing the accelerator pedal to remain in the open position. An open throttle can increase the risk of a crash.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will remove the stopper bolt and install a Stopper Bracket Assembly at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your dealer to schedule an appointment, although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB16-J-003. Isuzu estimates that the repair will take approximately 20 minutes to perform, but additional time may also be necessary. To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com, click on the dealer locator link and enter your zip code or state. If you do not have access to a computer terminal please contact our Customer Relations Department at the number listed below.

Isuzu Commercial Truck of America Customer Relations

It is critical that you respond to this notice as soon as possible. If you experience this condition, you should depress and continue to depress the brake pedal. Doing so can bring the vehicle to a stop. Do not pump the brakes. In addition, you may want to shift the transmission gear shift lever into the Neutral (N) position.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at [REDACTED]. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We regret any inconvenience which this action may cause you.

Sincerely,
Isuzu Commercial Truck of America, Inc.

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear

off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

[SAMPLE OWNER LETTER – CANADA (ENGLISH)]

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [VIN]

NOVEMBER 2016

Dear Customer,

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. Your vehicle [VIN] [MY] model year Isuzu N-Series is involved in safety recall Transport Canada 2016-545 (NHTSA 16V-797).

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in Model Year 2014-2016 Isuzu NPR Gas & NPR HD Gas vehicles equipped with 6.0L gasoline engines. In the affected vehicles, the accelerator pedal assembly contains a steel stopper plate that is intended to stop the depression of the pedal when the plate contacts the stopper bolt that is fixed to a bracket on the floor panel. As a result of unintended lateral play, the stopper plate can be forced under the outer ridge of the stopper bolt, causing the accelerator pedal to remain in the open position. An open throttle can increase the risk of a crash.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will remove the stopper bolt and install a Stopper Bracket Assembly at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your dealer to schedule an appointment, although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB16-J-003. Isuzu estimates that the repair will take approximately 20 minutes to perform, but additional time may also be necessary. To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca or contact our Customer Relations Department at the number listed below.

**Isuzu Commercial Truck of Canada
Customer Relations**



It is critical that you respond to this notice as soon as possible. If you experience this condition, you should depress and continue to depress the brake pedal. Doing so can bring the vehicle to a stop. Do not pump the brakes. In addition, you may want to shift the transmission gear shift lever into the Neutral (N) position.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at [REDACTED].

We regret any inconvenience which this action may cause you.

Sincerely,
Isuzu Commercial Truck of Canada, Inc.

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Commercial Truck Customer Relations

[Redacted]
Anaheim, CA [Redacted]

Reimbursement questions should be directed to the following number:

[Redacted]
Or Email: [Redacted]

PE19-005

ISUZU

8-9-2019

Campaign CB17-J-001
Important Safety Recall Stopper
Bracket Installation - 17V-324
(Transport Canada - 2017-265)

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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Campaign CB17-J-001 Important Safety Recall: Stopper Bracket Installation - 17V-324 (Transport Canada - 2017-265)

Issue Date: JUNE 2017

AFFECTED VEHICLES

- 2008-2009MY Isuzu N-Series Vehicles
 - 2012-2013MY Isuzu N-Series Vehicles
 - 2008-2009MY Chevrolet/GMC W-Series Vehicles
- Equipped with 6.0L Gasoline Engines

SERVICE INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in Model Year 2008-2009 and 2012-2013 Isuzu N-Series and 2008-2009 Chevrolet/GMC W-Series vehicles equipped with 6.0L gasoline engines. In the affected vehicles, the accelerator pedal assembly contains a steel stopper plate that is intended to stop the depression of the pedal when the plate contacts the stopper bolt that is fixed to a bracket on the floor panel. As a result of unintended lateral play, the stopper plate can be forced under the outer ridge of the stopper bolt, causing the accelerator pedal to remain in the open position. An open throttle can increase the risk of a crash.

CORRECTION

Dealers are to remove the stopper bolt and install a Stopper Bracket Assembly.

VEHICLES INVOLVED

Involved are Model Year 2008-2009 and 2012-2013 Isuzu N-Series and 2008-2009 Chevrolet/GMC W-Series vehicles equipped with 6.0L gasoline engines.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS). Not all vehicles may be involved.

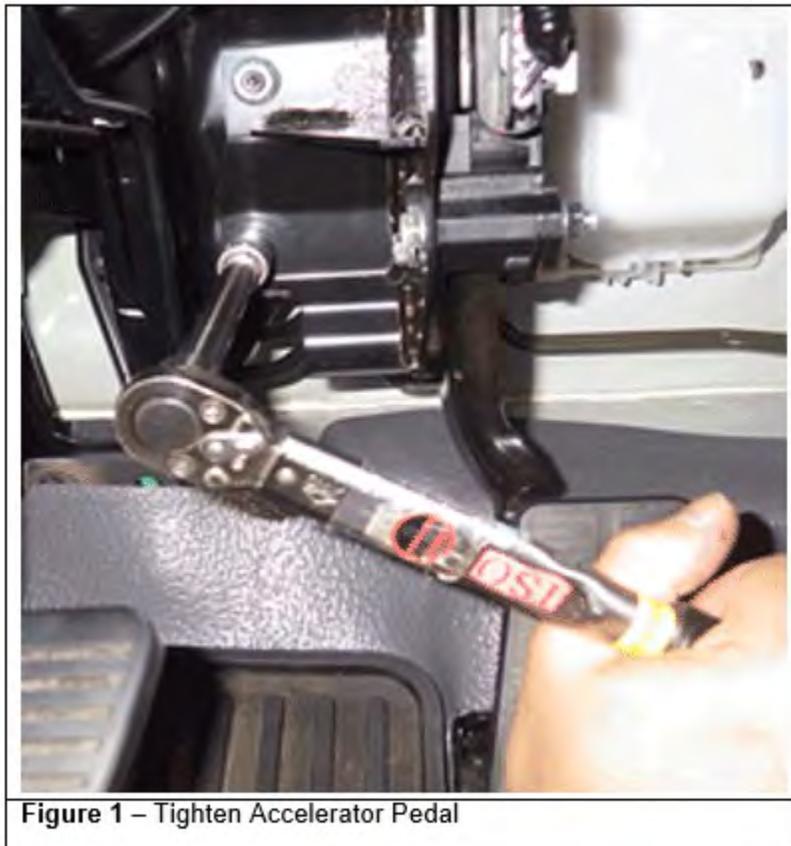
PARTS INFORMATION

Parts orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

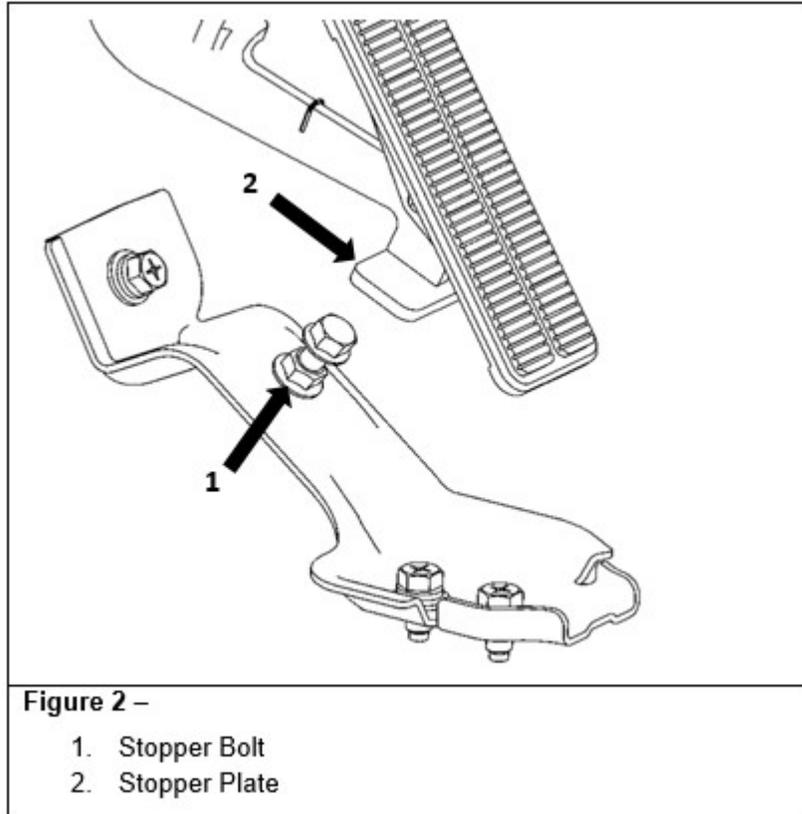
Part Number	Description	Qty
2-90KIT-167-0	BRKT KIT; ACCEL PEDAL Includes: Stopper Bracket, Mounting Bolt, 2 Washers	1

SERVICE PROCEDURE

1. Set the parking brake, remove the key from the ignition and block the front wheels in a well-lit area.
2. Tighten the two (2) accelerator pedal mounting nuts (see Figure 1) to 18 Nm (13 ft. lb.).



3. Remove the stopper bolt and nut, using 12mm wrench (see Figure 2). Discard both the old stopper bolt and nut.



4. Temporarily install and hand tighten the new stopper bracket using the new bolt provided (see Figure 3). When tightened (even by hand), the head of the new mounting bolt should be below the flat surface of the new stopper bracket. Be sure the stopper bracket is aligned properly (see Figure 4).



Figure 3 – Temporary Bracket Installation

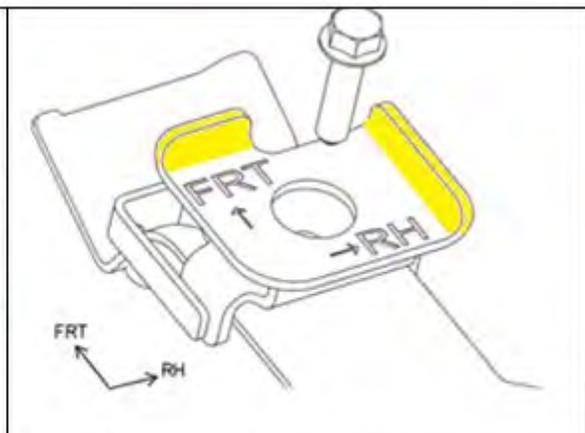


Figure 4 – Stopper Bracket Alignment. Yellow indicates stopper bracket flange.

5. Depress the accelerator and ensure the stopper plate does not hit the flanged area of the stopper bracket (see Figures 5 and 6).

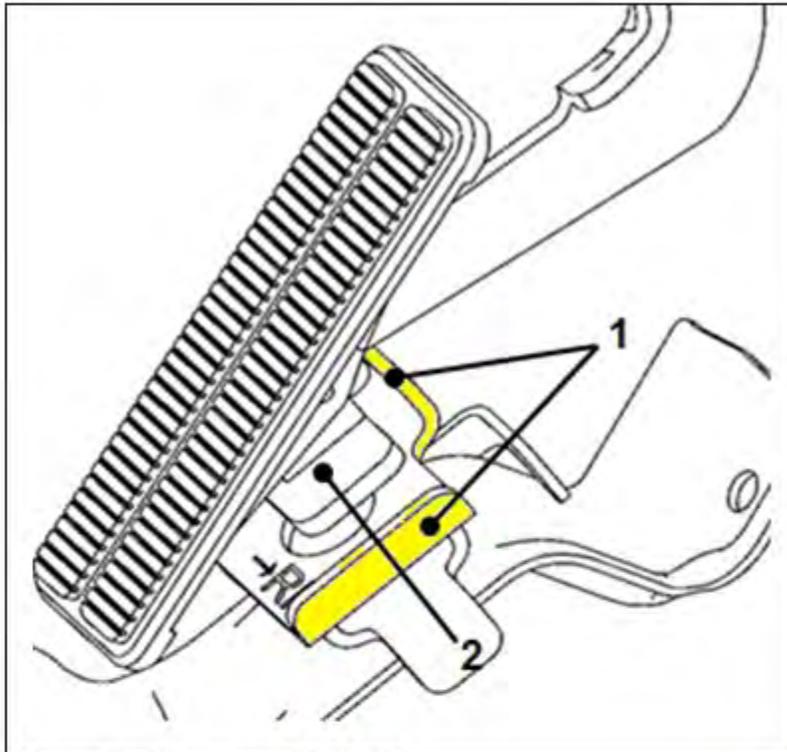


Figure 5 – View From Right Side

1. Flange (in yellow)
2. Stopper Plate



Figure 6 – View From Left Side. Yellow indicates stopper bracket flange.

6. Depress the accelerator pedal to WOT (wide open throttle) position. If the stopper plate does not contact the stopper bracket, the stopper bracket may require some adjustment.

- a. If the stopper plate contacts the stopper bracket, torque the

mounting bolt to **22Nm (16 ft. lb.)** and go to **Step 7**.

b. If the stopper plate does not contact the stopper bracket, check the clearance by depressing the pedal to WOT and attempting to insert one of the washers provided with the stopper bracket between the stopper plate and the stopper bracket (see Figure 7).

i. If the washer does not fit between these two parts, the clearance between the stopper plate and stopper bracket is less than 2mm and no adjustment is necessary. Torque the mounting bolt to **22Nm (16 ft. lb.)** and go to **Step 7**.

ii. If the washer does fit between these two parts, remove the stopper bracket and add the washer between the stopper bracket and the floor (see Figure 8), and reinstall. This will adjust the clearance. Check the clearance again by repeating Step 6 with the second washer and follow the results.

iii. If both washers are installed and the clearance between the stopper plate and stopper bracket is less than or equal to 2mm, no further adjustment is necessary. Torque the mounting bolt to **22Nm (16 ft. lb.)** and go to **Step 7**.

iv. If both washers are installed and the clearance between the stopper plate and stopper bracket is greater than 2mm, there is another problem with the vehicle. Follow the appropriate service manual for diagnosis.



Figure 7 – View From Left Side

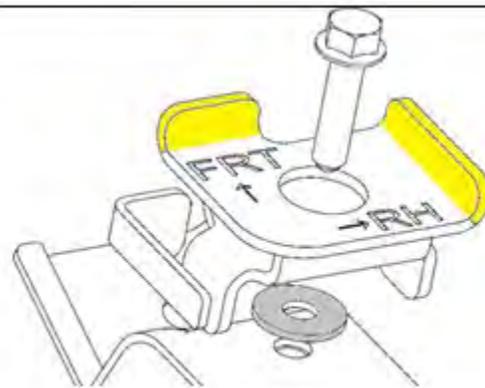
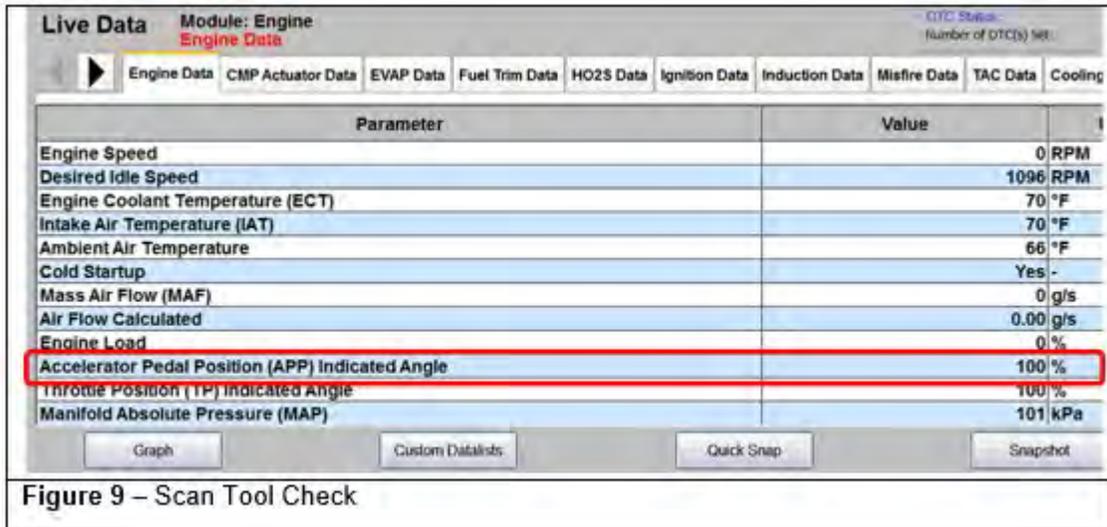


Figure 8 – View From Left Side. Yellow indicates stopper bracket flange.

7. Connect IDSS, turn the key ON/engine OFF, and navigate to the engine control module data list to confirm “Accelerator Pedal Position (APP) Indicated Angle” parameter is at 100% during WOT (see Figure 9).

- a. If the parameter is at 100%, continue to Step 8.
- b. If the parameter is not at 100%, repeat Step 6 and recheck with IDSS. If the parameter continues to not be at 100%, and there is proper contact between the accelerator pedal and the stopper bracket, you may have incorrectly installed washers. Repeat Step 6 to confirm it was performed correctly. If these steps were performed correctly and the parameters still do not reach 100%, there is another problem with the vehicle. Follow the appropriate service manual for diagnosis.



- 8. Unblock the front wheels.
- 9. Apply the Campaign Label.

APPLYING THE CAMPAIGN LABEL

- 1. Using a ball-point pen, fill in a Campaign Label (Part No. 2-90028-700-0) with Campaign Number 17V-324 (US) or 2017-265 (Canada), Isuzu dealer code, and the repair date.
- 2. Affix the campaign label onto the driver's side B-pillar.



CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.

Submit only **one** claim with the applicable Labor Code as indicated below.

Labor Code	Description	Labor Hours
V1704	Stopper Bracket Kit Installation	0.3

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

DEALER RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the inspection and service procedures of this recall campaign bulletin before customers take possession of these vehicles.

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 customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

[SAMPLE OWNER LETTER – US]

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [VIN]

JUNE 2017

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your vehicle [VIN] [MY] model year [MAKE], [SERIES] is involved in safety recall 17V-324 (Transport Canada 2017-265).

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in 2008-2009MY and 2012-2013MY Isuzu N-Series and 2008-2009MY Chevrolet/GMC W-

Series vehicles equipped with 6.0L gasoline engines. In the affected vehicles, the accelerator pedal assembly contains a steel stopper plate that is intended to stop the depression of the pedal when the plate contacts the stopper bolt that is fixed to a bracket on the floor panel. As a result of unintended lateral play, the stopper plate can be forced under the outer ridge of the stopper bolt, causing the accelerator pedal to remain in the open position. An open throttle can increase the risk of a crash.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will remove the stopper bolt and install a Stopper Bracket Assembly at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment, although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB17-J-001. Isuzu estimates that the repair will take approximately 20 minutes to perform, but additional time may also be necessary. To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com, click on the dealer locator link and enter your zip code or state. If you do not have access to a computer terminal please contact our Customer Relations Department at the number listed below.

Isuzu Commercial Truck of America Customer Relations



It is critical that you respond to this notice as soon as possible. If you experience this condition, you should depress and continue to depress the brake pedal. Doing so can bring the vehicle to a stop. Do not pump the brakes. In addition, you may want to shift the transmission gear shift lever into the Neutral (N) position.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at [REDACTED]. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

[SAMPLE OWNER LETTER – CANADA (ENGLISH)]

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [VIN]

JUNE 2017

Dear Customer,

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. Your vehicle [VIN] [MY] model year [MAKE], [SERIES] is involved in safety recall Transport Canada 2017-265 (NHTSA 17V-324).

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in 2008-2009MY and 2012-2013MY Isuzu N-Series and 2008-2009MY Chevrolet/GMC W-Series vehicles equipped with 6.0L gasoline engines. In the affected vehicles, the accelerator pedal assembly contains a steel stopper plate that is intended to stop the depression of the pedal when the plate contacts the stopper bolt that is fixed to a bracket on the floor panel. As a result of unintended lateral play, the stopper plate can be forced under the outer ridge of the stopper bolt, causing the accelerator pedal to remain in the open position. An open throttle can increase the risk of a crash.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will remove the stopper bolt and install a Stopper Bracket Assembly at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your dealer to schedule an appointment, although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB17-J-001. Isuzu estimates that the repair will take approximately 20 minutes to perform, but additional time may also be necessary. To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca or contact our Customer Relations Department at the number listed below.

**Isuzu Commercial Truck of Canada
Customer Relations
1-866-441-9638**

It is critical that you respond to this notice as soon as possible. If you experience this condition, you should depress and continue to depress the brake pedal. Doing so can bring the vehicle to a stop. Do not pump the brakes. In addition, you may want to shift the transmission gear shift lever into the Neutral (N) position.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at [REDACTED]

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of Canada, Inc.

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Commercial Truck Customer Relations

**██████████
Anaheim, CA ██████████**

Reimbursement questions should be directed to the following number: ██████████

Or ██████████



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Campaign CB18-K-001 Customer Satisfaction Campaign: Automatic Transmission Fluid (ATF) Hose Replacement (V1706)

ISSUE DATE: JANUARY 2018

AFFECTED VEHICLES

- 2013-2017MY Isuzu N-Series and NPR Stripped Chassis (Reach Van) Vehicles
Equipped with Diesel Engines

INFORMATION

CONDITION

In some 2013-2017MY Isuzu N-Series and NPR Stripped Chassis (Reach Van) vehicles equipped with diesel engines, the Automatic Transmission Fluid (ATF) hoses can crack and allow transmission fluid to leak. You may notice fluid on the ground, the transmission and/or check engine light(s) on the instrument panel may illuminate, or the ability of the vehicle to accelerate at higher speeds could be impacted.

CORRECTION

Isuzu dealers are to replace the ATF hoses and clamps, even if they were recently replaced. This service will be performed for the customer **free of charge**, regardless of time or mileage.

VEHICLES INVOLVED

Involved are some 2013-2017MY Isuzu N-Series and NPR Stripped Chassis (Reach Van) Vehicles equipped with diesel engines.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS). Not all vehicles may be involved.

PARTS INFORMATION

Parts required to complete this campaign are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a Stock Order.

Part Number	Description	Qty
2-90KIT-112-0	ATF Hose Kit, 4JJ1 Includes: 2 Hoses, 4 Clamps	1
2-90KIT-111-0	ATF Hose Kit, 4HK1 Includes: 3 Hoses, 6 Clamps	1

SERVICE PROCEDURE

1. Ensure the vehicle is on a flat and level surface. Apply the parking brake and block the rear wheels. Ensure the vehicle will not move while performing the procedure.

- Place an oil catch pan underneath the vehicle to collect draining ATF as each hose is replaced (see Figure 1).



Figure 1

- Loosen and slide all ATF hose clamps to the center of each hose (see Figures 2 and 3).



Figure 2 – 4JJ1 3.0L Diesel



Figure 3 – 4HK1 5.2L Diesel

- With the oil catch pan in place, remove one end of the hose and allow the ATF to drain into the catch pan. When the ATF stops draining, remove the other end of the hose.

NOTE: Approximately 4-5 oz. (118–147mL) of ATF will drain during the service procedure.

- Slide two (2) new hose clamps onto the replacement hose (see Figure 4). The clamps are held in the open position with factory installed lock tabs (see Figure 5). Install the new replacement hose in the same location as the one that was removed. Every new hose has colored dots or lines at each end to ensure correct orientation on the vehicle (see Figure 4). Refer to Chart 1 to determine the orientation of each hose using these markings. Push each hose onto the pipe until the blue or white band on the hose is just over and beyond the bead on the pipe (see Figure 7). Push the hose onto the radiator fittings until the hose will go no further.



Figure 4
 (1) Yellow Marking Dot
 (2) Blue or White Band
 (3) Hose Clamps w/Lock Tabs
 (4) White Marking Dot

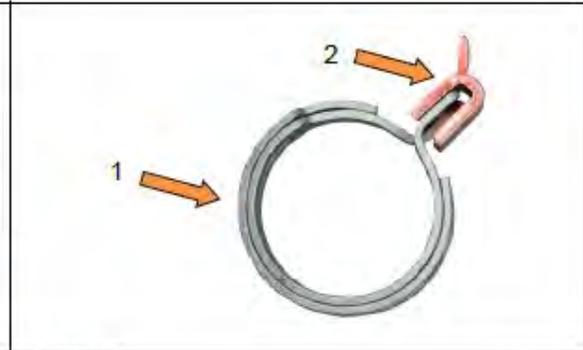
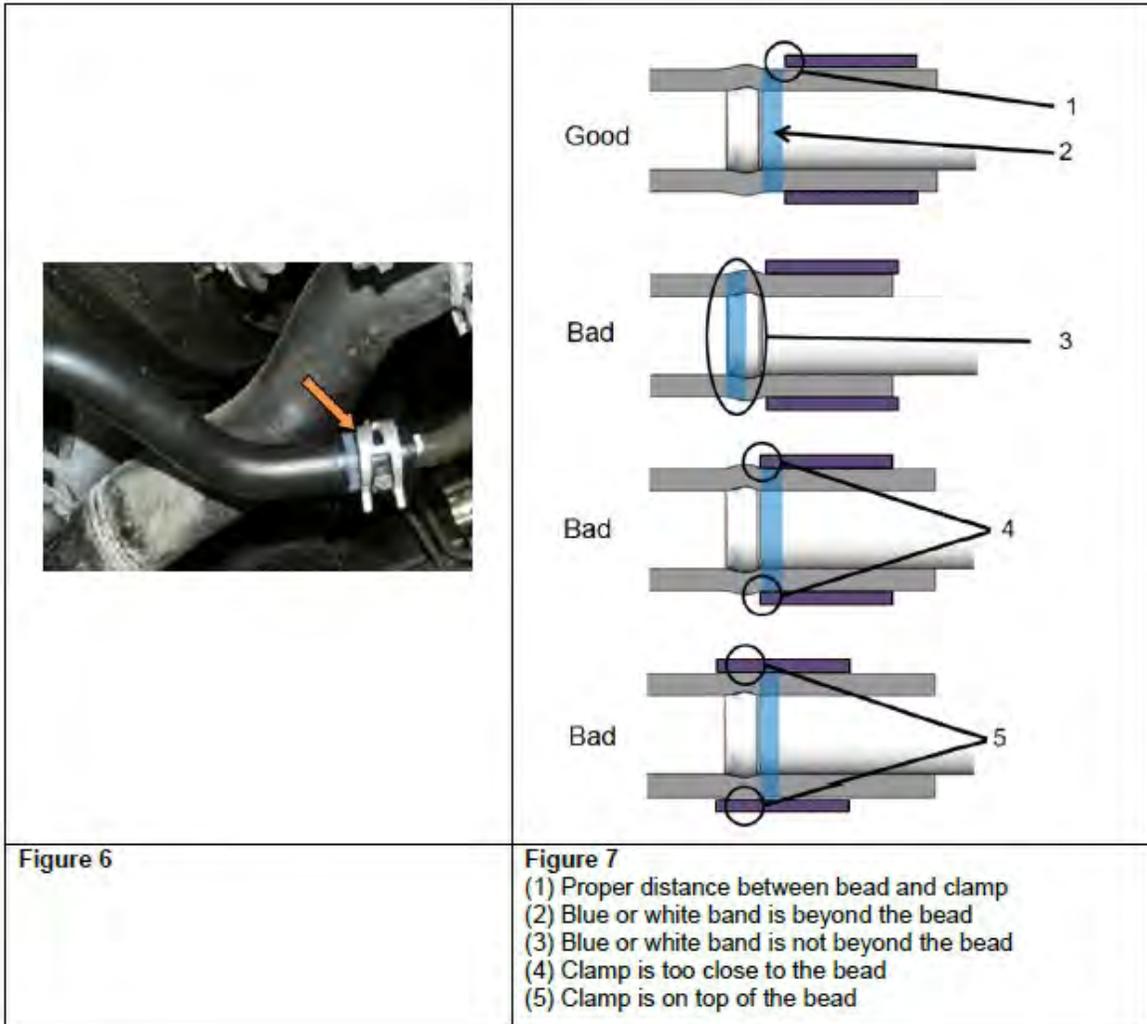


Figure 5
 (1) Hose Clamp
 (2) Lock Tab

Engine	Hose Markings Install Toward Front of Vehicle	Hose Markings Install Toward Rear of Vehicle
4JJ1	Yellow Dot Install at Radiator Fitting	Blue Dot or White Dot
4HK1	Yellow Dot Install at Radiator Fitting	Blue Line or White Dot
	Pink Line Install to Front Pipe	White Line

Chart 1

6. Slide the hose clamps over the blue or white band and into position as shown in Figures 6 and 7. Remove the lock tabs from the clamps to allow them to compress onto the hose. Ensure that the hose clamps are not placed over the beads on the pipes (see Figure 7). Adjust the clamps as necessary.



7. Perform Steps 4 through 6 for the remaining hoses.

8. Depress the brake pedal, start the engine, and move the shift lever through all gear positions, returning to the “P” position. Inspect for leaks.

9. Connect IDSS and navigate to the transmission control module data list and check the “Transmission Fluid Temperature (TFT) Valve Body” parameter (see Figure 8).

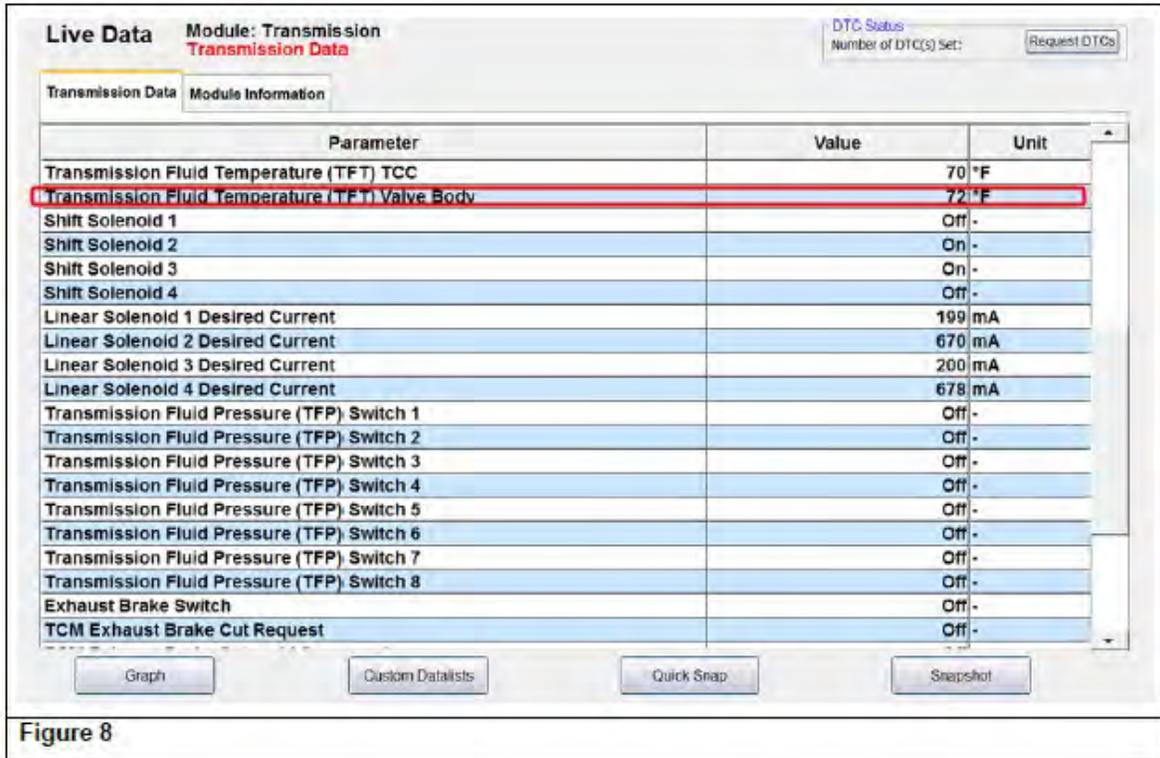


Figure 8

IMPORTANT: Failure to check and adjust the ATF level at the proper temperatures will lead to over/under-filling of the transmission. Operating an automatic transmission that has the incorrect ATF level can cause serious transmission damage.

10. Remove the transmission level gauge and wipe off any debris/excess ATF with a clean towel. Completely reinsert the transmission level gauge into the gauge tube and remove it again. If the TFT value in IDSS is "COLD" 68°F-86°F (20°C-30°C), the ATF level on the gauge should be within the "C" mark (see Figure 9). A preliminary adjustment can be made here only if the TFT value is in the specified range. Once the TFT value is in the specified range, wipe off any debris/excess ATF from the transmission level gauge and securely reinsert it into the gauge tube.

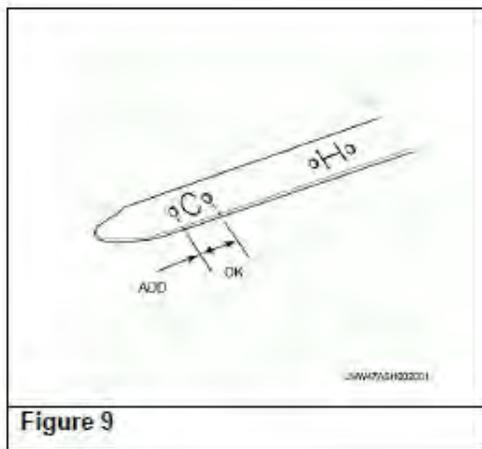
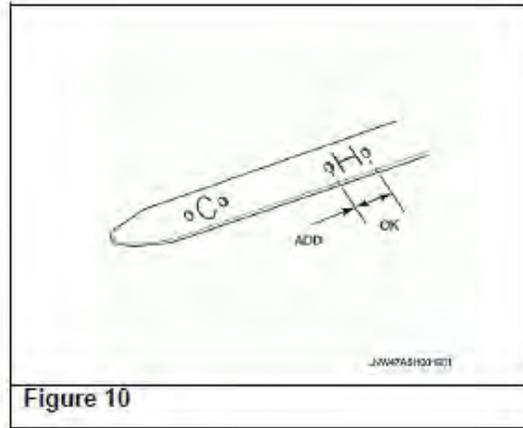


Figure 9

IMPORTANT: If it is necessary to add ATF, only add Isuzu SCS Automatic Transmission Fluid (ATF) or equivalent (p/n 2-90531-200-0) to the transmission.

11. Run the engine at a fast idle or drive the vehicle until the TFT is within the "HOT" range 158°F-176°F (70°C-80°C).

12. Recheck the ATF level with the transmission level gauge which should now be within the "HOT" range. Adjust if necessary (see Figure 10). Clean the transmission level gauge and reinsert it into the gauge tube.



13. Turn the engine off and disconnect IDSS.

14. Unblock the rear wheels.

Proceed to Applying the Campaign Label section in this bulletin.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a Campaign Label (Part No. 2-90028-700-0) with Campaign Number V1706, Isuzu dealer code, and the repair date.

2. Affix the campaign label onto the driver's side B-pillar.



CLAIM INFORMATION

When submitting for reimbursement for this customer satisfaction campaign, use the labor operation code provided below.

Submit for ATF reimbursement using the below Sublet Code. Reimbursement will be issued based on the amount actually used per ounce.

Labor Code	Description	Labor Hours	Sublet Code	Sublet Allowance
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V1706	Replace ATF Hoses & Clamps	0.8	Sublet C	\$0.36/oz
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*Includes 0.1 hours for administrative allowance

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

DEALER RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this campaign must be held and repaired per the service procedures of this campaign bulletin before customers take possession of these vehicles.

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 customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

[SAMPLE OWNER LETTER]

CUSTOMER SATISFACTION CAMPAIGN

This notice applies to your vehicle, [VIN]

JANUARY 2018

Dear Customer,

The purpose of this notice is to inform you that Isuzu Commercial Truck of America, Inc. is conducting a customer satisfaction campaign that affects some 2013-2017MY Isuzu N-Series and NPR Stripped Chassis (Reach Van) vehicles equipped with diesel engines. Your [MY] model year Isuzu [SERIES], VIN [VIN], is involved in this campaign.

CONDITION

The Automatic Transmission Fluid (ATF) hoses in your vehicle can crack and allow transmission fluid to leak. You may notice fluid on the ground, the transmission and/or check engine light(s) on your instrument panel may illuminate or the ability of your vehicle to accelerate at higher speeds could be impacted.

WHAT WE WILL DO

Your Isuzu dealer will replace the affected vehicles' ATF hoses and clamps, even if they were recently replaced. This service will be performed for you **free of charge, regardless of time or**

mileage.

WHAT WE WILL DO

We recommend you contact your Isuzu dealer and schedule an appointment to bring your vehicle in to have this service performed. Present this owner notification letter at the time of your appointment or refer to customer satisfaction campaign bulletin CB18-K-001. **If you notice any of the warnings signs described above, you should bring your vehicle in for service as soon as possible.** Isuzu estimates this service will take approximately 50 minutes to perform. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate your nearest dealer please use the dealer locator on our website at www.isuzucv.com.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this customer satisfaction campaign, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information. If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at [REDACTED]

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.

(Copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Commercial Truck Customer Relations

Anaheim, CA

Reimbursement questions should be directed to the following number: _____

Or Email: _____

PE19-005

ISUZU

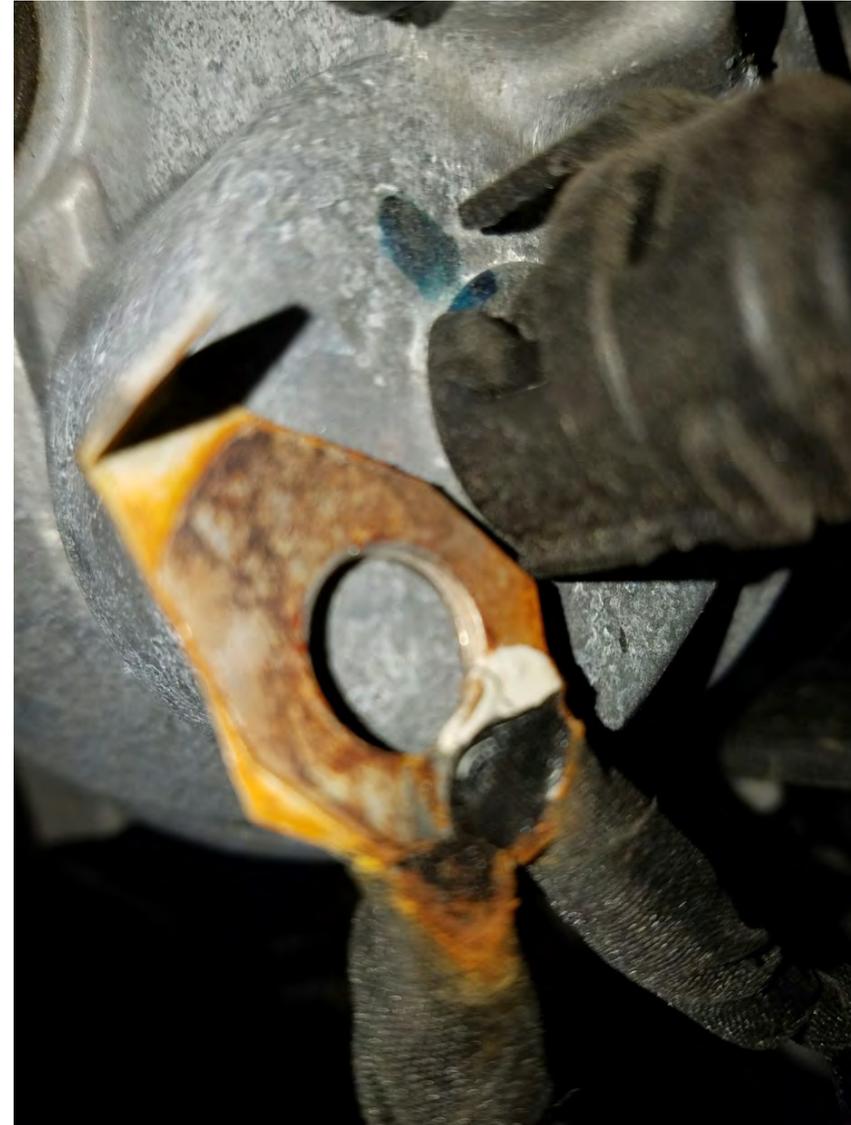
8-9-2019

E97&E98 ground

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

6.0L Gas Diagnostics

ECM Ground E-98 at the left rear of the engine block. Excessive heat shrink tubing was crushed by the bolt. That caused a poor ground and allowed corrosion to build up.



PE19-005

ISUZU

8-9-2019

Information IB12-J-003D Long
Block Replacement - Fuel
Injector Pipe InstallationAAAA

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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Information IB12-J-003D Long Block Replacement - Fuel Injector Pipe Installation

Issue Date: MAY 2017

AFFECTED VEHICLES

- 2018 Isuzu FTR
- 2005MY - Current Isuzu N-Series
- 2005-2010MY GMC and Chevrolet W-Series
Equipped with 4HK1 5.2L Diesel Engine
- 1999-2009MY Isuzu F/H Series
- 1999-2009MY GMC and Chevrolet C/T Series
Equipped with 6HK1 7.8L Diesel Engine
- 2011MY -Current NPR/NPR Stripped Chassis (Reach)
Equipped with 4JJ1 3.0L Diesel Engine

This bulletin supersedes IB12-J-003C. This bulletin is being revised to update models. Please discard bulletin IB12-J-003C.

INFORMATION

Proper Installation of the Fuel Injector Pipes into a Long Block Assembly

The fuel injection pipes should be installed onto the new long block assembly after first installing the common rail.

When installing the fuel injection pipes, follow the procedure below to ensure proper mating of the fuel injector high pressure inlet, and the fuel injection pipes.

NOTE: Fuel injector pipes must not be reused. New pipes must be installed anytime the fuel injector pipes are removed. Failing to replace pipes and/or follow the procedure below may cause severe engine damage.

- Program the fuel injector flow rates found on the cylinder head cover into the ECM using IDSS (if applicable).
- Remove the cylinder head cover taking care to avoid damage to the gasket.

- *On 4HK1 and 6HK1 engines only:* loosen and remove the fuel injector terminal nuts.
- *On 4HK1 and 6HK1 engines only:* loosen and remove the fuel injector harness bracket bolts. Unclip the harness at the inside of the pass through connector. Remove the bracket and wire harness.
- *On 4HK1 and 6HK1 engines only:* remove the fuel injector leak off pipe. Discard the gaskets.
- Loosen but do not remove the fuel injector clamp fixing bolts.
- Ensure there is clearance between the fuel injector and the fuel injector clamp by gently rotating the fuel injector side to side.
- Apply engine oil to the outer diameter of the threads of the fuel injectors and the common rail pipe fittings. Loosely thread the fuel injection pipe sleeve nuts to the correct fuel injector and the correct location on the common rail.
- *On 4HK1 and 6HK1 engines only:* loosely install the fuel injection pipe clips.
- HAND TIGHTEN the fuel injector and common rail sleeve nuts until contact is felt between the pipe and the fuel injector, and pipe and common rail fitting.

NOTE: Pay close attention to ensure the fuel injection pipe is positioned correctly into the fuel injector high pressure inlet.

- Torque the fuel injection piping in the following order. Refer to the appropriate service manual for detailed torque specifications.
 - o Fuel injector clamp bolts.
 - o Fuel injector pipe sleeve nuts to the fuel injectors.
 - o Fuel injector pipe to the common rail.
 - o *On 4HK1 and 6HK1 engines only:* install the fuel injector leak off pipe with new gaskets and tighten the banjo bolts.
 - o *On 4HK1 and 6HK1 engines only:* clip the fuel injector harness pass-through connector on and install the harness bracket.
 - o *On 4HK1 and 6HK1 engines only:* install the fuel injector terminal nuts.
 - o *On 4HK1 and 6HK1 engines only:* torque the fuel injection pipe clips.

NOTE: On 4HK1 and 6HK1 engines install the cylinder head cover from the original engine to ensure the correct engine emission label and information will be retained

with the vehicle. Because 4JJ1 equipped vehicles have the emissions labels installed on the body of the vehicle, switching the cylinder head cover is not necessary.

PE19-005

ISUZU

8-9-2019

Information IB13-K-001
Automatic Transmission Filter
Cracking or Splitting

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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Information IB13-K-001 Automatic Transmission Filter Cracking or Splitting

Issue Date: JULY 2013

AFFECTED VEHICLES

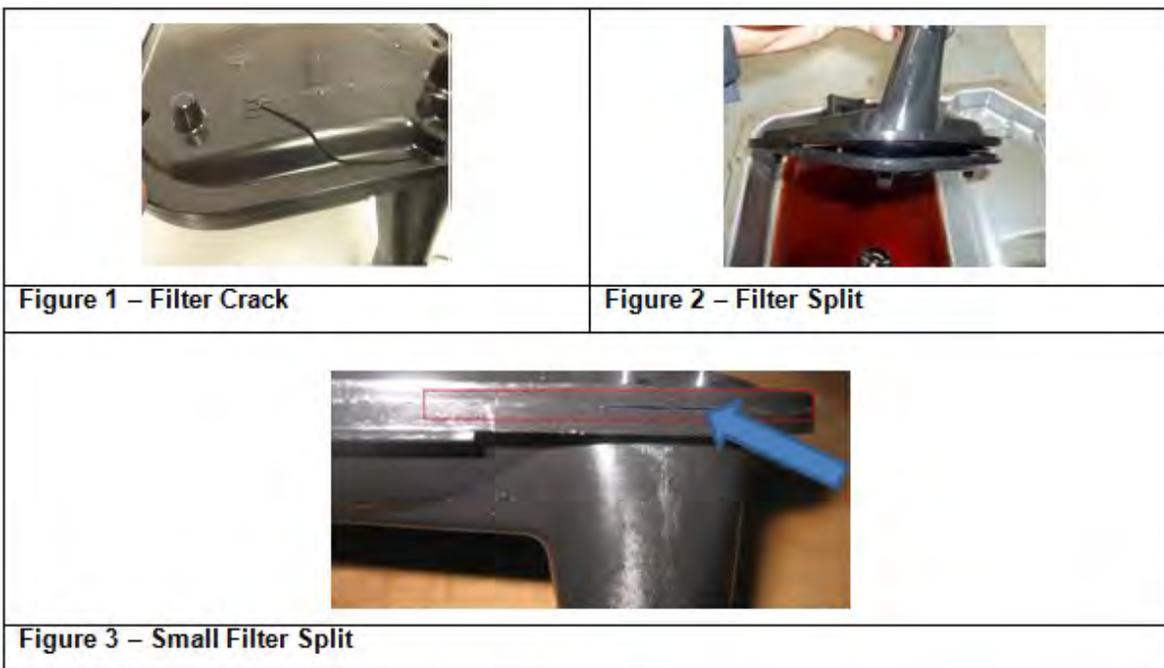
- 2012-2013MY Isuzu N-Series

Equipped with 6L90E 6-Speed Automatic Transmissions

SERVICE INFORMATION

Some customers may experience that the transmission has no forward/no reverse movement or that the transmission is slipping.

When diagnosing the condition of no forward/no reverse or slipping transmission, technicians are to thoroughly inspect the transmission fluid filter assembly. The filter may be cracked or split as shown in Figures 1, 2, and 3.



Testing and analysis of transmissions found with split or damaged filters have shown that this condition may be caused by a damaged pump, which can send a high pressure spike of fluid down the filter neck on a cold start, resulting in the filter body cracking or the filter seam splitting.

NOTE: The filter is not defective and this is not a filter quality issue.

After confirming a cracked or split filter, technicians are to contact the IQC per bulletin IB09-X-001E. Follow the instructions provided from the IQC to complete the repair.

PE19-005

ISUZU

8-9-2019

Information IB14-J-002 Oil in
the Intake - Turbocharger
Inspection

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



[Back to Search Results](#)

Information IB14-J-002 Oil in the Intake - Turbocharger Inspection

Issue Date: FEBRUARY 2014

AFFECTED VEHICLES

- 2011-2015MY Isuzu N-Series

Equipped with 5.2L (4HK1), 3.0L (4JJ1) Diesel Engine and Diesel Particulate Filter (DPF)

This bulletin supersedes IB09-J-002C. Please discard previous bulletin IB09-J-002C.

INFORMATION

An investigation of returned turbochargers has identified a common occurrence of turbochargers being replaced for internal oil leaks. **Results show that there is no fault with the turbocharger.** The perceived oil leak actually may be a normal characteristic of the closed positive crankcase ventilation (PCV) system or some other unidentified condition.

The purpose of the closed PCV system is to keep harmful blowby gas from entering the atmosphere. Unfortunately, blowby gas production and air intake demands do not always match which allows some oil vapor from the crankcase to enter the intake system. As a result, this condition may lead to the incorrect diagnosis. **Oil in the intake system is common for a closed PCV system and is not a good indication for turbocharger failure.**

The oil seal inside the Isuzu turbocharger is a dynamic seal (not a rubber seal). Air pressure (i.e., boost pressure) on the compressor side and exhaust pressure on the turbine side keep the lubricating oil inside the turbocharger center housing. A reduction in pressure on either side of the center housing will allow oil to pass into either the intake or the exhaust side on the turbocharger. In order to correct oil bypassing, the source of the pressure reduction must be located and corrected. **The most common causes of this condition are a restricted air filter, incorrect engine oil and/or loose intake hose clamps or excessive crankcase pressure.**

In order to better service the customer and reduce the replacement of undamaged turbochargers, Isuzu has provided the following inspection information in order to aid the technician in properly diagnosing turbochargers.

NOTE: Turbocharger replacement requires Isuzu pre-authorization, contact your DSPM BEFORE replacing a turbocharger.

INSPECTION INFORMATION

Check the following items as part of normal turbocharger diagnosis.

IMPORTANT: If any of these conditions are found, the turbocharger most likely is OK and should NOT be replaced.

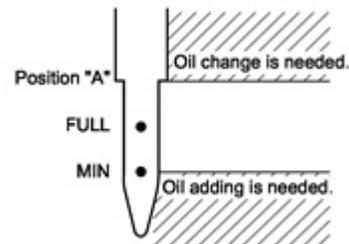
A TURBOCHARGER FAILURE CAUSED BY ONE OF THESE ITEMS IS NOT A WARRANTABLE REPAIR.

- Air Filter – Should be clean without restriction. A restricted air filter can create a vacuum condition on the intake system which may draw excessive oil through the closed PCV system. Check the Filter Minder Gauge for evidence of excessive inlet restriction has been recorded, if equipped.



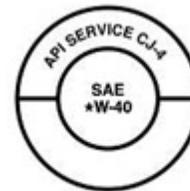
- If the air filter is restricted, replace the air filter as part of vehicle maintenance.

- Oil Level – Should not be exceeding the “MAX” level. A high or overfilled oil level will result in high crankcase pressure forcing excessive oil through the closed PCV system into the air intake.



- Adjust the oil level to the correct level as part of vehicle maintenance.

- Oil Condition – Check the oil quality for deterioration (lack of maintenance) or dilution (fuel in the oil). Poor oil quality can lead to aeration of the oil. Aerated oil will increase crankcase pressure forcing excessive oil through the closed PCV system into the air intake. Check for signs of aeration (milky color).



- Replace poor quality or diluted engine oil as part of vehicle maintenance. If diluted, find the source of dilution and correct.

- PCV System (4HK1 engine only) – Inspect the PCV hose and the PCV oil separator for obstruction or blockage. A blocked PCV hose will lead to increased engine crankcase pressure and could cause a turbocharger oil leak. Please reference service bulletin – “SB12-J-004 Air Cleaner Oil Intrusion Prevention – Bracket and Clip” for additional information.



- Clean or replace any damaged or plugged hoses as part of vehicle maintenance.

- Noise – Listen for high-pitched noises which can indicate air or gas leaks. An air leak can cause unstable intake pressure by allowing oil to leak through the turbocharger’s dynamic seal.

- Locate, repair or replace any loose or damaged hoses (metal, plastic or rubber) or clamps.

EXTERNAL VISUAL AND MECHANICAL INSPECTION

Any failures found during these inspections should be repaired as per the current published Service Manual.

- Listen for unusual mechanical noise and watch for vibration.
- General Installation - Inspect for missing or loose nuts, bolts, clamps, washers, loose or damaged intake and exhaust manifolds and their duct clamps, damaged or restricted oil supply and drain lines, cracked or deteriorated turbocharger housings, external oil or coolant leakage and for obvious heat distortion.

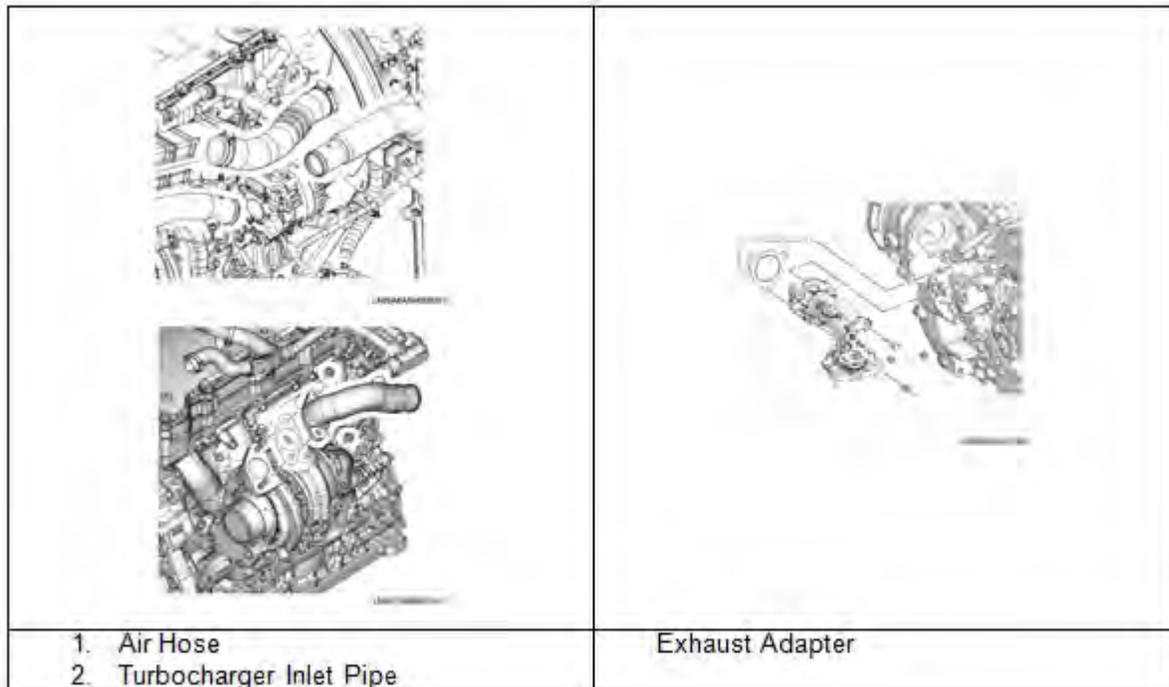
INTERNAL VISUAL INSPECTION

If a dealer is inspecting a turbo it is normal for the turbo to have what may be deemed “excessive play” in turbo shaft bearing because there is no oil pressure being supplied to the turbo.

Wiggling the turbo shaft with the engine off may lead the technician to feel there is excessive play in the turbo bearings. Some play in the turbo shaft with the engine off is normal. A technician may also notice that if they pull or push on the turbo shaft they can make the turbo blades hit the housing. This is also normal, and would not always lead to a turbo replacement.

The turbo rotates at extremely high speeds. If the bearing did have excessive wear, the turbo blades would hit the housing. If there are no signs of the blades hitting the housing, do not replace the turbo.

Remove the air hose, the turbocharger inlet pipe and the exhaust adapter from the compressor. Using an inspection light, inspect the compressor and turbine wheels for evidence of foreign object damage. If one or both of the wheels are damaged, a foreign object(s) has probably entered through the intake or exhaust system. Be sure to identify the origin of the foreign object, as foreign objects tend to occur from human error or deteriorated engine/intake systems. Repair the source for the foreign object and replace the turbocharger assembly. If **NO** damage is found, inspect the radial and axial shaft play.

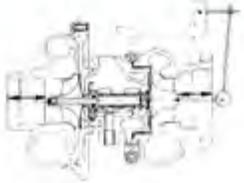


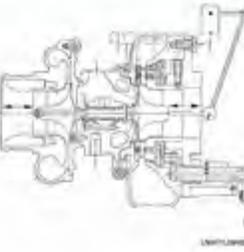
INTERNAL RADIAL AND AXIAL INSPECTION

Perform the following radial and axial play inspections. Refer to the Turbocharger section in the appropriate service manual. If measured play is within specification, there is no mechanical problem with the turbocharger, there are no turbocharger-related DTCs, and the turbocharger spins freely by hand, then it SHOULD NOT be replaced. Review the list of external visual and mechanical inspections for other potential issues.

Wheel Shaft Axial Play

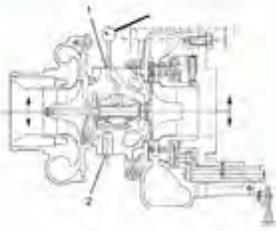
Spin the turbo shaft several times by hand before measuring, and be sure the shaft spins freely. This will remove some excess oil from the bearings which should provide a more accurate measurement. Use a dial gauge to measure the wheel axial shaft play when a force of 12 N (2.6 lb) is alternately applied to both sides of the compressor wheel.

Axial Measurement	Maximum Limit mm (in)	
4HK1	0.13 (0.0051)	

Axial Measurement	Maximum Limit mm (in)	
4JJ1	0.09 (0.0035)	

Use a dial gauge to measure the clearance between the wheel shaft and the bearing. For proper measurement, push up and pull down on the turbine and compressor wheels at the same time. Moving only one side or cocking of the shaft can lead to a smaller, inaccurate measurement.

Radial Measurement	Maximum Limit mm (in)	
4HK1	0.17 (0.0067)	

Radial Measurement	Maximum Limit mm (in)	
4JJ1	0.17 (0.0067)	

PE19-005

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8-9-2019

Information IB15-K-002A DTC
P0707 Inhibitor Switch Low
Voltage - Improved
DiagnosisAAAA

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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Information IB15-K-002A DTC P0707 Inhibitor Switch Low Voltage - Improved Diagnosis

Issue Date: AUGUST 2016

AFFECTED VEHICLES

- 2007-2017MY Isuzu N-Series
- 2007-2010MY Chevrolet/GMC W-Series

Equipped with AISIN Automatic Transmission

This bulletin supersedes IB15-K-002. This bulletin is being revised for new content. Please discard bulletin IB15-K-002.

INFORMATION

An investigation of inhibitor switches (replaced for DTC P0707) returned to the Warranty Parts Center has identified a high frequency of switches being replaced with “**no trouble found**” (NTF). The most likely root causes of the P0707 DTC are an open F-18 fuse or a stretched and/or improperly adjusted shift cable.

In order to better service the customer and to stop the unnecessary replacement of inhibitor switches, Isuzu recommends technicians to first check the F-18 fuse, then check, and if necessary, adjust the shift cable before diagnosing DTC P0707.

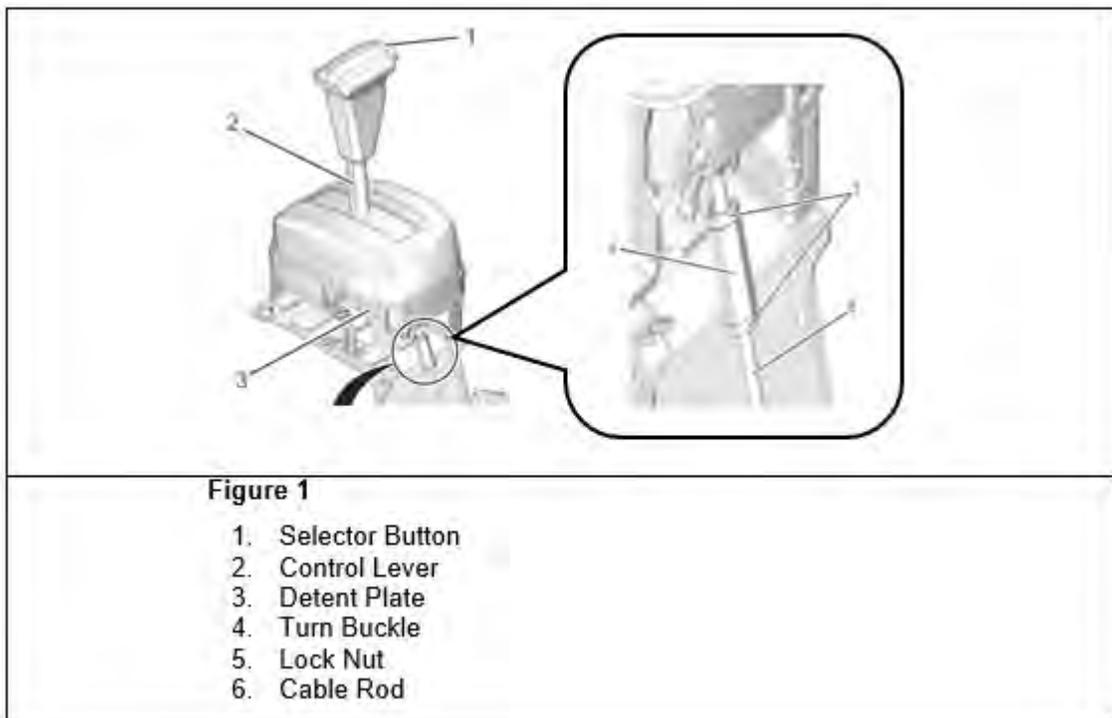
For the N-Series Stripped Chassis (Reach) - If the F-18 fuse is found to be open, refer to bulletin number IB14-N-002.

The shift cable adjustment procedure is provided below for your reference. If additional information is required, refer to the appropriate service manual.

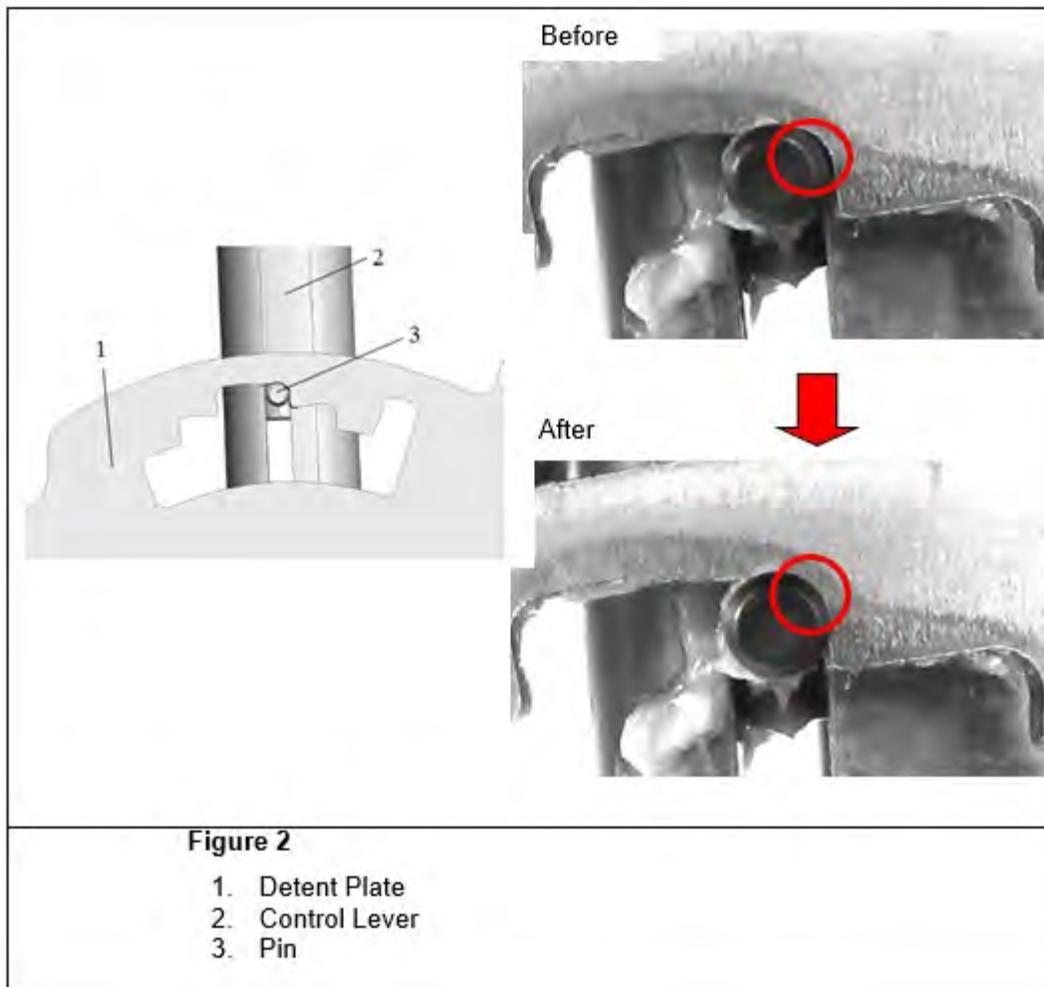
If the DTC resets after performing the above checks, follow the diagnostic chart for P0707 in the appropriate service manual.

SHIFT CABLE ADJUSTMENT PROCEDURE (excluding N-Series Stripped Chassis)

1. Apply the parking brake.
2. Ensure that the control lever is in the Neutral (N) position.
3. Make sure the TR switch parameter displays (N) using a scan tool.
4. Loosen both turn buckle lock nuts.



5. Adjust the control cable length by rotating the turn buckle until the pin touches the upper-right corner of the detent plate.



6. Push and release the selector button of the control lever three (3) times and confirm that the pin can smoothly operate without any interference with the detent plate.

7. Tighten the turn buckle lock nuts to the specified torque:

a. **Tightening Torque:** Lock Nut 6 Nm (52 lb in).

8. Turn the Key Sw. to ON position and shift to D position. Push the control lever slightly toward N position and using scan tool or vehicle meter confirm shift position indicator keeps showing "D". If "D" indication disappears and no position is indicated even momentarily, go back to Step 4 and adjust the cable.

9. Shift through all of the positions and confirm that the selector button operation and pin movement operate smoothly without any interference between the pin and the detent plate.

10. If there is any irregularity of operation from Step 9, repeat Steps 1 through 8 until there is smooth operation.

11. Turn the ignition switch to the ON position and confirm there is no

discrepancy of the shift position between the MID (Multi-Information Display) and the control lever indicator.

PE19-005

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8-9-2019

Information IB16-J-002A
Possible Causes for Engine Oil
Diluted With Diesel Fuel



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Information IB16-J-002A Possible Causes for Engine Oil Diluted With Diesel Fuel

Issue Date: MAY 2017

AFFECTED VEHICLES

- 2018MY Isuzu FTR
- 2005MY - Current Isuzu N-Series
- 2005-2010MY GMC and Chevrolet W-Series
Equipped with 4HK1 5.2L Diesel Engine
- 1999-2009MY Isuzu F/H Series
- 1999-2009MY GMC and Chevrolet C/T Series
Equipped with 6HK1 7.8L Diesel Engine
- 2011MY -Current NPR/NPR Stripped Chassis (Reach)
Equipped with 4JJ1 3.0L Diesel Engine

This bulletin supersedes information bulletin IB16-J-002. This bulletin is being updated to revise Model Years and Models. Please discard previous bulletin IB16-J-002.

INFORMATION

Isuzu Motors Limited has analyzed failed engines and determined that engine oil diluted with diesel fuel is a cause of some engine failures. If the engine oil level is high, the oil may be diluted with diesel fuel. This bulletin is being issued to advise dealers of possible reasons that engine oil may be overfull or diluted with diesel fuel.

1. Engine oil is overfilled during maintenance.

Refer to figure 1 for correct oil level on a dipstick.



Figure 1.

When refilling the engine oil, refer to the Workshop Manual (WSM) for the oil capacity of the engine you are servicing. Fill the engine with about 80% of the oil capacity. Start the engine to allow the oil filter to fill. Turn the engine off and allow the oil to drain down for several minutes, then check the dipstick. Continue to add oil as necessary to bring the level up to the full mark on the dipstick.

Note: On 2007-2010MY Models equipped with 4HK1 engines, refer to TSB SB09-J-006, “Oil Related Misdiagnosis – Engine Oil Dipstick Calibration Incorrect,” to ensure the correct dipstick is used.

2. Fuel tank fill and vent hoses are kinked during temporary transport or during vehicle upfit.

If the fuel tank fill and vent hoses are kinked, a vacuum will build up inside the fuel tank while the engine is running. This condition may cause the fuel tank to contract, potentially blocking off the fuel return line at the bottom of the fuel tank. This, in turn, will increase fuel pressure in the fuel return line, causing the fuel pump seal to release fuel into the crankcase.

Refer to figure 2 for an illustration of improperly installed and kinked fuel tank fill and vent hoses during transport.



3. Restricted fuel return line.

A restricted fuel return line between the engine and the fuel tank will increase fuel pressure in the fuel return line, causing the fuel pump seal to fail releasing fuel into the crankcase. Check the upfit installation to ensure that a fuel return line has not been crushed or kinked.

4. Incorrect installation of high pressure injector lines.

Lines can become damaged if improperly handled or improperly aligned during installation. Isuzu recommends that all high pressure fuel injection lines be replaced any time they are removed. Please follow the Workshop Manual procedure to make certain new lines are aligned and torqued properly.

Note: Any time a high pressure fuel injector line is replaced, the oil level should be measured and recorded before the vehicle is driven. A rise in oil level after a repair would be an indication of a fuel leak into the crankcase. The oil level should be rechecked after the vehicle's normal test drive to ensure a fuel leak into the crankcase is not occurring.

5. Leaking fuel return line gaskets under the valve cover (4HK1/6HK1 only).

If the fuel return lines have to be removed new gaskets should be used when reinstalling them. Refer to the Workshop Manual for proper torque.

PARTS INFORMATION

BULLETIN

DISTRIBUTION LIST

ISSUE DATE

BULLETIN NUMBER

ALL COMMERCIAL TRUCK DEALERS SEPTEMBER 01, 2017 AIPDN-PTS-CV17-17

TO: PARTS MANAGER

SUBJECT: 4HK1 LONG BLOCKS NOW INCLUDE HIGH PRESSURE FUEL LINES

AIPDN is pleased to announce that the following new 4HK1 Long Block part numbers will now include all four injector lines and the line from the injection pump to the common rail, as well as the ship loose gaskets. As the fuel lines are mandatory replacement items, adding these lines to the Long Blocks will provide dealers with the convenience of ordering only one part number when performing a Long Block repair.

Part Number	Description	Application	Dealer Net Price*	MSRP*	Dealer Core
2900002640	4HK1 LONG BLOCK ENGINE	2005-2006 N Series (12,000lb GVWR) 2005-2007 N Series (Non 12,000lb GVWR)	\$9,658.21	\$14,763.68	\$2,000.00
2900002660	4HK1 LONG BLOCK ENGINE	2007i-2010 N Series (12,000lb GVWR) 2008-2010 N Series (Non 12,000lb GVWR)	\$9,679.03	\$14,798.38	\$2,000.00
2900002650	4HK1 LONG BLOCK ENGINE	2011-2015 N Series 4H	\$9,171.10	\$13,951.83	\$2,000.00
2900002670	4HK1 LONG BLOCK ENGINE	2016- N Series 4H	\$9,670.62	\$14,784.37	\$2,000.00
8983763870	4HK1 LONG BLOCK ENGINE	2018 F Series	\$9,670.62	\$14,784.37	\$2,000.00

***The Dealer Net Price and MSRP include a \$2,000.00 dealer core charge.**

Pricing Subject to Change without Notice

Confirm Applicability of Part Number with Catalog before Ordering

PE19-005

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8-9-2019

PTS-CV17-17 4HK1 Long Blocks

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

PE19-005

ISUZU

8-9-2019

Throttle Body Cleaning

Throttle Body Cleaning

Tech Tip: 
Following throttle body cleaning, the idle speed may increase to 2000rpm. Perform a throttle relearn procedure. See next page.



Tech Tip: 
Unplug the throttle body connector prior to cleaning. **Why????**

Unstable, Incorrect Idle or Stalling can be caused by debris in the Throttle Body. Check for a dirty or non-OEM air filter, which is one cause for this condition. Inspect the throttle body bore and the throttle plate for deposits. To thoroughly inspect the throttle body, it is necessary to open the throttle plate.

CAUTION: Turn **OFF** the ignition before inserting fingers into the throttle bore. Unexpected movement of the throttle plate could cause personal injury.

 **DO NOT** insert any tools into the throttle body bore in order to avoid damage to the throttle valve plate.

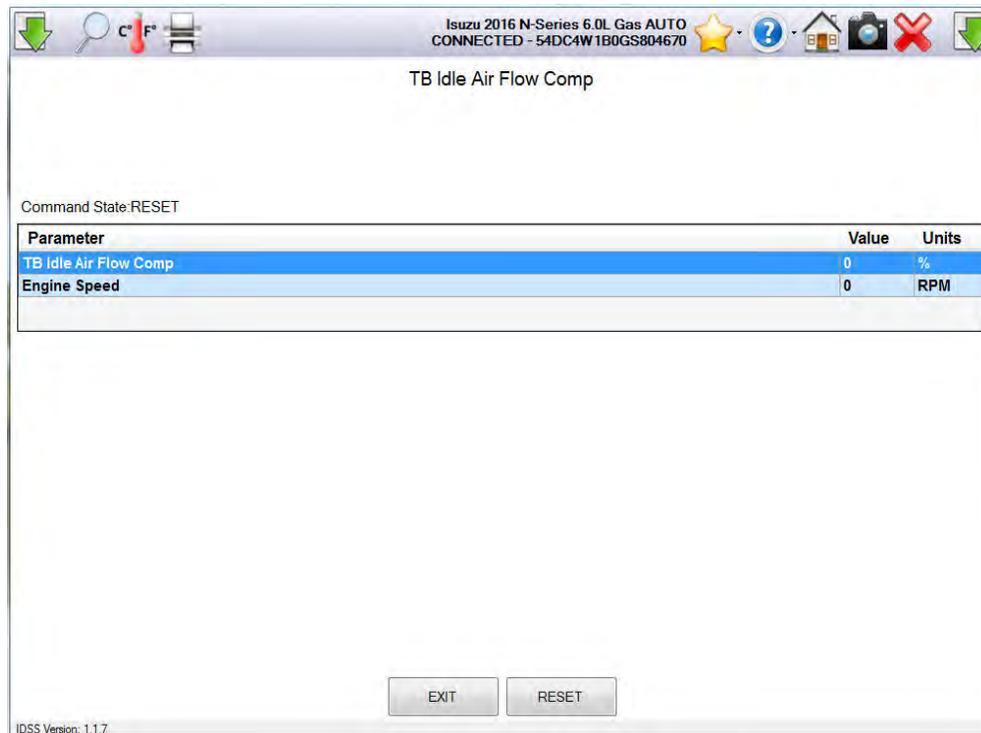
Clean the throttle body bore and the throttle plate using a clean shop towel with GM Top Engine Cleaner, (AC/Delco P/N 10-3007; GM 1052626), or AC-Delco Carburetor Tune-Up Conditioner, (AC/Delco P/N X66-A; GM 12302498), or an equivalent product.

 **DO NOT** use any solvent that contains **Methyl Ethyl Ketone (MEK)**. This solvent may damage fuel system components.

Following the throttle body cleaning, always perform a throttle relearn procedure.

Throttle Learn Reset

2008-2018



Throttle Learn:

The ECM learns the airflow through the throttle body and stores these values. This adjusts for variations due to wear or deposits. This learning continues for the life of the vehicle.

Anytime the throttle body airflow rate changes, the values must be relearned. Airflow changes could be due to throttle body cleaning or replacing, or ECM replacement or reprogramming. A new ECM will have TAC values set to zero. If learned values do not match the actual airflow, DTCs may set.

Throttle Body Learn Reset Procedure:

The IDSS scan tool has the ability to reset all learned values back to zero. Check for and repair all DTCs prior to performing this procedure. With the Ignition ON, engine OFF, connect the IDSS scan tool.

Go To:

2008-2009: Scan Tool > Output Control Tests > Engine > Idle Learn Reset > Select "Reset" Follow steps on screen.

2012-2018: Scan Tool > Output Control Tests > Engine > TB Idle Air Flow Comp > Select "Reset" Follow steps on screen.

PE19-005

ISUZU

8-9-2019

TSB SB10-K-001G Approved 6-
Speed AISIN Automatic
Transmission On-Vehicle
Internal Repairs



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TSB SB10-K-001G Approved 6-Speed AISIN Automatic Transmission On-Vehicle Internal Repairs - Transmission Control Module (TCM) Freeze Frame Data Collection

ISSUE DATE: MARCH 2018

AFFECTED VEHICLES

2007-2018MY Isuzu N-Series

2007-2010MY GMC/Chevrolet W-Series
Equipped with 6-Speed Aisin A/T

This bulletin supersedes SB10-K-001F. This bulletin is being revised to update model years. Please discard previous bulletin SB10-K-001F.

INFORMATION

In response to requests from the field and in an effort to reduce repair costs of the Aisin A465 6-speed transmission, the following On-Vehicle procedures have been approved for service at the dealer level.

The following procedures have been approved for repair. Refer to the Automatic Transmission sub-section Internal Harness (Wire to Solenoid) section in the appropriate Service Manual for diagnostic and service procedures.

NOTE: It may also be necessary to reprogram the TCM. Please refer to Service Bulletin SB12-K-003A to review the corresponding DTCs that may have set in the TCM.

Approved On-Vehicle Procedure	Quantity	Comments
J119 (10-pin) Wire to Solenoid Assembly, Replace	1	
J120 (12-pin) Wire to Solenoid Assembly, Replace	1	
A/T Neutral Switch	1	
Shift Solenoid SS1 ~ 4, Replace	4	
Transmission Fluid Pressure Switch, Replace	6	<i>PSW4 & PSW5 not allowable due to valve body disassembly</i>

In order to improve the quality of the original equipment manufacturer (OEM) and service replacement parts, Isuzu now requests dealers to capture TCM Freeze Frame Data for all Aisin A465 6-speed transmission component parts replaced under warranty.

The primary purpose of the TCM Freeze Frame Data is to obtain faster and more accurate quality information on all Aisin A465 6-speed transmission replaced components. The

collected information will be used to improve the reliability of OEM and service replacement transmission components.

TCM FREEZE FRAME DATA

Follow the below information to properly capture and synchronize TCM Freeze Frame Data.

IMPORTANT: IDSS must be connected to the internet in order to complete this process.

1. Confirm your computer is connected to the internet and open IDSS.
2. Select your subject vehicle and navigate to the following location: Scan Tool/DTC/Transmission DTC. Once in this location you will be able to select Freeze Frame/Failure Records.
3. Select Freeze Frame/Failure Records and follow the prompts.
 - a. Input the RO number.



IMPORTANT: Be sure to input the correct RO number. This is important for Isuzu engineers to match up captured data with the replaced component.

4. IDSS will confirm when "Freeze frame information has been sent".

PARTS INFORMATION

The following parts information is provided to assist in any repairs. Parts are to be obtained from AIPDN.

Part Number	Description
8-98179-069-0	J119 (10-pin) Wire to Solenoid Assembly
8-98179-070-0	J120 (12-pin) Wire to Solenoid Assembly
8-98079-390-0	A/T Neutral Switch
8-98179-071-0	Shift Solenoid SS1 ~ 4 R&R
8-98179-072-0	Transmission Fluid Pressure Switch (Low) #3, #6, #8
8-98179-073-0	Transmission Fluid Pressure Switch (High) #1, #2, #7
8-98179-074-0	Bolt, W/Washer, Transmission
8-98179-075-0	Bolt, Flange

WARRANTY INFORMATION

The following labor operation information is provided for warranty claim submission.

Labor Operation	Description	Labor Time
K6275	A/T Neutral Switch	See Published Labor Time
K6351	Fluid Pressure Switch, Replace	See Published Labor Time
K6554	A/T Internal Harness, Replace	See Published Labor Time
K6630	Shift Solenoid, Replace	See Published Labor Time

PE19-005

ISUZU

8-9-2019

TSB SB12-K-003B Preventing
Unnecessary AISIN 6-Speed
Automatic Reprogram
TCMAAAA

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TSB SB12-K-003B Preventing Unnecessary AISIN 6-Speed Automatic Transmission Repair or Replacement - Reprogram TCM

Issue Date: SEPTEMBER 2015

AFFECTED VEHICLES

- 2007-2015MY Isuzu N-Series
- 2007-2010MY Chevrolet/GMC W-Series

Equipped with Diesel Particulate Filter (DPF) and Automatic Transmission

This bulletin supersedes bulletin number SB12-K-003A. This bulletin is being revised to update affected vehicles and calibration information. Please discard previous bulletin SB12-K-003A.

INFORMATION

An investigation of AISIN transmission parts and assemblies has shown many components are being unnecessarily replaced. Isuzu has identified a common occurrence of an illuminated check transmission lamp with one or more of the following DTCs set in the transmission control module (TCM). **Many Results show there is no fault with the transmission.** These DTC's may be resolved by reprogramming the TCM with revised calibrations. The chart below identifies which vehicle years/models/DTC's for which this bulletin pertains.

Model	Affected DTCs
2007-2010MY	P0475, P0742, P0751, P0756, P0761, P0766, P0796
2011-2015MY 5.2L Diesel 4HK1	P0503, P0707, P0708, P0742, P0746, P0751
2011-2015MY 3.0L Diesel 4JJ1	P0756, P0751, P0756, P0761, P0766, P0776, P0796, P084B

Follow the diagnostics for these codes. If no mechanical fault can be found during normal diagnosis, follow the service procedure in this bulletin to correct the concern.

NOTE: DO NOT replace any parts unless test results prove that the parts are faulty.

SERVICE PROCEDURE

Reprogram the TCM with the latest software and calibrations using the Isuzu Diagnostic Service System (IDSS II) if the calibration part number is NOT listed below:

Model	Corrected Calibration

2007-2009MY 12,000GVW	98206912 or Higher
2008-2010MY 14,500GVW or Higher	98206913 or Higher
2011-2013MY 5.2L Diesel 4HK1	98208017 or Higher
2011-2012MY 3.0L Diesel 4JJ1	98208016 or Higher
2013-2015MY 3.0L Diesel 4JJ1	98282696 or Higher

WARRANTY INFORMATION

For vehicles still covered under the basic warranty, use:

Labor Operation	Description	Labor Time
K8010	P0756 Diagnostic Recalibration	0.4