

# ISUZU

# Campaign Service BULLETIN

## IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**  
SB05-04-S002

**ISSUE DATE:**  
JULY 2005

**GROUP:**  
ELECTRICAL

## INTERMITTENT INCORRECT TURN SIGNAL OPERATION SAFETY RECALL CAMPAIGN 05V-198



### CAMPAIGN IDENTIFICATION NUMBER

Number 05V-198 has been assigned to this recall campaign by the National Highway Traffic Safety Administration (NHTSA). This number will appear on all communications and documentation of any nature dealing with the campaign.

### AFFECTED VEHICLES

2003-2004 Isuzu Ascender (US/UT)

Involved are **certain** 2003-2004 Isuzu Ascender vehicles built within these VIN breakpoints: 4NUDS13S242100002 – 4NUET16SX36101449. Validate vehicle's VIN through Isuzu Communication System (ICS) Vehicle Inquiry or IsuzuONE.com Vehicle Inquiry.

### SERVICE INFORMATION

#### **Condition:**

The manufacturer General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2003-2004 Isuzu Ascender vehicles. Some of these vehicles have an intermittent condition in which the turn signals may not operate as designed. Material build up on the flasher relay may cause the turn signals to flash on both sides of the vehicle when activated,

similar to hazard warning flashers, or they may illuminate and remain illuminated instead of flashing. The instrument panel would indicate the incorrect operation if this were to occur. Incorrect operation of the turn signal indicator could fail to warn others of the driver's intentions and could lead to a vehicle crash.

#### **Correction:**

Dealers are to replace the flasher relay module.

### DEALER RESPONSIBILITY

Isuzu dealers are required to service all eligible 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 the 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.

Each Isuzu dealer will be supplied a copy of the AIMI Campaign Report (AWS-123-1A) listing affected vehicles assigned to that dealership. The report contains VIN and detailed owner information obtained from

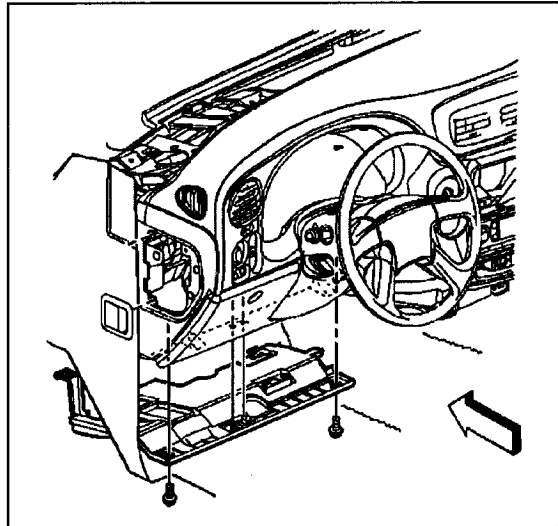
state motor vehicle registration records. The use of such motor vehicle registration data for any other purpose is a violation of the law in several states. Accordingly, dealers are urged to limit the use of this listing to the follow-up necessary to complete this campaign. If none of the affected vehicles are assigned to a dealership, no campaign report will be sent.

The National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

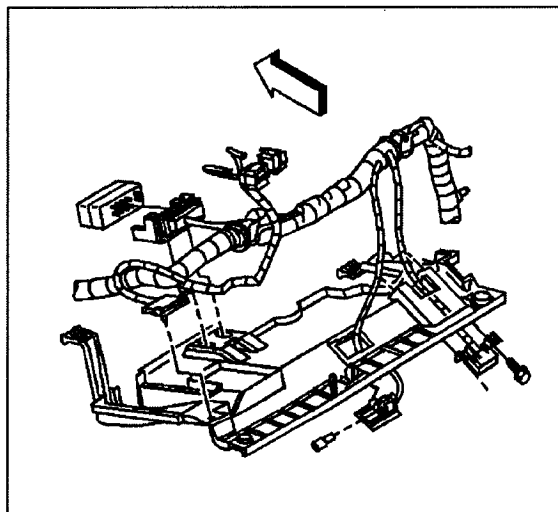
### OWNER NOTIFICATION

Isuzu Motors America, Inc. 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 PROCEDURE



1. Remove the 2 screws that retain the insulator panel to the instrument panel (I/P).
2. Release the insulator panel retaining clip from the I/P substrate.
3. Lower the insulator panel.



4. Remove the flasher retaining bracket from the insulator panel.
5. Disconnect the flasher from the electrical connector.

6. Remove the flasher from the vehicle.
7. Position the new flasher to the insulator panel.
8. Connect the electrical connector to the flasher.
9. Install the flasher retaining bracket to the insulator panel.
10. Install the insulator panel tabs to the cowl slots.
11. Raise the insulator panel to the I/P.
12. Install the insulator panel retaining clip to the I/P substrate.
13. Install the 2 screws that retain the insulator panel to the I/P.

### APPLYING THE CAMPAIGN LABEL

Affix the campaign label P/N 2-90028-700-0 adjacent to the manufacturer's identification label located inside the driver's door. Using a ballpoint pen, fill in the label with campaign number 05V-198, Isuzu dealer code and repair date.

<b>ISUZU</b>
<b>CAMPAIGN NUMBER</b>
_____
<b>DEALER CODE:</b> _____
<b>REPAIR DATE:</b> _____
<small>P/N 2-90028-700-0</small>

#### Tighten

Tighten the screws to 2.5 N·m (22 lb in).

### PARTS INFORMATION

Part Number	Description	Quantity Required
8-15231-201-0	Flasher, Hazard LP & T/Sig LP	1

### WARRANTY CLAIM INFORMATION

Use the following labor operation:

Operation	Operation No.	Task	Time	Failed P/N	Trouble Code
Flasher Relay-Replace	04V1388	Replace	0.2	8-15231-201-0	07

#### NOTE:

1. Labor Time **includes** administrative time allowance.
2. Information released on paper and electronic format prior to bulletin release cannot be updated. For the most current and up to date information refer to **IsuzuONE.com**
3. Always refer to the Isuzu Service Policy Procedure Manual for specific details on warranty coverage and policies.

NATIONAL SERVICE DEPARTMENT

SB05-04-S002

Dear Isuzu Ascender Owner:

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

**WHAT IS THE CONDITION?**

The manufacturer, General Motors, has decided that a defect which relates to motor vehicle safety exists in certain 2003 and 2004 Isuzu Ascender vehicles. Some of these vehicles have an intermittent condition in which the turn signals may not operate as designed. Material build up on the flasher relay may cause the turn signals to flash on both sides of the vehicle when activated, similar to hazard warning flashers, or they may illuminate and remain illuminated instead of flashing. The instrument panel would indicate the incorrect operation if this were to occur. Incorrect operation of the turn signal indicator could fail to warn others of the driver's intentions and could lead to a vehicle crash.

**WHAT WE WILL DO**

To correct this condition, your Isuzu dealer will replace the flasher relay module. This service will be performed for you at **no charge**.

**WHAT YOU SHOULD DO**

To limit any possible inconvenience, and in order to ensure that the necessary parts are obtained, we recommend that you 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 Campaign Service Bulletin SB05-04-S002. Isuzu estimates that the repair 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.isuzu.com](http://www.isuzu.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 National Owner Relations Department at the number listed below.

If you have any problems obtaining the needed repair or believe that this repair has not been or cannot be made within a reasonable time, you may contact:

**National Owner Relations Department**  
Isuzu Motors America, Inc.  
13340 183<sup>rd</sup> Street  
Cerritos, CA 90702  
1-800-255-6727.

If, after contacting your Isuzu dealer or the National Office 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, 400 Seventh Street S.W., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>

**REIMBURSEMENT**

The enclosed form explains what reimbursement is available and how to request reimbursement if you have already paid for repairs for the recall condition. Please provide the original paid receipt or invoice verifying the repair.

We regret any inconvenience which this action may cause you.

Sincerely,  
**ISUZU MOTORS 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.*