

# ISUZU

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

## Campaign Service BULLETIN

BULLETIN NUMBER:  
SB11-11-S001

ISSUE DATE:  
JANUARY 2011

GROUP:  
BODY

FMVSS NONCOMPLIANCE RECALL NO. 10V-575

LV

### Child Restraint Top Tether Anchor Not Accessible for Front Center Seating Position

#### AFFECTED VEHICLES

- 2004-2008 Model Year Isuzu I-Series Truck (TI)

Regular Cab, Extended Cab without Rear Seats Equipped with a Front 60/40 Split Bench Seat

#### SERVICE INFORMATION

##### CONDITION

General Motors, the vehicle manufacturer, has decided that certain 2004-2008 model year I-Series regular cab vehicles and extended cab vehicles without a rear seat, and equipped with a front 60/40 split bench seat fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 225, Child Restraint Anchorage Systems. The child restraint top tether anchor for the front center seat position in these vehicles is not accessible as required by the Standard. Without the top tether anchor, the child restraint may not be properly secured. FMVSS 225 also requires that the Owner Manual includes a step-by-step procedure for attaching a child restraint top tether to a vehicle top tether anchor.

##### CORRECTION

Customers will be mailed an Owner Manual Supplement that describes how to install a child restraint using a top tether in the center position. Isuzu Service Facilities are to modify the back panel trim cover to allow access to the top tether anchor, if requested by the customer.

## **SERVICE FACILITY RESPONSIBILITY**

Whenever a subject vehicle is presented to the Service Facility for service work, the Service Facility must take the necessary steps to ensure that this campaign has been completed prior to releasing the vehicle. Service Facilities are to inspect all eligible vehicles per the procedure attached. Service Facilities must service all vehicles subject to this Noncompliance Recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward if the customer requests the repair.

It is the Service Facility's responsibility to validate the eligibility of each specific vehicle by using the Isuzu Communications System (ICS), [isuzuone.com](http://isuzuone.com), or by calling the Dealer Support Line at 1-800-533-0244 (option 2).

Service Facilities will also be provided an Affected Vehicle Campaign Report (AWS123) via the Isuzu Communications System. (ICS) This 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 not allowed and improper use may violate State and Federal laws.

## **OWNER NOTIFICATION**

Isuzu Motors America, LLC will notify customers of this Noncompliance Recall of their vehicles (see copy of typical customer letter included with this bulletin).

## **VEHICLES INVOLVED**

Involved are **certain** 2004-2008 model year Isuzu I-Series Truck regular cab vehicles and extended cab vehicles without a rear seat, and equipped with a front 60/40 split bench seat.

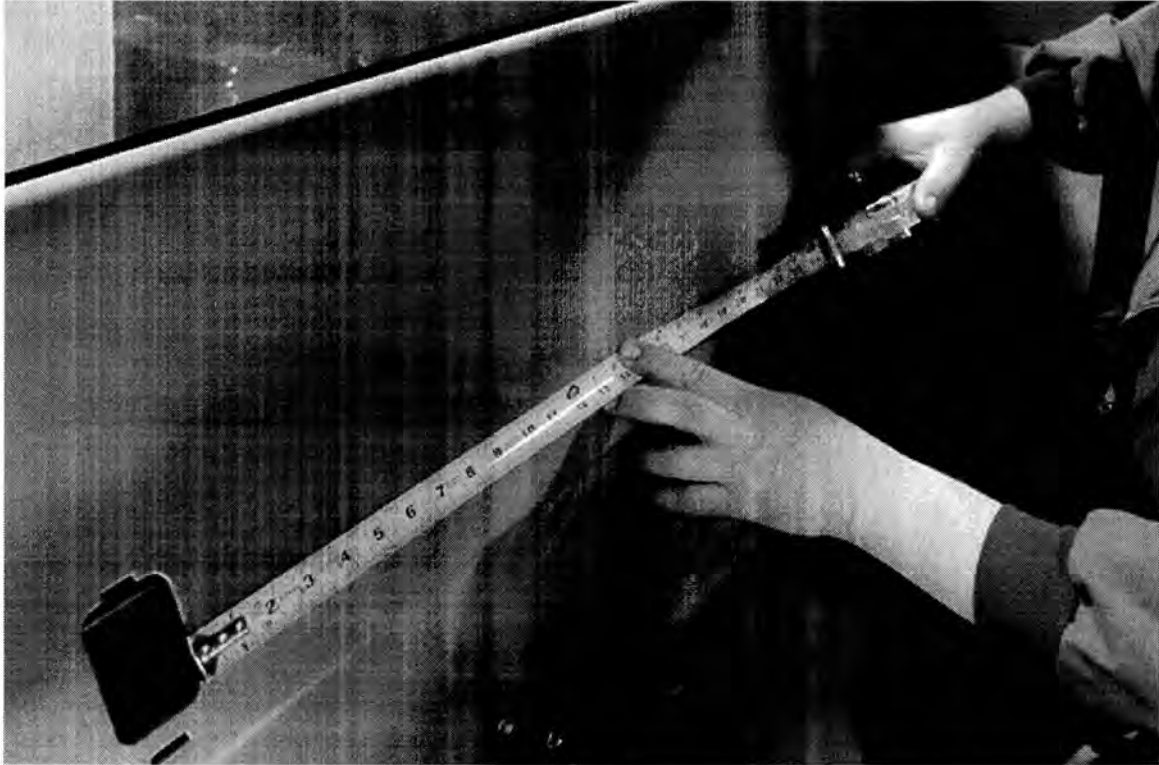
## **PARTS INFORMATION**

No parts are required for this recall

SERVICE PROCEDURE

**Note:** Do NOT perform this service procedure unless the customer has requested it.

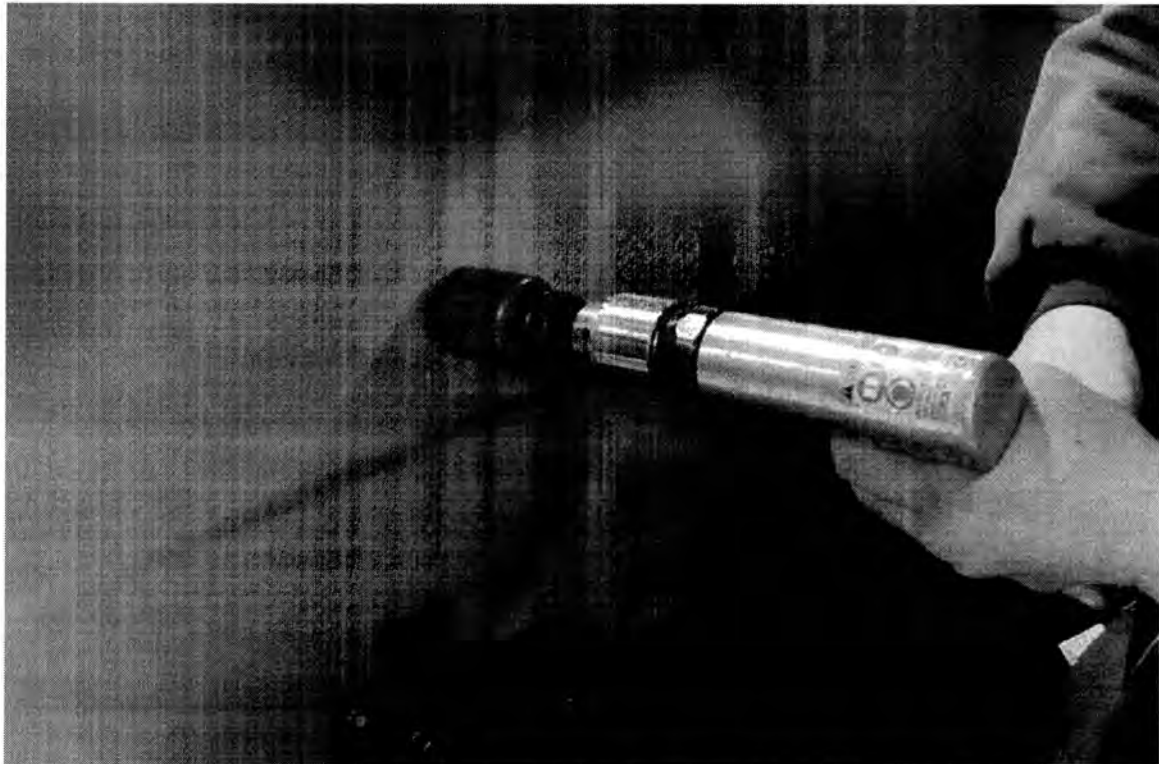
1. Move the driver and passenger seats to the full-forward position.
2. Remove the tether access cover. The cover is located on the passenger side of the vehicle.



3. Using a tape measure and pen, measure 341 mm (13 7/16 in) from the inboard side of the tether access hole to the center of the second (center) tether access point. Mark the center of the hole with a pen.

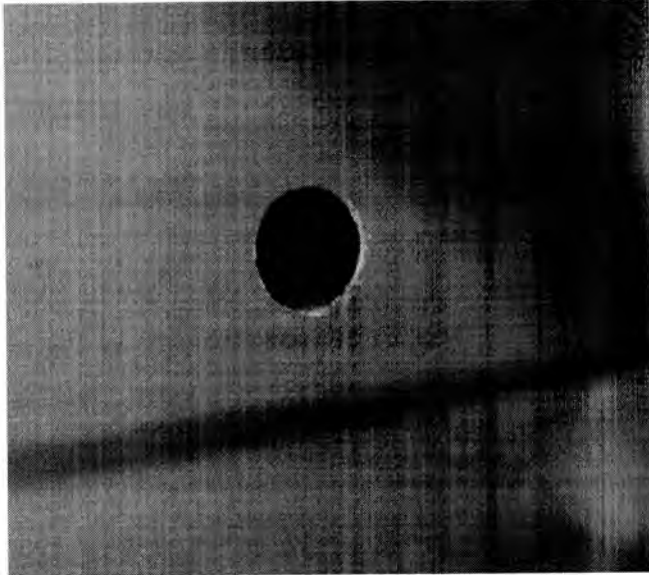


4. Using a tape measure and pen, measure and mark 461 mm (18 1/8 in) from the bottom of the trim panel upward to the measurement and cross mark the location made in Step 3.

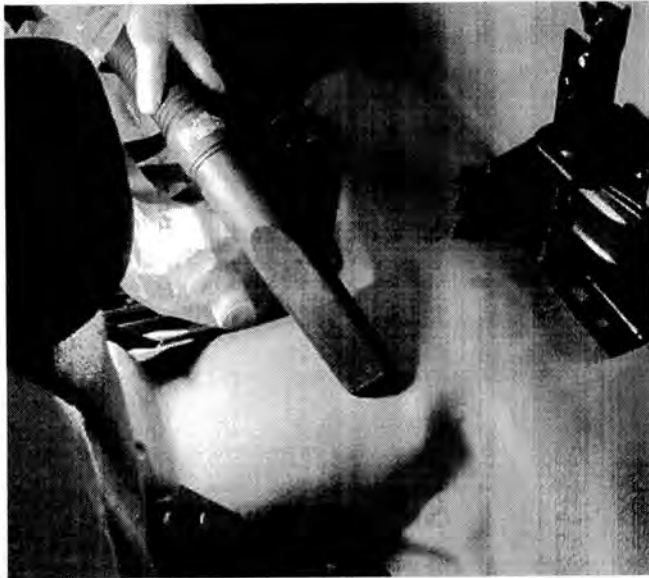


**Note:** To avoid damaging the sheet metal behind the trim panel, the drill bit must NOT extend more than 12 mm (3/16 in) from the outside edge of the hole saw.

5. Using a 63.5 mm (2.5 in) hole saw, cut a hole in the panel to gain access to the center tether access anchor point. Use the marks made in Steps 3 and 4 as your center point for the cut.



6. Clean the edge of the hole with a file. The actual hole will appear slightly larger than shown in the illustration.



7. Clean the debris from the floor using a vacuum cleaner.
8. Reinstall the tether access cover over the passenger side tether access point.
9. Move the driver and passenger seats back to the desired position.

**APPLYING THE CAMPAIGN LABEL**

- Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 10V-575, Isuzu dealer code, and repair date.

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

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

Submit a Campaign Claim with the information indicated below:

Operation	Oper. No.	Task	Time	Failed P/N	Trouble Code	Sublet Code*	Sublet Allow
Child Restraint Non Compliance Recall	11T5756	Drill Tether Access Hole (inc. Owner Manual Supplement)	0.3	N/A	07	N/A	N/A

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



*Owner Notification*

## **SAFETY RECALL NOTICE**

Dear Customer:

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

The manufacturer of your vehicle, General Motors, has decided that certain <Year> model year Isuzu ISeries vehicles fail to conform to Federal Motor Vehicle Safety Standard 225. The top tether anchor for the front center seat is not accessible and the Owner Manual does not include instructions regarding how to use the top tether. As a result, Isuzu Motors America, LLC (Isuzu) is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

### **WHAT IS THE CONDITION?**

The child restraint top tether anchor for the front center seat position in your vehicle is not accessible as required by the Standard. FMVSS 225 also requires that the Owner Manual includes a step-by-step procedure for attaching a child restraint top tether to a vehicle top tether anchor.

The top tether helps to secure a child seat. Even with the top tether, however, both the National Highway Traffic Safety Administration and Isuzu discourage placement of a child in a front seat. In the event of a crash, a child in a child restraint in the front center seat position with or without a top tether anchor restraint can be seriously injured or killed.

### **WHAT WE WILL DO**

FMVSS 225 requires that we provide the enclosed Owner Manual Supplement that describes how to install a child restraint using a top tether in the front center seat position; however, Isuzu does not recommend that you place a child restraint in the front center seat. A child in a child restraint in the front center seat position can be seriously injured or killed by the frontal airbags if they inflate.

If you must transport a child in a forward-facing child restraint in your vehicle, Isuzu recommends placing the forward-facing child restraint in the right front passenger seat where a top tether anchor is already accessible. The vehicle may have a passenger sensing system or a manual on-off switch that is designed to turn off the right front passenger frontal airbag under certain conditions. In addition, a forward-facing child restraint installed in the right front passenger seat would not interact with the driver's frontal airbag. Rear-facing child restraints should not be installed in vehicles without a rear seat, even if the passenger airbag is off. Please refer to the appropriate section in your Owner Manual for more information.

Your Isuzu Service Facility will cut a hole into the back panel trim cover to allow access to the top tether anchor for the front center seat position. See the enclosed insert for an illustration. This service procedure will be performed for you at **no charge**.

### **WHAT YOU SHOULD DO**

Please place the enclosed Owner Manual Supplement in your Owner Manual in the Seats and Restraints section for future reference.

Because a child in a child restraint in the front center seat position can be seriously injured or killed by the frontal airbags if they inflate, Isuzu does not recommend installing child restraints in the front center seat position.

To limit any possible inconvenience, we recommend that you contact your Isuzu Service Facility 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 Recall No. 10V-575. Isuzu estimates that the repair will take approximately 20 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled and processed at your Service Facility. After this procedure has been performed by your Isuzu Service Facility, the Owner Manual Supplement provides a step-by-step procedure for attaching a child restraint top tether to the vehicle top tether anchor for the front center seat position. To locate the nearest Isuzu Service Facility, visit our website at [www.isuzu.com](http://www.isuzu.com) and click on the Service Facility 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.

*Bulletin draft Isuzu Service Communications 1-12-2011*

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

National Owner Relations Department  
Isuzu Motors America, LLC  
1400 S. Douglass Road Suite 100  
Anaheim, CA 92806  
1-800-255-6727

If you still are not satisfied, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., 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>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience that this action may cause you.

Sincerely,

ISUZU MOTORS AMERICA, LLC



**THIS INFORMATION IS IN ADDITION TO THE CHILD RESTRAINT INFORMATION CONTAINED IN YOUR OWNER MANUAL**

**Where to Put the Restraint**

According to accident statistics, children and infants are safer when properly restrained in a child restraint system or infant restraint system secured in a rear seating position.

Isuzu recommends that children and child restraints be secured in a rear seat, including: an infant or a child riding in a rear-facing child restraint; a child riding in a forward-facing child seat; an older child riding in a booster seat; and children, who are large enough, using safety belts.

Never put a rear-facing child seat in the front. This is because the risk to the rear-facing child is so great, if the airbag deploys.

**Warning:** A child in a rear-facing child restraint can be seriously injured or killed if the right front passenger airbag inflates. This is because the back of the rear-facing child restraint would be very close to the inflating airbag. A child in a forward-facing child restraint can be seriously injured or killed if the right front passenger airbag inflates and the passenger seat is in a forward position.

The vehicle may have a passenger sensing system or a manual airbag on-off switch which is designed to turn off the right front passenger frontal airbag under certain conditions. Even if the passenger sensing system or manual airbag on-off switch, if equipped, has turned off the right front passenger frontal airbag, no system is fail-safe. No one can guarantee that an airbag will not deploy under some unusual circumstance, even though it is turned off.

Secure rear-facing child restraints in a rear seat, even if the airbag is off. If you secure a forward-facing child restraint in the right front seat, always move the front passenger seat as far back as it will go. It is better to secure the child restraint in the back of a vehicle equipped with a rear seat.

See "Passenger Sensing System" or "Airbag On-Off Switch" in the vehicle owner manual for additional information.

**Warning:** A child in a child restraint in the center front seat can be badly injured or killed by the frontal airbags if they inflate. Never secure a child restraint in the center front seat. It is always better to secure a child restraint in a rear seat.

Do not use child restraints in the center front seat position.

Isuzu understands that there may be certain circumstances where it is necessary to transport a child in a forward-facing child restraint in your vehicle. In these cases, we recommend placing the forward-facing child restraint in the right front passenger seat where a top tether anchor is already accessible. The vehicle may have a passenger sensing system or a manual airbag on-off switch which is designed to turn off the right front passenger frontal airbag under certain conditions. In addition, a forward-facing child restraint installed in the right front passenger seat would not interact with the driver frontal airbag. Rear-facing child restraints should not be installed in vehicles without a rear seat, even if the airbag is off. See "Child Restraints" in the vehicle owner manual for instructions on how to install a child restraint in the right front seat position.

## **Securing Forward-Facing Child Restraints (Center Front Seat Position)**

For vehicles without rear seats, manufacturers are required to provide top tether anchors for all non-driver seating positions and instructions for using those anchors. Even if a top tether anchor is available, you should not install a child restraint in the center front seating position.

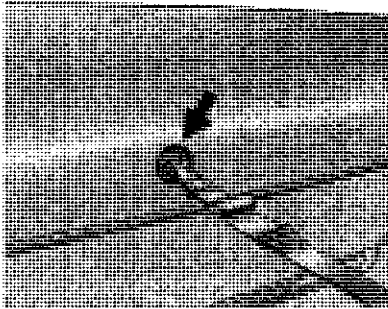
**Warning:** A child in a child restraint in the center front seat can be badly injured or killed by the frontal airbags if they inflate. Never secure a child restraint in the center front seat. It is always better to secure a child restraint in a rear seat.

In addition, some larger child restraints, if installed in the center front seating position, may interfere with access to the driver and right front passenger safety belt buckles. See "Safety Belts" in the vehicle owner manual for information, including warnings, about the importance of safety belt use.

If you must transport a forward-facing child restraint in the center front seat position, you must have a hole in the back panel trim cover to allow access to the top tether anchor for that position. If your vehicle does not already have a hole, you must have a service procedure performed on your vehicle prior to securing a forward-facing child restraint in the center front seat position. Your Isuzu service facility will cut a hole into the back panel trim cover to allow access to the top tether anchor for the front center seat position. This service procedure will be performed for you at no charge.

The lap belt would be used to secure a child restraint in this position, following the instructions that came with the child restraint.

1. Adjust the driver seat to the desired driving position. Fold the armrest up, if equipped. Move the passenger seat so that the seat and seatback are aligned with the driver seat and seatback positions. See the appropriate section in the vehicle owner manual for more information on adjusting the seat and seatback.
2. Place the child restraint on the seat.
3. If the child restraint manufacturer recommends using a top tether anchor, attach the top tether on the child restraint to the top tether anchor on the vehicle. Route the top tether according to the child restraint instructions and the following instructions:
  - 3.1. Route the top tether over the center seatback or folding armrest, if equipped.



- 3.2. Attach the top tether to the slots in the back panel as shown. Do not tighten the top tether at this time.
4. Pick up the latch plate on the center position lap safety belt, and run the lap safety belt through the restraint. The child restraint instructions will show you how.
5. Push the latch plate into the buckle until it clicks. Position the release button on the buckle so that the safety belt can be unbuckled.
6. Tighten the center position lap belt by pulling on the loose end of the belt. It may be helpful to use your knee to push down on the child restraint as you tighten the belt.
7. Tighten the top tether. Follow the child restraint manufacturer's instructions.
8. Before placing a child in the child restraint, make sure it is securely held in place. To check, grasp the child restraint at the safety belt path and attempt to move it side to side and back and forth. When the child restraint is properly installed, there should be no more than 2.5 cm (1 in) of movement.