



August 2011
Safety Recall Campaign 11V-415
Bulletin CB11-J-002

URGENT-CRUISE CONTROL WILL NOT CANCEL SAFETY RECALL

To: All Isuzu Commercial Truck Dealer Service Managers and Parts Managers

This letter, Campaign Bulletin CB11-J-002 and an affected vehicle report (if applicable) are being sent to you to notify you of a Safety Recall affecting certain Isuzu N-Series commercial trucks.

Affected Vehicles:

2012 Isuzu N-Series

Equipped with 6.0L gasoline engine

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.

Dealer Action: To correct this condition, Isuzu dealers are to reprogram the ECM at **no charge to the customer.**

Important: Any calibration available on 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.

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). 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.

Owner Notification:

OWNER NOTIFICATION WILL BEGIN END OF AUGUST OR EARLY SEPTEMBER 2011

Please ensure that all appropriate personnel within your dealership are aware of this safety recall and that the necessary repairs are performed at no charge to the customer on all affected vehicles regardless of mileage, age of vehicle or ownership. In addition, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service, you must perform the recall remedy before selling or releasing the vehicle.