

BULLETIN NUMBER:
CB11-J-002

ISSUE DATE:
AUGUST 2011

GROUP:
ENGINE

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

AFFECTED VEHICLES

2012 Isuzu NPR/NPRHD

SERVICE INFORMATION

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

- 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

- Apply the campaign label.

APPLYING THE CAMPAIGN LABEL

- 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.
- 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	À	À	V1102	0.4	À

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.