



Campaign Service BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB14-N-001

ISSUE DATE:
MAY 2014

GROUP:
ELECTRICAL

Safety Recall



INOPERATIVE HORN – 14V-203

(Transport Canada #2014-143)

AFFECTED VEHICLES

- 2012-2013MY Isuzu Stripped Chassis (Reach Van)
Produced between July 2011 through August 2013

SERVICE INFORMATION

CONDITION

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2013MY Isuzu Stripped Chassis (Reach Van) produced between July 2011 and August 2013. In the affected vehicles, a resin covering used during transportation may have fallen between the steering column and the horn contact shaft. If the resin cover fell, the lubricant for the horn contact shaft may have been removed and the horn contact shaft could be bent causing the horn to become inoperable. An inoperable horn may not be available in an emergency to help avoid a crash.

CORRECTION

Isuzu dealers are to inspect the horn contact shaft, apply grease and if necessary replace the steering wheel combination switch assembly. This service will be performed for the customer at **no charge**.

VEHICLES INVOLVED

Involved are *certain* 2012-2013 model year Isuzu Stripped Chassis (Reach Van) vehicles produced between July 2011 and August 2013.

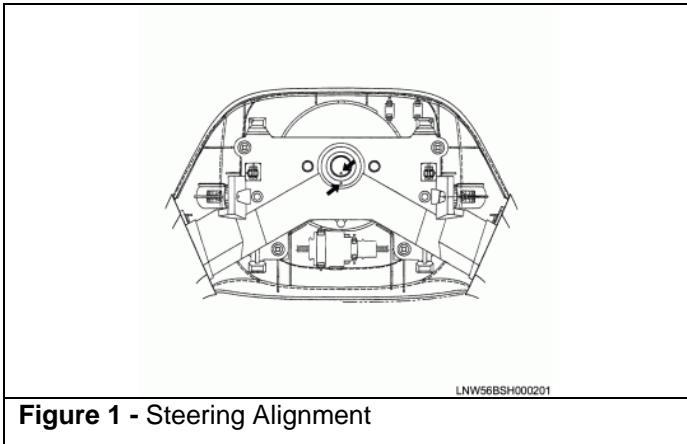
PARTS INFORMATION

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. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

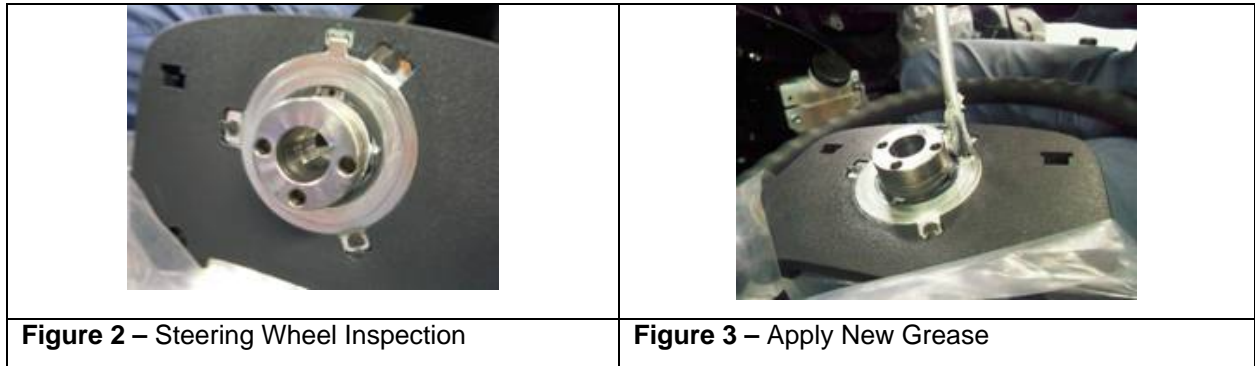
| Part Number | Description | Qty |
|---------------|-------------------------|--------------|
| 8-97383-518-0 | Combination Switch | As Necessary |
| 2-90201-400-0 | Horn Contact Grease Kit | 1 |
| 2-90028-700-0 | Campaign Label | 1 |

INSPECTION AND GREASE APPLICATION PROCEDURE

1. Set the steering wheel to its straight ahead position.
2. Disconnect the battery.
3. Remove the horn pad by pushing up the leg of the horn pad.
4. Apply alignment markings to the steering wheel and the steering shaft.
5. Loosen the steering wheel nut so it is flush at the top of the steering shaft.
6. Begin to loosen the steering wheel by holding firmly at 9 o'clock and 3 o'clock positions. Firmly wiggle and pull up towards the driver's direction until the steering wheel is loosened from the steering shaft.
7. Remove the steering wheel nut and washer (save for reuse), and remove the steering wheel.



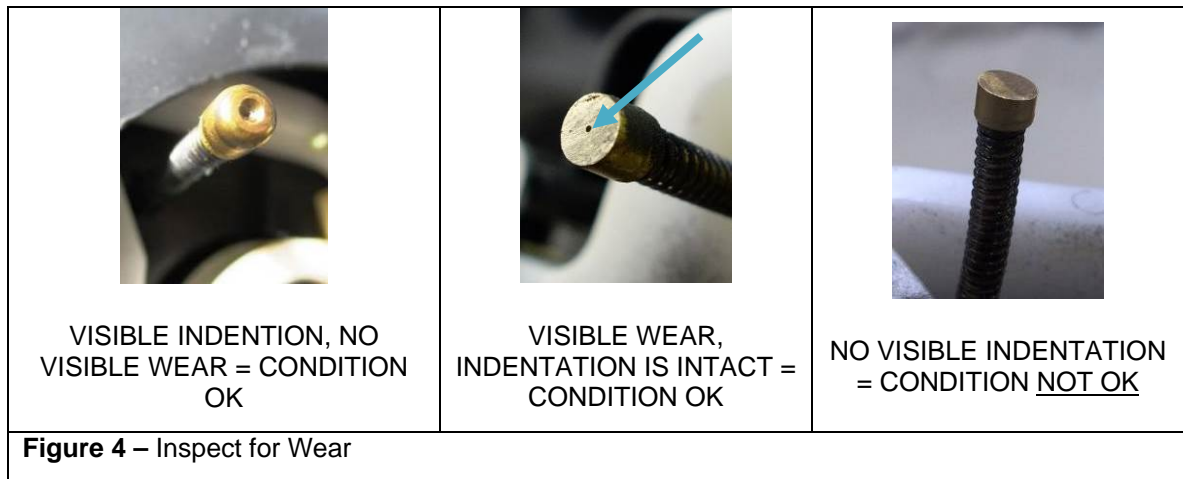
8. Wipe off the old grease behind the steering wheel.
9. Apply new grease to the contact ring on the back of the steering wheel (0.5g).



10. Inspect the horn contact shaft for premature wear and/or bending.

a. Inspect for Wear

i. Inspect the horn contact shaft for a visible indentation = CONDITION OK.

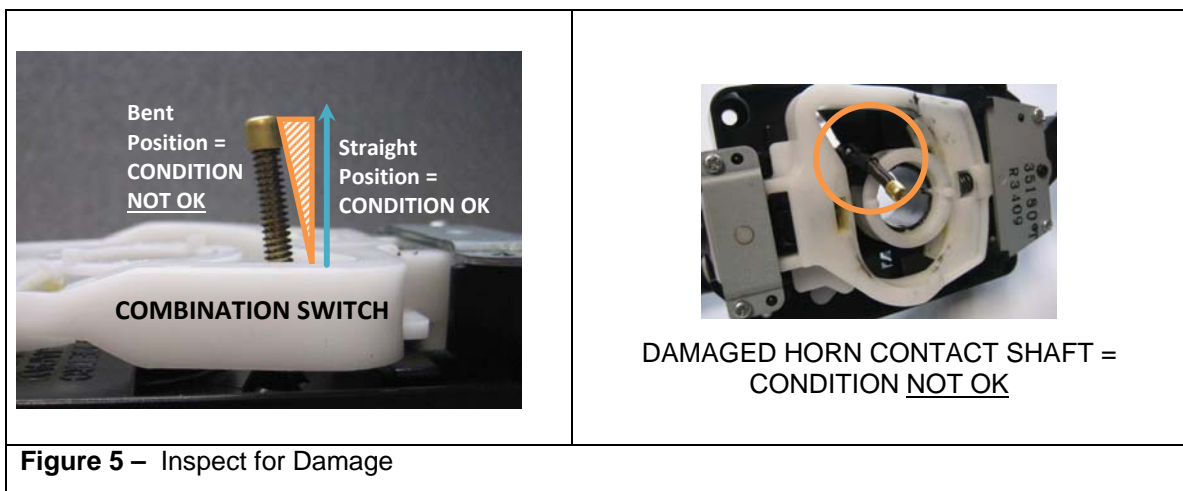


b. Inspect for Damage

i. Depress the horn contact shaft several times.

1. If the shaft springs back easily = CONDITION OK.

2. If the shaft does not spring back easily = CONDITION NOT OK.



11. If the condition of the horn contact shaft has been determined to be OK, reinstall the steering wheel and apply the campaign label.

12. If the horn contact shaft has been determined NOT OK as noted above in Step 10 (that is, if it is worn or damaged), follow the combination switch assembly replacement procedure in this bulletin.

SERVICE PROCEDURE

COMBINATION SWITCH REPLACEMENT - REMOVAL

1. Remove the three (3) screws under the steering cowl and save for reuse.

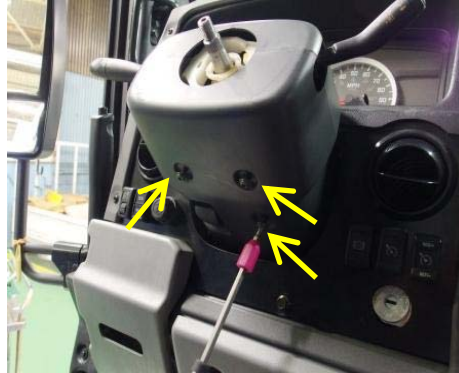


Figure 6 – Steering Cowl

2. Separate the upper claw from the lower claw to remove.
 - a. The lower claw is released by pushing the convex surface along the splitting line of the steering cowl.
 - b. The lower claw can be released by hooking a finger on top of the dividing section of the upper and lower steering cowl and pulling it outwards.
 - c. The upper claw is released by pulling the lower section of the steering cowl outwards while lifting it up with the upper dividing section as its axis.
 - d. Remove the harness from the fixed clip and remove the steering cowl.



Figure 7 – Remove Harness from the Fixed Clip on the Steering Cowl

3. Remove the Brake Fluid Reservoir Cover.
4. Remove the parking brake lever cover at the three (3) screw locations (save for reuse).



Figure 8 – Brake Fluid Reservoir Cover – Removed

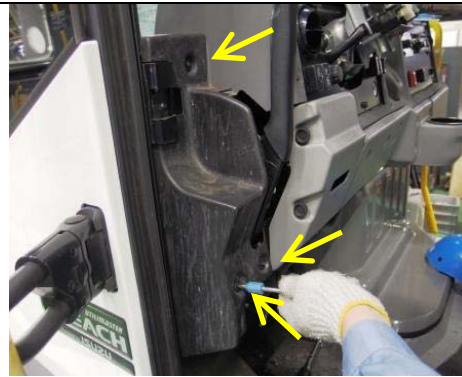


Figure 9 – Parking Brake Cover

5. Remove the meter hood at the six (6) screw locations (save for reuse).

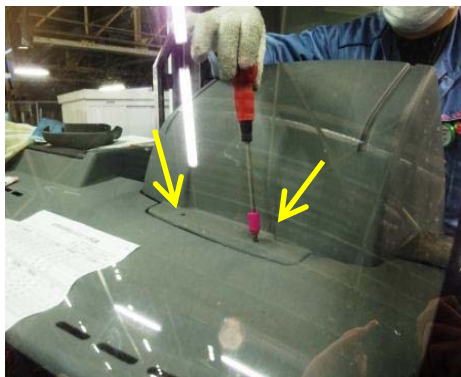


Figure 10 – Back of Meter Hood



Figure 11 – Front of Meter Hood

6. Disconnect the combination switch harness at ETM B-35 and B-425 connectors at the instrument harness, and remove from behind the panel.

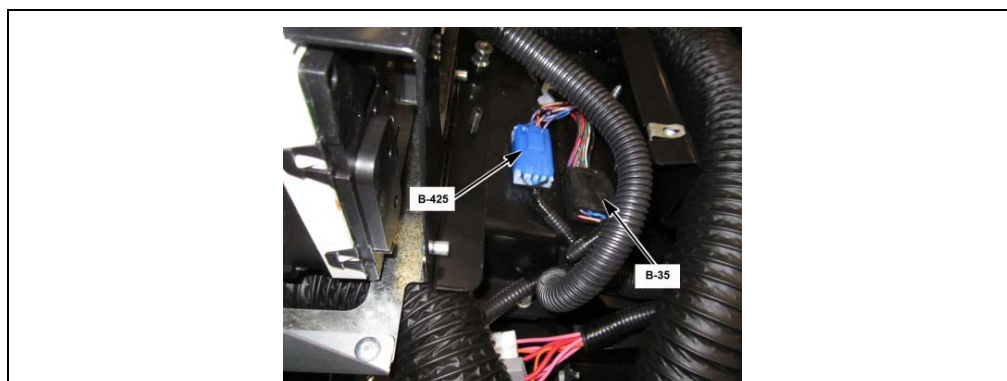


Figure 12 – Disconnect ETM B-425 and B-35 Harness Connectors

7. Remove the harness clip to free the combination switch harness.

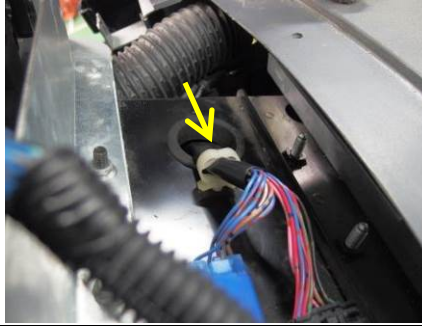


Figure 13 – Harness Clip Removal

8. Remove the four (4) screws (save for reuse) on the combination switch assembly and removed the assembly.



Figure 14 – Remove Combination Switch Assembly

INSTALLATION

1. Install the new combination switch assembly at the steering column and tighten at the four (4) screw locations.
2. Push the new combination switch harness to the instrument harness connection terminal at the back of the panel.
3. Connect the new combination switch harness to the instrument harness at ETM connectors B-35 and B-425 behind the instrument panel.
4. Reinstall the harness clip removed during Step 6.
5. Reinstall the meter hood and tighten at the six (6) screw locations.
6. Reinstall the parking brake lever cover and tighten at the three (3) screw locations.
7. Reinstall the brake fluid reservoir panel and fasten into place.
8. Clip the new combination switch harness to the lower left bottom section of the steering cowl.

9. Join the steering cowl components on to the steering column and tighten at the three (3) screw locations.
10. Set the steering wheel onto the steering column, according to the alignment marks made in Step 4 of the Inspection and Grease Application Procedure to ensure the steering wheel is installed correctly.
11. Install the steering wheel nut and washer, and tighten.
 - a. Tightening Torque: 42 Nm (31 lb ft)
12. Install the horn pad. Once connected to a contact lead, push the plastic tab of the leg section to reconnect.
13. Reconnect the battery.
14. 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 14V-203, Isuzu dealer code, and the repair date.
2. Affix the campaign label onto the driver's side B-pillar.

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

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 |
|-------------------|--|--------------------|
| V1401 | Inspect Combination Switch Horn Contact Shaft and Apply Grease | 0.4 |
| V1402 | Inspect Combination Switch Horn Contact Shaft and Replace Combination Switch | 0.7 |

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.

OWNER LETTER – US

IMPORTANT SAFETY RECALL

MAY 2014

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your <model year> model year Reach Van, VIN <VIN> is involved in safety recall 14V-203.

WHAT IS THE CONDITION?

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2013MY Isuzu Stripped Chassis (Reach Van) produced between July 2011 and August 2013. In the affected vehicles, a resin covering used during transportation may have fallen between the steering column and the horn contact shaft. If the resin cover fell, the lubricant for the horn contact shaft may have been removed and the horn contact shaft could be bent causing the horn to become inoperable. An inoperable horn may not be available in an emergency to help avoid a crash.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will inspect the horn contact shaft, apply grease and if necessary replace the steering wheel combination switch assembly in your vehicle at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your dealer to schedule an appointment. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB14-N-001. Isuzu estimates that the repair will take approximately 45 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, click on the dealer locator icon 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
1-866-441-9638**

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. 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

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.

IMPORTANT SAFETY RECALL

MAY 2014

Dear Customer,

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. Your <model year> model year Reach Van, VIN <VIN> is involved in safety recall Transport Canada #2014-143 (NHTSA #14V-203).

WHAT IS THE CONDITION?

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2013MY Isuzu Stripped Chassis (Reach Van) produced between July 2011 and August 2013. In the affected vehicles, a resin covering used during transportation may have fallen between the steering column and the horn contact shaft. If the resin cover fell, the lubricant for the horn contact shaft may have been removed and the horn contact shaft could be bent causing the horn to become inoperable. An inoperable horn may not be available in an emergency to help avoid a crash.

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To correct this condition, your Isuzu dealer will inspect the horn contact shaft, apply grease and if necessary replace the steering wheel combination switch assembly in your vehicle at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your dealer to schedule an appointment. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB14-N-001. Isuzu estimates that the repair will take approximately 45 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.isuzutruck.ca, and click on the dealer locator icon and enter your province. Should you not have access to a computer terminal please contact our Customer Relations Department by calling the number listed below.

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

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of Canada

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.

RAPPEL DE SÉCURITÉ URGENT

MAI 2014

Cher Clients,

Cet avis vous est envoyé conformément aux exigences de la Loi sur la sécurité des véhicules automobiles du Canada. Votre véhicule de la série Reach Van, VIN <VIN>, d'année modèle <model year> est impliqué dans le rappel de sécurité numéro #2014-143 (NHTSA #14V-203) de Transport Canada.

QUELLE EST LA CONDITION?

Le fabricant, Isuzu Motors Limited, a décidé qu'un défaut, qui se rapporte à la sécurité des véhicules automobiles, existe dans certaines fourgonnettes Reach de séries N Isuzu d'années modèles 2012 et 2013 produits entre juillet 2011 et août 2013. Dans les véhicules affectés, un revêtement de résine utilisé pendant le transport peut avoir tombé entre la colonne de direction et l'arbre de contact de l'avertisseur sonore. Si le revêtement de résine est tombé, le lubrifiant pour l'arbre de contact de l'avertisseur sonore peut avoir été retiré et l'avertisseur sonore pourrait être courbé causant l'avertisseur sonore de devenir inutilisable. Un avertisseur sonore inutilisable ne sera pas disponible en cas d'urgence pour aider à éviter un accident.

CE QUE NOUS ALLONS FAIRE

Pour corriger cette condition, votre concessionnaire Isuzu va inspecter l'arbre de contact de l'avertisseur sonore, il appliquera du lubrifiant et si nécessaire remplacera l'ensemble de commutateur de combinaison volant dans votre véhicule **sans frais**.

CE QUE VOUS DEVEZ FAIRE

Nous vous recommandons de contacter votre concessionnaire pour planifier un rendez-vous. Présenter cette lettre de Notification du propriétaire au moment de votre rendez-vous ou se référer au numéro du Bulletin CB14-N-001. Isuzu estime que la réparation prendra environ 45 minutes à effectuer. Cependant, un délai supplémentaire peut être nécessaire selon les rendez-vous prévus et traités chez votre concessionnaire. Pour trouver le concessionnaire Isuzu le plus près vous pouvez visiter notre site Web à www.isuzutruck.ca et cliquez sur Trouver un Concessionnaire et choisir votre province. Si vous n'avez pas accès à l'Internet veuillez communiquer avec notre Département de Service à la Clientèle en composant le numéro énuméré ci-dessous.

Isuzu Camions Commerciaux du Canada, Inc.
Service à la Clientèle
1-866-441-9638

Nous regrettons tout inconvénient que cette action peut vous causer.

Sincèrement,
Isuzu Camions Commerciaux du Canada, Inc.

Important: Si vous avez vendu ou échangé votre véhicule Isuzu, s'il vous plaît entrez le numéro d'identification, le nom du nouveau propriétaire, et leur adresse, s'il est connu, dans le «Changement d'information » sur la carte postale jointe. Frais de port a déjà été payée. Nous contacterons le nouveau propriétaire.