



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:  
**SB14-04-S004**

ISSUE DATE:  
**NOVEMBER 2014**

GROUP:  
**ELECTRICAL**

## SAFETY RECALL 14V-404



LV

### DRIVER DOOR SWITCH SHORT CIRCUIT

#### AFFECTED VEHICLES

- 2006-2007MY Isuzu Ascender Vehicles

#### SERVICE INFORMATION

#### CONDITION

The manufacturer of your vehicle, General Motors, has decided that a defect, which relates to motor vehicle safety, exists in certain 2006-2007 Isuzu Ascender vehicles that were previously repaired under safety recalls 12V-406 and 13V-248. The service bulletin provided that if the driver's door module was functioning properly, a protective coating was to be applied. If the module was not working properly, it was to be replaced. Vehicles that were repaired by having a protective coating applied to the driver's door module may continue to have a safety-related defect.

If fluid, such as melted snow containing road salt enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or to stop working. A short may cause overheating, which could melt components of the door module, producing odor, smoke or fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed.

**Note: It is advised that customers park their vehicle outdoors until it has been remedied.**

#### CORRECTION

Service facilities are to install a new door module at **no charge**.

#### VEHICLES INVOLVED

Involved are certain 2006-2007 model year Isuzu Ascender vehicles.

**Important:** Service facilities are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Communication System (ICS).

For service facilities with involved vehicles, a listing of involved vehicles containing the complete vehicle identification number has been or will be provided. Service facilities will not have a report available if they have no involved vehicles currently assigned.

**DOOR MODULE PROGRAMMING:**

The new door module will require programming. The Global TIS CD and instructions were previously provided in March 2013 to ensure your service center has the necessary software to complete this process.

If, for any reason, you are not capable of completing the programming called for by this recall, contact your local GM dealer to have the programming completed as a sublet repair. Isuzu Motors America, LLC has made arrangements to ensure that your local GM dealer is capable of completing the required programming. Refer to the included GM message when contacting your local GM dealer. Sublet charges may be included in the claim for campaign completion.

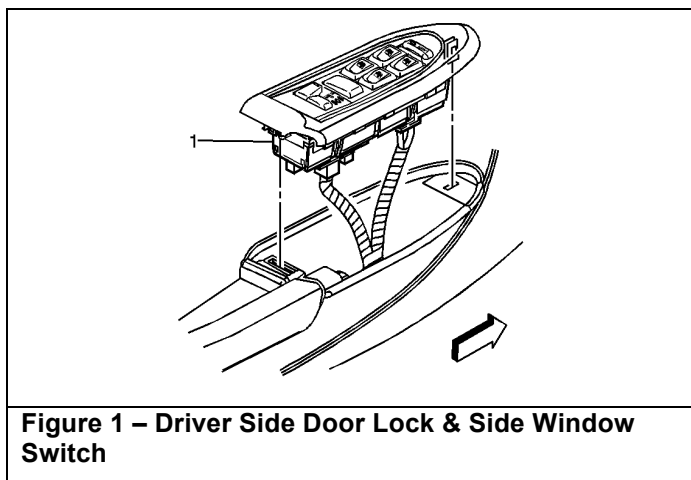
If you have difficulty in procuring the appropriate programming through your local GM dealer, or have any other questions regarding this recall campaign, please contact our Dealer Support line at 1-800-553-0244, Option 2 immediately.

**PARTS INFORMATION**

Parts required to complete this special policy are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Normal orders should be placed on a stock order. In an emergency situation, parts should be ordered on a VOR order (Vehicle Off Road).

| Part Number   | Description   | Qty |
|---------------|---|-----|
| 8-25866-992-0 | SWITCH, DR LK & SI WDO (EBONY) (AAB, KA1, Z88, Z89, 27I, 48I) | 1   |
| 8-25866-993-0 | SWITCH, DR LK & SI WDO (EBONY) (Z88, Z89, 27I, 48I)           | 1   |
| 8-25866-994-0 | SWITCH, DR LK & SI WDO (GRAY) (Z88, Z89, 28I) EXC AAB, KA1)   | 1   |
| 8-25866-996-0 | SWITCH, DR LK & SI WDO (GRAY (AAB, KA1, Z88, Z89, 28I)        | 1   |

**SERVICE PROCEDURE**



1. Install a new driver side door lock and side window switch. Refer to *Door Lock and Side Window Switch Replacement - Driver Side* in the service manual.
2. Applying the Campaign Label
  - a) Using a ball-point pen, fill in a campaign label (P/N 2-90028-700-0) with Campaign Number 14V-404, Isuzu service facility code and repair date.

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

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

**CUSTOMER REIMBURSEMENT**

Customer requests for reimbursement of previously paid repairs for the recall condition repairs that were not already submitted under recalls 12V-406 or 13V-248 are to be handled by the Owner Relations Center, not by service facilities.

The Customer Reimbursement Claim Form is included with the customer letter.

**CLAIM INFORMATION**

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

Submit only **one** claim with the Labor Code indicated below.

| Labor Code | Description   | Trouble Code | Labor Time | Net Item         |
|------------|---|--------------|------------|------------------|
| 04X2736    | Functional Test & Door Lock & Side Window Switch Replacement (inc. programming)   | 07           | 0.5        | N/A              |
|            | Functional Test & Door Lock & Side Window Switch Replacement (sublet programming) Claim reasonable sublet charges for programming at a GM facility if necessary | 07           | 0.3        | Sublet Code "SR" |

**OWNER NOTIFICATION**

Isuzu Motors America, LLC will notify customers of this safety recall on their vehicles (see the copy of a typical customer letter included with this bulletin).

**SERVICE FACILITY RECALL RESPONSIBILITY**

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US 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 US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Service facilities are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



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Date: 03/11/2013

Ref. number: Service / Field Action / G\_0000161304

Subject: Safety Recall 12180 & Special Coverage 11323 - Driver Door Switch Short Circuit - Programming Isuzu Ascenders

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GM CUSTOMER CARE AND AFTERSALES  
DCS2927  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 11, 2013

Subject: Safety Recall 12180 and Special Coverage 11323  
Driver Door Switch Short Circuit  
Programming Isuzu Ascenders

To: All Buick, Chevrolet, and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, Used Vehicle Sales Manager,  
and Warranty Administrator

General Motors announced special coverage 11323 January 16, 2013, and safety recall 12180 on February 19, 2013. These two bulletins include Isuzu Ascender vehicles. Some Isuzu Service Facilities may not have the necessary equipment to program the door switch module. Therefore, Isuzu has asked for its Service Facilities to be able to have the programming completed as a sublet to a Buick, Chevrolet, or GMC dealer, when necessary. To ensure that you are capable of completing the necessary programming when requested to do so, GM has loaded all requisite Isuzu VIN information into TIS2WEB.

If an Isuzu Service Facility contacts you to perform the programming, GM dealers are to invoice the requesting Isuzu Service Facility for the repair. DO NOT SUBMIT A CLAIM TO GM. The Isuzu Service Facility will process the claim as a sublet with Isuzu.

If any Isuzu customers request information from you regarding this or any other repair, please refer them to Isuzu Owner Relations at (1-800-255-6727).

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES

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## OWNER NOTIFICATION LETTER

### IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>

NOVEMBER 2014

Dear Isuzu Customer:

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

Previously, you were notified that your <MY> model year Isuzu Ascender was involved in safety recall number 12V-406 or safety recall number 13V-248. This letter is to inform you that parts are now available to repair your vehicle.

The manufacturer of your vehicle, General Motors, has decided that a defect, which relates to motor vehicle safety, exists in certain <MY> model year Isuzu Ascender vehicles. As a result, Isuzu Motors America, LLC is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

#### WHAT IS THE CONDITION?

Previously, your vehicle was serviced under either safety recall 12V-406 or safety recall number 13V-248, which provided that if the driver's door module was functioning properly, a protective coating was to be applied. If the module was not working properly, it was to be replaced. Your vehicle was repaired by having a protective coating applied to the driver's door module and may continue to have a safety related defect.

If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may cause overheating which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed.

**It is advised that you park your vehicle outdoors until it has been remedied.**

#### WHAT WE WILL DO

Your Isuzu service facility will install a new driver door module. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your service facility will need your vehicle longer than the actual service correction time of approximately 30 minutes.

#### WHAT YOU SHOULD DO

Visit our website at [www.isuzu.com](http://www.isuzu.com) to identify the Isuzu service facility that is closest to you. Then, you should contact the service facility to arrange a service appointment as soon as possible. Please present this letter or refer to safety recall number 14V-404.

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

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>. The National Highway Traffic Safety Administration Campaign ID number for this recall is 14V-404.

## **REIMBURSEMENT**

Even though you may have already had service performed on the driver's door module, you will still need to take your vehicle to your service facility for this recall repair. If you have paid for repairs for the recall condition and have not already submitted for reimbursement under either safety recall number 12V-406 or safety recall number 13V-248, please complete the enclosed reimbursement form, which explains the terms under which reimbursement may be available and how to request reimbursement. Among other things, you will need to provide the original paid receipt or invoice verifying the repair and the costs of that repair.

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

***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.***

## Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: \_\_\_\_\_

17-Digit Vehicle Identification Number (VIN): \_\_\_\_\_

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Claimant Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Claimant Email: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.  
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: \_\_\_\_\_

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

**Isuzu Owner Relations**  
**1400 S. Douglass Road, Suite 100**  
**Anaheim, CA 92806**

Reimbursement questions should be directed to the following number:

1-800-255-6727

Or E-mail at: [customerservice@isza.com](mailto:customerservice@isza.com)