



January 2016
Safety Recall #15V-778

VOLUNTARY SAFETY RECALL

KIDDE HANDHELD FIRE EXTINGUISHER MAY NOT DISCHARGE – 15V-778

To: All Isuzu Commercial Truck Service Managers and Parts Managers

This notice, Safety Recall bulletin CB16-X-001 with sample owner letter and affected dealer stock report (if applicable) are being sent to notify you of Safety Recall 15V-778 Kidde Fire Extinguisher in certain Isuzu commercial vehicles.

AFFECTED VEHICLES

- 2012-2016 model year Isuzu N-Series vehicles with RPO Code I6G, IB2, IB4 or IF6

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2016 model year Isuzu N-Series vehicles manufactured between October 5, 2011 and August 27, 2015 (Gas vehicles) and between November 24, 2011 and July 24, 2015 (Diesel vehicles), with RPO Code I6G, IB2, IB4 or IF6, which includes a Kidde fire extinguisher (model FC10). The Kidde fire extinguisher may not fully discharge as designed when the lever is repeatedly pressed and released. In the event of a fire, if the fire extinguisher does not work correctly, there is an increased risk of injury.

WHAT WE WILL DO

Isuzu will provide owners with inspection and replacement information on how to obtain a new fire extinguisher from Kidde at **no charge**. The Customer Instructions for the Kidde Recall are provided with the owner notification.

WHAT YOU SHOULD DO

For dealers with affected stock, review the Customer Instructions for the Kidde Recall and inspect the fire extinguisher(s) to determine whether a replacement is needed. After inspecting the fire extinguisher(s), if a replacement is needed, order online at <http://kidde.inmar-event.com/useng> or contact Kidde directly toll-free at 1-855-283-7991 from 8:00a.m.-5:00p.m. Eastern Time, Monday through Friday to obtain a new extinguisher at **no charge**. See the service bulletin for further details.

Some owners may decide to go to an Isuzu dealer to complete this recall. Follow the procedure provided in the service bulletin to have a replacement fire extinguisher shipped directly to the customer at the address of their choice.

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repared per the inspection and service procedures of this recall campaign bulletin before customers take possession of these vehicles.

OWNER NOTIFICATION

OWNER NOTIFICATION WILL BEGIN JANUARY 18, 2016



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB16-X-001

ISSUE DATE:
JANUARY 2016

GROUP:
MISCELLANEOUS

VOLUNTARY SAFETY RECALL



KIDDE HANDHELD FIRE EXTINGUISHER MAY NOT DISCHARGE 15V-778

AFFECTED VEHICLES

- 2012-2016MY Isuzu N-Series Vehicles

Equipped with any of the following RPO codes IB2, IB4, IF6, I6G and wholesaled between August 1, 2013 and September 3, 2015

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2016 model year Isuzu N-Series vehicles manufactured between October 5, 2011 and August 27, 2015 (Gas vehicles) and between November 24, 2011 and July 24, 2015 (Diesel vehicles), with RPO Code I6G, IB2, IB4 or IF6, which includes a Kidde fire extinguisher (model FC10). The Kidde fire extinguisher may not fully discharge as designed when the lever is repeatedly pressed and released. In the event of a fire, if the fire extinguisher does not work correctly, there is an increased risk of injury.

CORRECTION

Isuzu recommends owners to order replacement fire extinguishers free of charge directly from Kidde Safety at <http://kidde.inmar-event.com/useng> or toll-free at 1-855-283-7991 or by contacting and visiting an Isuzu dealer.

VEHICLES INVOLVED

Involved are certain 2012-2016 model year Isuzu N-Series vehicles manufactured between October 5, 2011 and August 27, 2015 (Gas vehicles) and between November 24, 2011 and July 24, 2015 (Diesel vehicles), with RPO Code I6G, IB2, IB4 or IF6, which includes a Kidde fire extinguisher (model FC10).

PARTS INFORMATION

Replacement fire extinguishers must be ordered directly from Kidde. Follow the service procedure below to determine if a fire extinguisher is required.

Campaign labels can be ordered directly from AIPDN.

Part Number	Description	Qty
2-90028-700-0	Campaign Label	1

SERVICE PROCEDURE

1. Locate and remove the fire extinguisher from the affected vehicle for inspection.

NOTE: If the customer presents a fire extinguisher without a vehicle, the customer must also provide the affected VIN and vehicle mileage. If the VIN is not available, the customer must contact Kidde directly for further assistance.

2. Find the date code, printed near the bottom of the cylinder (see the Customer Instructions for Kidde Recall). Digits 5 to 9 denote the day and year of manufacture in DDDYY format. For example, if the printed code reads 0101273145, the day and year of manufacture are the 273rd day of 2014.

Affected fire extinguishers have date codes within the ranges shown below. If the extinguisher's date code falls within one of them, proceed to the next step. If the fire extinguisher does not fall within the affected date range, reinstall the fire extinguisher and proceed to "Applying the Campaign Label" section in this service bulletin.

Affected Ranges

- 2013: XXXX20413X through XXXX36513X
- 2014: XXXX00114X through XXXX28814X

3. Order a replacement unit by filling out the Kidde Consumer Response Form at <http://kidde.inmar-event.com/usengq>.
 - a. **For Dealer Inventory** – Complete the consumer contact information section with your dealer details.
 - b. **For Customer Replacement** – Complete the consumer contact information section using the customer's name and preferred mailing address for the location they would like to receive the replacement fire extinguisher.

Consumer Contact Information
(Please note a valid street address is required for submission, no PO Boxes)

First Name State

Last Name Zip

Address Phone Number

City Email

Use this [Fire Extinguisher ID Guide](#) to locate the information needed below.
Please note that a date code and serial number must be entered for each individual unit. If you have more than 6 units please call 855.283.7991 for further assistance.

Model Number	Date Code	Serial Number	Qty
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. Receiving the replacement fire extinguisher
 - a. **For Dealer Inventory** – Install the new fire extinguisher into the vehicle and proceed to “Applying the Campaign Label” section in this service bulletin to complete the campaign.
 - b. **For Customer Replacement** – Install the affected fire extinguisher back into the vehicle. Advise the customer to install the new fire extinguisher when received and to dispose of the affected fire extinguisher, following applicable local rules and regulations. Proceed to “Applying the Campaign Label” section in this service bulletin to complete the campaign.

APPLYING THE CAMPAIGN LABEL

1. Using a ballpoint pen, fill out a campaign label (p/n 2-90028-700-0) with Campaign Number 15V-778, Isuzu dealer code and repair date.
2. Affix the campaign label to the driver’s side B-pillar.



The form is a rectangular label with a black border. At the top, the word "ISUZU" is written in large, bold, red capital letters. Below it, "CAMPAIGN NUMBER" is written in smaller, bold, black capital letters. There is a horizontal line for writing. Below that, "DEALER CODE:" is followed by a horizontal line. Below that, "REPAIR DATE:" is followed by a horizontal line. At the bottom, in small black text, it says "P/N 2-90028-700-0".

WARRANTY INFORMATION

Submit only **one** Campaign Claim with the information indicated below.

LABOR CODE	REPAIR PERFORMED	LABOR TIME
V1601A	Fire Extinguisher Inspection Only	0.2
V1601B	Fire Extinguisher Inspection & Order Replacement	0.3

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

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States (see enclosed copy).

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.

SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>

JANUARY 2016

Dear Customer,

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

WHAT IS THE CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2016 model year Isuzu N-Series vehicles manufactured between October 5, 2011 and August 27, 2015 (Gas vehicles) and between November 24, 2011 and July 24, 2015 (Diesel vehicles), with RPO Code I6G, IB2, IB4 or IF6, which includes a Kidde fire extinguisher (model FC10). The Kidde fire extinguisher may not fully discharge as designed when the lever is repeatedly pressed and released. In the event of a fire, if the fire extinguisher does not work correctly, there is an increased risk of injury. Your <MY> model year Isuzu N-Series, VIN <VIN>, is involved in safety recall 15V-778.

WHAT WE WILL DO

Isuzu will provide you with inspection and replacement information on how to obtain a new fire extinguisher from Kidde at **no charge**. The Customer Instructions for the Kidde Recall are provided with this notice.

WHAT YOU SHOULD DO

First, review the Customer Instructions for the Kidde Recall and inspect your fire extinguisher to determine whether a replacement is needed. After inspecting your fire extinguisher, if a replacement is needed, you may order online at <http://kidde.inmar-event.com/useng> or contact Kidde directly toll-free at 1-855-283-7991 from 8:00a.m.-5:00p.m. Eastern Time, Monday through Friday to obtain a new extinguisher at **no charge**. Or you may take the extinguisher to an Isuzu dealer to be inspected and, when necessary, have a replacement ordered to be shipped to your preferred address at **no charge**. In either case, please keep your original extinguisher until you receive the replacement.

If you do not have access to a computer terminal or need further assistance, please contact Kidde Consumer Support Center directly at 1-855-283-7991. Isuzu Commercial Truck of America Customer Relations will also be available at 1-866-441-9638 for other questions regarding this safety recall. 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 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,

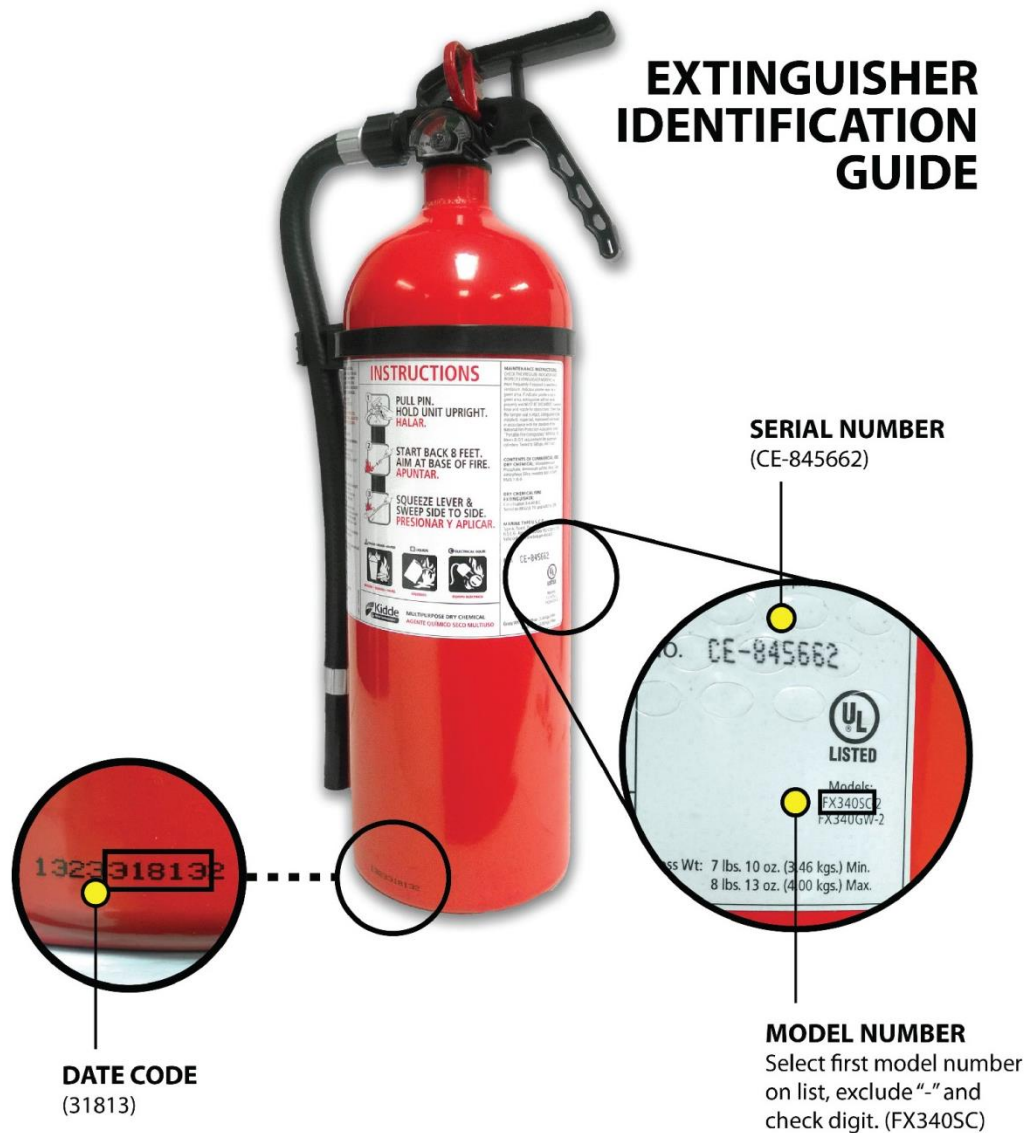
Isuzu Commercial Truck of America

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.

CUSTOMER INSTRUCTIONS FOR KIDDE RECALL

EXTINGUISHER IDENTIFICATION GUIDE



1. Find the date code, printed near the bottom of the cylinder. Digits 5 to 9 denote the day and year of manufacture in DDDYY format. For example, if the printed code reads 0101273145, the day and year of manufacture are the 273rd day of 2014, or September 30, 2014.

Affected fire extinguishers have date codes within the ranges shown below. If the fire extinguisher’s date code falls within one of them, proceed to the next step. Otherwise, no further action is necessary.

- 2013: XXXX20413X through XXXX36513X
- 2014: XXXX00114X through XXXX28814X

2. Order a replacement fire extinguisher by completing the Kidde Consumer Response Form at <http://kidde.inmar-event.com/useng>, or call toll-free at 1-855-283-7991. Please supply the model number, year of manufacture, the fire extinguisher’s date code and serial number. Additional information may also be requested. You can find the model number and serial number on the fire extinguisher’s label. Please keep extinguisher until you receive a replacement from Kidde.