



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:  
**SB16-04-S001**

ISSUE DATE:  
**MAY 2016**

GROUP:  
**ELECTRICAL**

## SAFETY RECALL

### ASCENDER HEADLAMP DRIVER MODULE - 15V-519



LV

#### AFFECTED VEHICLES

- 2006-2008MY Isuzu Ascender Vehicles

***This safety recall was previously issued as 14V-755 but has been changed to 15V-519. This bulletin and related communications supersede any previous communications regarding safety recall 14V-755.***

#### SERVICE INFORMATION

##### CONDITION

The manufacturer, General Motors, has decided that a defect, which relates to motor vehicle safety, exists in certain 2006-2008 model year Isuzu Ascender vehicles.

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

##### CORRECTION

Service facilities are to replace the headlamp driver module at **no charge** to the customer, regardless of mileage, age of vehicle, or ownership.

##### VEHICLES INVOLVED

Involved are certain 2006-2008 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.

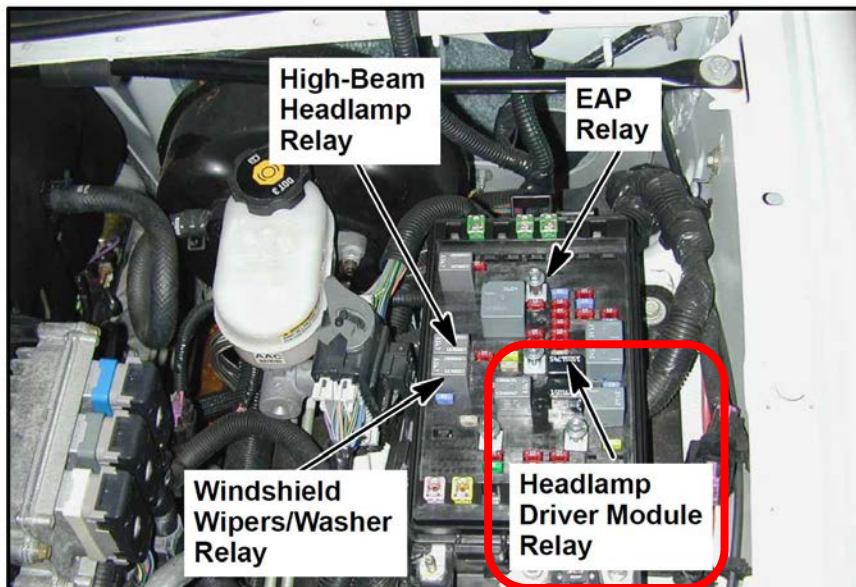
## PARTS INFORMATION

Parts required to complete this safety recall 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 No.	Part Name	Quantity
8-13506-836-0	Headlamp Driver Module (HDM)	1

## SERVICE PROCEDURE

1. Locate the Headlamp Driver Module (HDM) in the under hood fuse block. Refer to *Electrical Center Identification Views* in the service manual.



2. Replace the HDM. Refer to *Relay Replacement (Within an Electrical Center)* in the service manual.
3. Proceed to Applying the Campaign Label.

### APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (P/N 2-90028-700-0) with Campaign Number 15V-519, Isuzu service facility code and repair date.
2. 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

All customer requests for reimbursement for previous repairs for the safety recall condition will be handled by the Isuzu Owner Relations Department, not by service facilities.

Isuzu Motors America, LLC Special Policy Customer Reimbursement Claim Form is included with the customer letter.

## CLAIM INFORMATION

Use the following labor operation:

Operation	Operation No.	Task	Time	Trouble Code
Replace Headlamp Driver Module (HDM)	04N1194	Replace	0.3	07

*\*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.*

### **NOTE:**

- 1. Labor Time includes administrative time allowance.**
- 2. Information released on paper and electronic format prior to bulletin release cannot be updated. For the most current and up to date information, refer to IsuzuONE.com.**
- 3. Always refer to the Isuzu Service Policy Procedure Manual for specific details on warranty coverage and policies.**

## OWNER NOTIFICATION

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

## SERVICE FACILITY RECALL RESPONSIBILITY

All unsold new vehicles and all used vehicles in the service facility's 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.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the service facility listing, are to be contacted by the service facility. 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 service facility, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

**SAMPLE OWNER LETTER – US (ENGLISH)**

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, <VIN>

JUNE, 2016

Dear Customer,

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

Previously, you were notified that your <MY> model year <MAKE> <SERIES> was involved in safety recall 14V-755. **This recall number has now been changed to safety recall 15V-519.**

This letter is to inform you that **parts are now available to repair your vehicle.**

**CONDITION**

The manufacturer, General Motors, has decided that a defect, which relates to motor vehicle safety, exists in certain 2006-2008 model year Isuzu Ascender vehicles.

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

**CORRECTION**

Service facilities will replace the headlamp driver module at **no charge** regardless of mileage, age of vehicle, or ownership.

**WHAT YOU SHOULD DO**

We recommend that you contact your Isuzu service facility to schedule an appointment. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin SB16-04-S001. Isuzu estimates that the repair will take approximately 25 minutes to perform. Additional time may also be necessary depending on how appointments are scheduled and processed at your service facility. If you have any questions or need any assistance, contact your Isuzu service facility or you may contact the Isuzu Owner Relations Department at 1-800-255-6727. The Owner Relations department hours of operation are from 6:00am to 4:00pm, PST, Monday through Friday.

**REIMBURSEMENT**

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-800-255-6727. 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 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 Motors America, 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 Email: [customerservice@isza.com](mailto:customerservice@isza.com)