



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB17-X-001

ISSUE DATE:
JANUARY 2018

GROUP:
MISCELLANEOUS



Kidde Fire Extinguisher Recall 17V-726 Announcement

AFFECTED VEHICLES

- 2008, 2011-2018MY Isuzu N-Series Vehicles Wholesaled Between January 2, 2012 and November 6, 2017
Equipped with the following RPO codes: IB2, IB4, IF6, I6G, I0L and I6G

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2008 and 2011-2018MY Isuzu N-Series vehicles wholesaled between January 2, 2012 and November 6, 2017 with the following RPO codes: IB2, IB4, IF6, I6G, I0L and I6G, which include a Kidde fire extinguisher (Models FC10 and FC110).

These fire extinguishers may become clogged or require excessive force to activate. In addition, the nozzle of the fire extinguisher may detach with enough force to cause injury. If a fire extinguisher malfunctions, there may be an increased the risk of injury in the event of a fire. As a result, the affected vehicles, (which were equipped with an affected Kidde fire extinguisher) are being recalled.

CORRECTION

Owners are to contact Kidde directly at 1-855-271-0773 between 8:30a.m. and 5:00p.m. ET Monday through Friday (excluding holidays), or between 9:00a.m. and 3:00p.m. ET Saturday and Sunday. They can also visit www.kidde.com and click on "Product Safety Recall" to order replacement fire extinguishers **free of charge**.

VEHICLES INVOLVED

Involved are certain 2008 and 2011-2018MY Isuzu N-Series vehicles wholesaled between January 2, 2012 and November 6, 2017 with the following RPO codes: IB2, IB4, IF6, I6G, I0L and I6G, which include a Kidde fire extinguisher (Models FC10 and FC110).

PARTS INFORMATION

Replacement fire extinguishers must be ordered directly from Kidde per this bulletin. Follow the attached Kidde instructions to determine if a fire extinguisher is required and request a replacement.

OWNER NOTIFICATION

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

DEALER RESPONSIBILITY

If you are in possession of any Isuzu N-Series vehicles wholesaled between January 2, 2012 and November 6, 2017 with RPO codes IB2, IB4, IF6, I6G, I0L or I6G, you are **not to sell or deliver those** vehicles until you have **inspected** the Kidde fire extinguishers in accordance with the attached instructions from Kidde and, if affected per the Kidde instructions, removed the fire extinguishers from the vehicles. Replacement units should be requested directly from Kidde as set forth above in this bulletin.

Plastic Handle Fire Extinguishers

The recall involves 134 models of Kidde fire extinguishers manufactured between January 1, 1973 and August 15, 2017, including some models that were previously recalled in March 2009 and in February 2015. The extinguishers were sold in red, white and silver, and are either ABC- or BC-rated. The model number is printed on the fire extinguisher label. For units produced in 2007 and beyond, the date of manufacture is a 10-digit date code printed on the side of the cylinder, near the bottom. Digits five through nine represent the day and year of manufacture in DDDYY format. Date codes for recalled models manufactured from January 2, 2012 through August 15, 2017 are 00212 through 22717. For units produced before 2007, a date code is not printed on the fire extinguisher.



[SAMPLE OWNER LETTER]

IMPORTANT SAFETY RECALL

NHTSA Recall 17V-726

This notice applies to your vehicle, <VIN>

JANUARY 2018

Dear Customer,

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

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2008 and 2011-2018MY Isuzu N-Series vehicles wholesaled between January 2, 2012 and November 6, 2017 with the following RPO codes: IB2, IB4, IF6, I6G, I0L and I6G, which include a Kidde fire extinguisher (Models FC10 and FC110).

These fire extinguishers may become clogged or require excessive force to activate. In addition, the nozzle of the fire extinguisher may detach with enough force to cause injury. If a fire extinguisher malfunctions, there may be an increased risk of injury in the event of a fire. As a result, the affected vehicles, (which were equipped with an affected Kidde fire extinguisher) are being recalled.

WHAT YOU SHOULD DO

Owners should contact Kidde directly at 1-855-271-0773 between 8:30a.m. and 5:00p.m. ET Monday through Friday (excluding holidays), or between 9:00a.m. and 3:00p.m. ET Saturday and Sunday. They can also visit www.kidde.com and click on "Product Safety Recall" to order replacement fire extinguishers **free of charge**.

If you have any questions or concerns, feel free to contact our Customer Relations Department 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>.

Sincerely,

Isuzu Commercial Truck of America, Inc.

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.