



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**  
CB18-E-001

**ISSUE DATE:**  
NOVEMBER 2018

**GROUP:**  
SUSPENSION & STEERING



CV

## IMPORTANT SAFETY RECALL

**FTR TILT CAB LOCK LEVER POSITION REMINDER – 18V-758**  
(Transport Canada 2018-590)

### AFFECTED VEHICLES

- 2018-2019 Isuzu FTR Vehicles Wholesaled Before October 29, 2018

### INFORMATION

#### CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 and 2019 model year FTR vehicles. The vehicle cab is designed so that it may be tilted forward to allow for vehicle service or maintenance to be performed, then lowered back into position and secured in place through use of the lock lever. We have learned of instances in which a vehicle operator has driven the vehicle without the lock lever having been pushed up to secure the cab in its locked position. If the vehicle is driven with the cab not secured in its locked position, the cab could tilt forward, increasing the risk of crash and/or injury.

#### CORRECTION

Isuzu dealers will install a cab unlock marker on the cab tilt lock lever, a tilt cab warning label on the back of the cab (if not previously factory installed), and provide owners with an updated owner's manual. This service will be performed **free of charge**.

**NOTE: Isuzu suggests reviewing the cab locking procedure with the vehicle driver or owner, if they are unclear on the lock lever's proper operation.**

#### VEHICLES INVOLVED

Involved are a limited number of Model Year 2018 and 2019 Isuzu FTR vehicles that were wholesaled before October 29, 2018.

**NOTE: It is not necessary to open a TAL case or generate a health report in order to submit a warranty claim.**

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS).

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

**PARTS INFORMATION**

Dealers will be shipped an initial quantity of the cab unlock markers, cab warning labels and owner’s manuals to complete immediate repairs for customer vehicles.

Additional orders for cab unlock markers, adhesive and labels may be placed with 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.

**NOTE:** Due to the limited number of affected vehicles, these parts will initially be MAC coded “A” to ensure availability for customer demand. Contact your facing Parts Distribution Center (PDC), if there is any question about the release timing for additional parts.

Use the Owner’s Manual Request Form in this campaign bulletin to request additional owner’s manuals.

| Part Number   | Description                                   | Qty<br>18MY<br>US        | Qty<br>19MY<br>US | Qty<br>18MY<br>CAN | Qty<br>19MY<br>CAN |
|---------------|---|--------------------------|-------------------|--------------------|--------------------|
| 2-90000-130-0 | Cab Unlock Marker                             | 1                        |                   |                    |                    |
| 2-90000-140-0 | Adhesive; Loctite 4211 (20g bottle)*          | 1 bottle for 5 vehicles* |                   |                    |                    |
| 8-97522-620-0 | Caution Label; Tilt Lock (English)            | 1                        |                   | -                  |                    |
| 8-97527-521-0 | Tilt Label (Bi-lingual)                       | -                        |                   | 1                  |                    |
| 8-98387-307-0 | Label; Caution Cab Tilt (PIO Canada)          | -                        |                   | 1                  |                    |
| N/A           | 2018 FTR US Owner's Manual - FTR18-ONM-C01    | 1                        | -                 | -                  | -                  |
| N/A           | 2019 FTR US Owner's Manual - FTR19-ONM-C01    | -                        | 1                 | -                  | -                  |
| N/A           | 2018 FTR CAN Owner's Manual - FTR18-ONM-CAN01 | -                        | -                 | 1                  | -                  |
| N/A           | 2019 FTR CAN Owner's Manual - FTR19-ONM-CAN01 | -                        | -                 | -                  | 1                  |

**\*Loctite 4211 adhesive should be utilized within thirty (30) days of first opening the container. Make sure to keep the cap on the adhesive any time it is not actually being applied. Store the adhesive in a cool, dry location out of direct sunlight.**

### INSTALLING THE LABELS

1. Park the vehicle on a flat surface, shift to park, turn off the engine, and engage the parking brake.
2. Place the tilt cab locking lever in the down/released position (See Figure 1).



Figure 1

3. For US vehicles, skip to Step 8. For Canada vehicles, the French instruction label that was previously installed below the English label (See Figure 2) must be relocated to install the new tilt lock caution label. Carefully peel as much of the label off as possible and discard. Remove any remaining residue with adhesive remover and a clean lint free cloth.

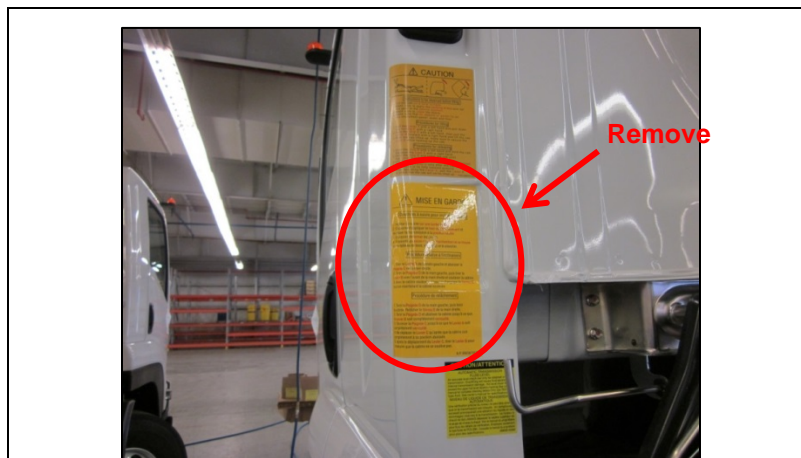
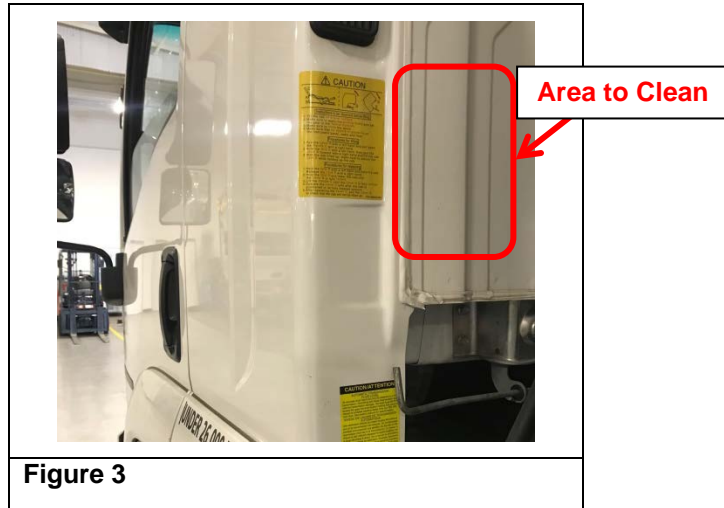
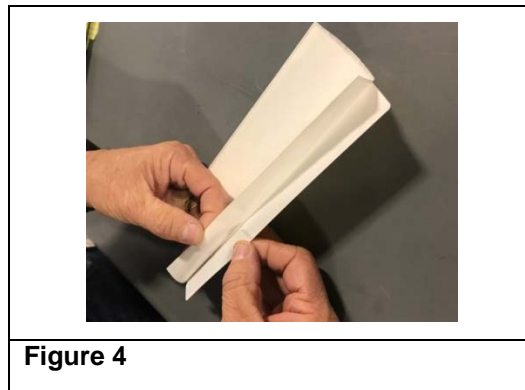


Figure 2

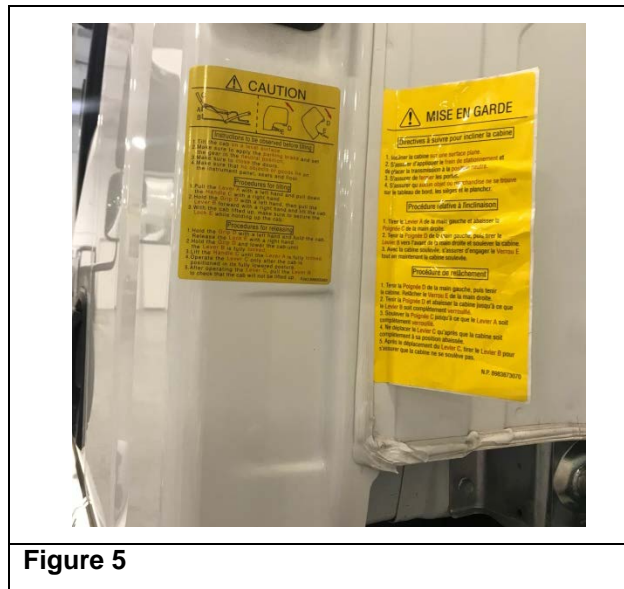
- Using isopropyl (rubbing) alcohol and a clean lint free cloth, thoroughly clean the area slightly larger than the French tilt cab instruction label just to the right and inboard of the body seal (See Figure 3).



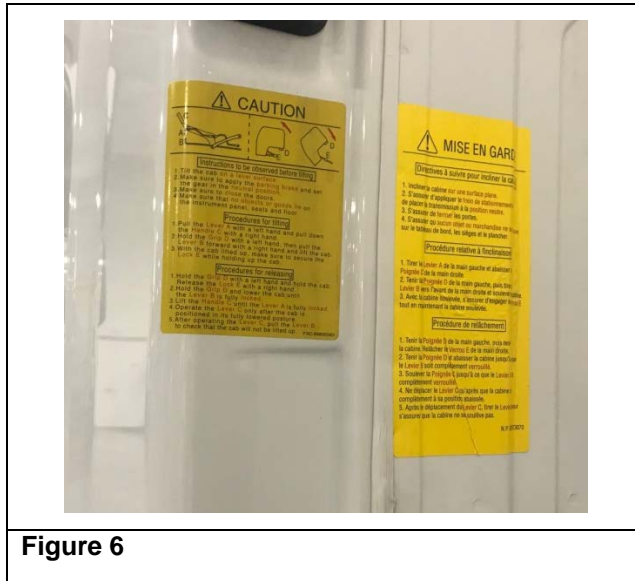
- Fold back about 10mm on the left side of the replacement French label's backing as shown in Figure 4.



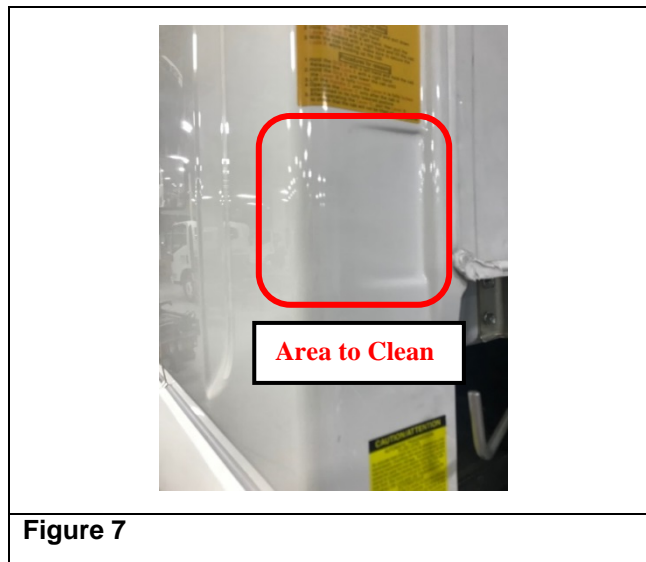
- Place the left edge of the replacement French label to the right edge of the body seam with the top of the label level with English label (See Figure 5).



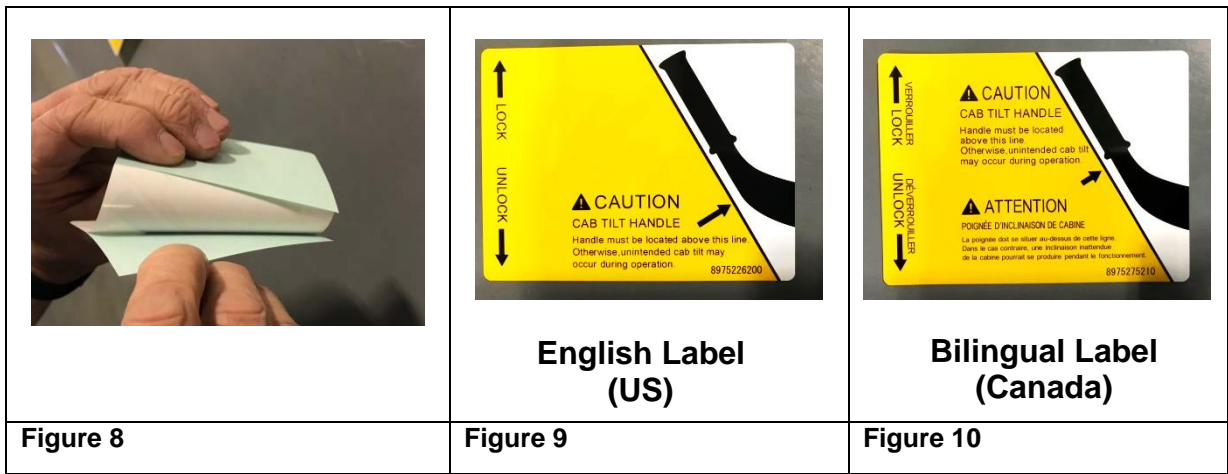
- Using a squeegee, affix the label while removing the backing. Press down from top-to-bottom and left-to-right. Ensure that the label is seated into all the body contours (See Figure 6).



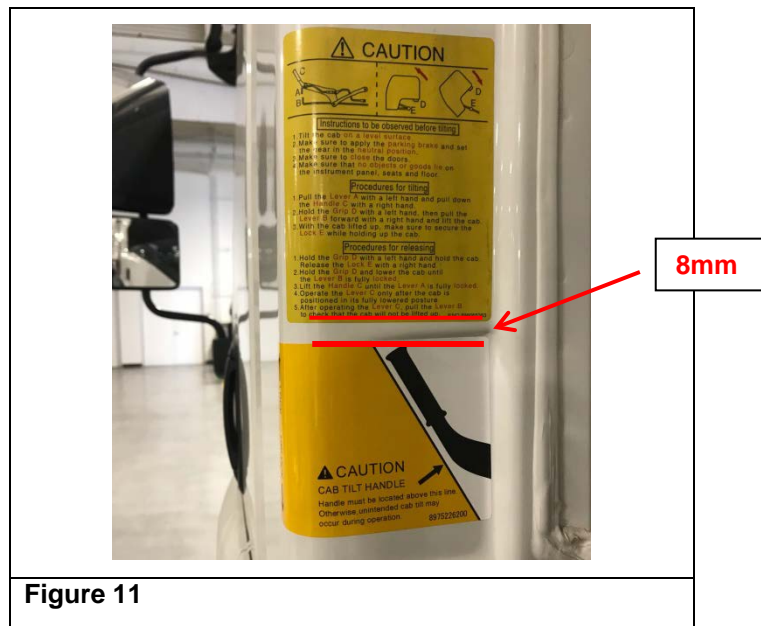
- Thoroughly clean the area indicated in Figure 7 with isopropyl (rubbing) alcohol and a clean lint free cloth. Be sure to clean around the curve of the cab going forward, so the label can also adhere to this area.



- Remove the backing at the center of the new tilt lock caution label as shown in Figure 8. The English label (p/n 8-97522-620-0) as shown in Figure 9 should only be used for US vehicles, and the bilingual label (p/n 8-97527-521-0) as shown in Figure 10 should only be used for Canada vehicles.



10. Carefully apply the label 8mm down from the indentation in the cab and directly below the existing tilt cab instruction label as shown in Figure 11. Guide the upper edge of the label along the horizontal contour of the indentation. Smooth out any air bubbles using a squeegee.

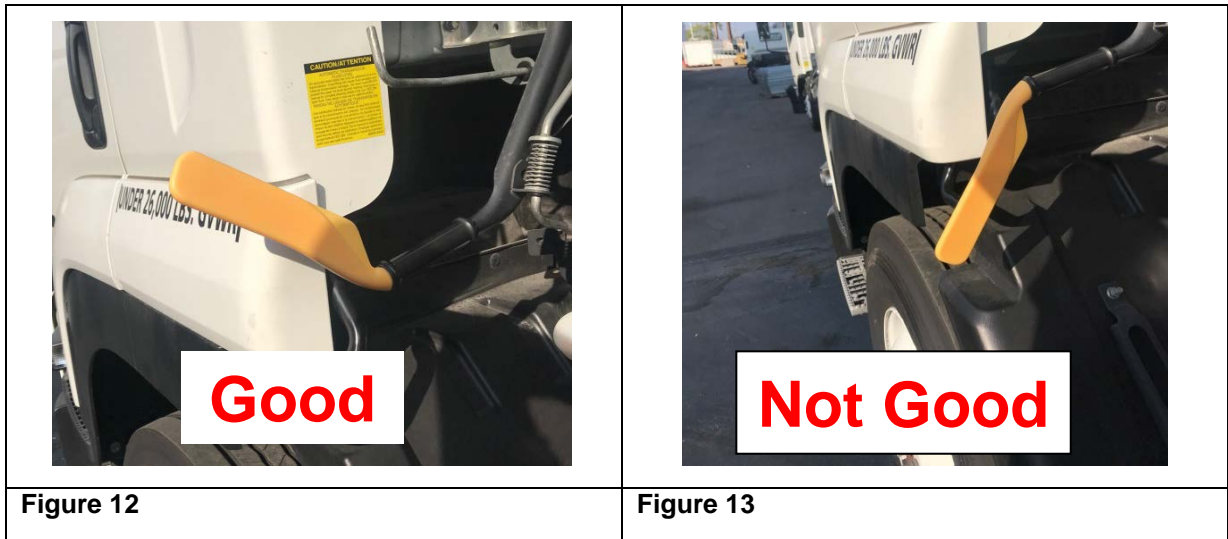


## INSTALLING THE CAB UNLOCK MARKER

**IMPORTANT: The cab unlock marker is for visibility purposes only. Do not apply any force to the cab unlock marker.**

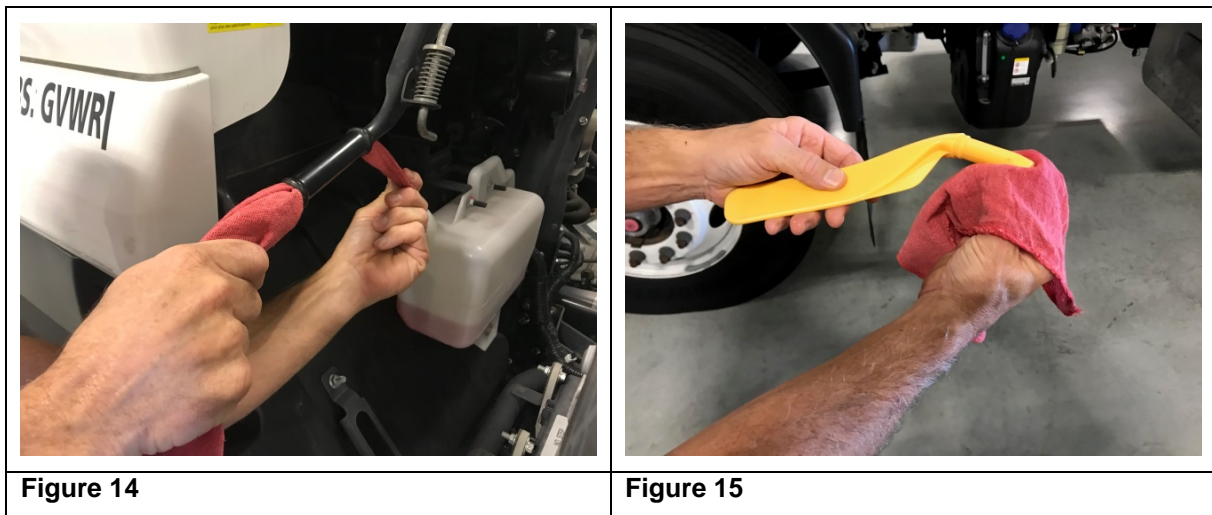
11. Test fit the cab unlock marker into the hollow end of the cab lock lever handle grip. It may be easiest to install the marker where it locks in by twisting in place. However, the marker needs to have the end pointing upwards at final installation (See Figures 12 and 13).





12. Remove the cab unlock marker from the cab lock lever handle grip.

13. Clean the inside of the hollow grip area of the cab locking lever using isopropyl (rubbing) alcohol and a clean shop towel (See Figure 14). Clean the grip area of the cab unlock marker with the same towel (See Figure 15).



14. Apply Loctite 4211 adhesive in approximately 5mm beads placed about 10mm apart on the grip area of the cab unlock marker (See Figures 16 and 17).

***IMPORTANT: Make sure to insert the cab unlock marker into the tilt cab locking lever grip and adjust the position within two (2) minutes and then adjust the position within two (2) minutes. The adhesive starts to cure immediately and will be fully set within four (4) minutes.***

**NOTE:** Use Loctite 410 as a substitute adhesive, if Loctite 4211 is not available.

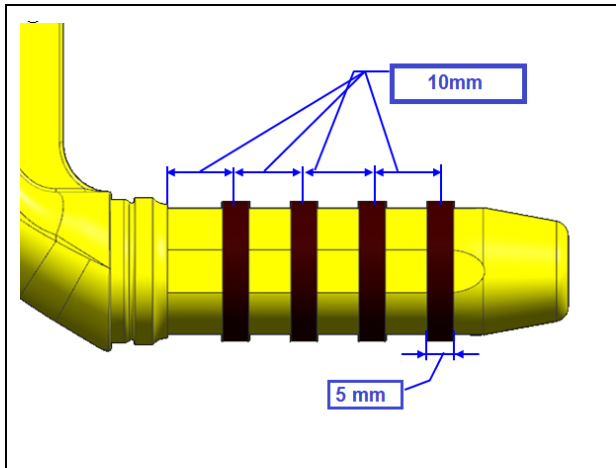


Figure 16

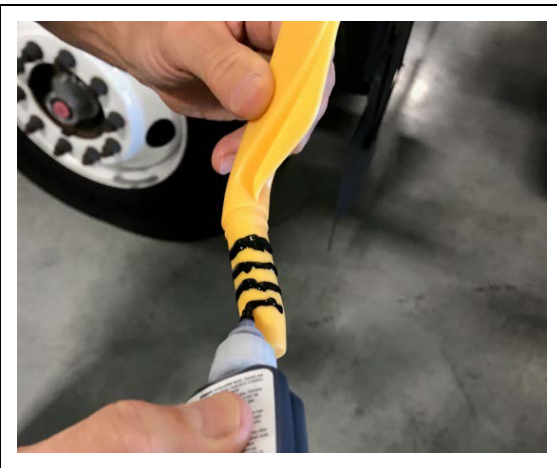


Figure 17

**NOTE:** Loctite 4211 adhesive should be utilized within thirty (30) days of first opening the container (the same is true for Loctite 410 adhesive). Make sure to keep the cap on the adhesive any time it is not actually being applied. Store the adhesive in a cool, dry location out of direct sunlight.

15. Insert the cab unlock marker into the tilt cab locking lever grip with the end pointing upwards and parallel with the rear of the cab (See Figure 18). Push on the marker until it locks fully into place (See Figure 19). Twist the marker as necessary to lock it in place, but ensure it is pointing upwards when locked in. Wipe off any excess adhesive.

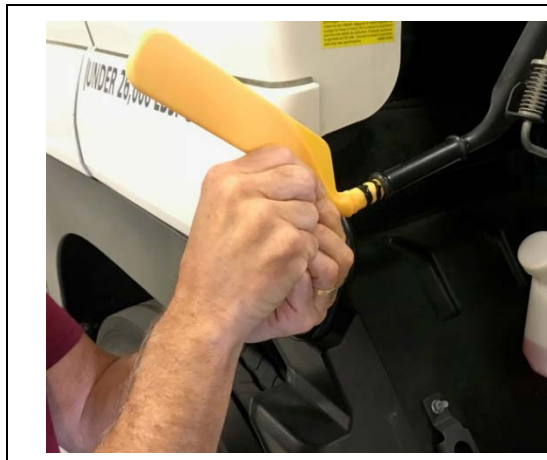


Figure 18

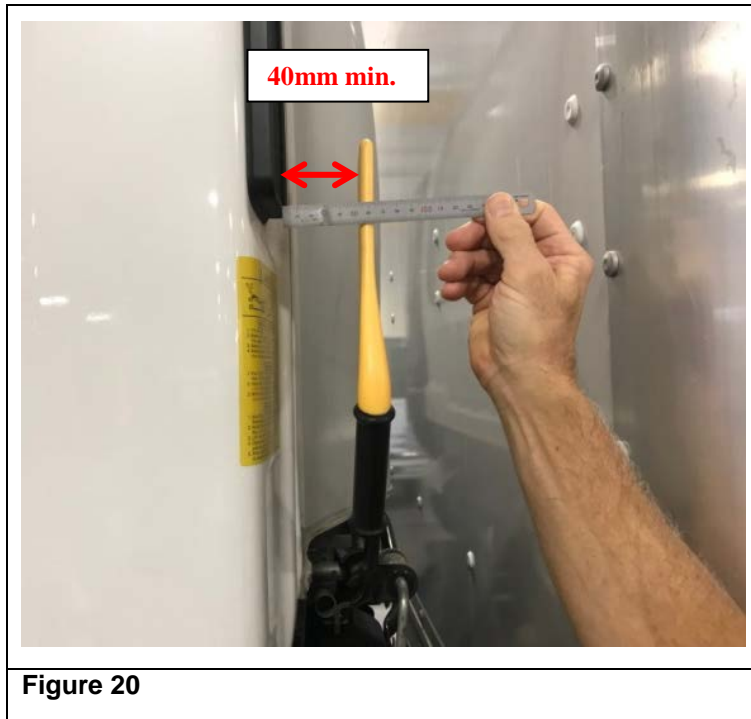


Figure 19

16. Immediately push the tilt cab locking lever upwards into the locked position before the adhesive is fully set.

17. Ensure that the end of the cab unlock marker is at least 40mm from the ventilation duct at the rear of the cab (See Figure 20). Adjust the marker by slightly twisting it clock-wise as necessary. Any adjustments must be made within four (4) minutes, otherwise the adhesive will set.





18. When the cab lock lever is properly locked (as shown in Figure 21) the handle will match its correct positioning as noted on the tilt lock caution label. Figure 22 shows the cab lock lever is in its unlocked position.



### **INSTALLING THE OWNER MANUAL**

19. Locate the existing original owner manual in the cab and replace it with the appropriate updated owner manual based on the country the vehicle was sold in and the model year. Discard the old owner manual. If the original owner manual is not available, just insert the updated owner manual into the cab.

20. Proceed to Applying the Campaign Label.

## **APPLYING THE CAMPAIGN LABEL**

21. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 18V-758 (US) or 2018-590 (Canada), Isuzu dealer code, and repair date.
22. Affix the campaign label onto the driver's side B-pillar.

|   |
|---|
| <b>ISUZU</b><br><b>CAMPAIGN NUMBER</b><br>_____<br><b>DEALER CODE:</b> _____<br><b>REPAIR DATE:</b> _____<br><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 as indicated below. Adhesive is reimbursed in the sublet allowance.

**NOTE: It is not necessary to open a TAL case or generate a health report in order to submit a warranty claim.**

| <b>Labor Code</b> | <b>Description</b>                                 | <b>Labor Hours</b> | <b>Sublet Allowance</b> |
|-------------------|--|--------------------|-------------------------|
| V1803             | FTR TILT CAB LOCK LEVER POSITION REMINDER – US     | 0.3                | \$8.75                  |
|                   | FTR TILT CAB LOCK LEVER POSITION REMINDER – CANADA | 0.6                | \$8.75                  |

*\*Includes 0.1 hours for administrative allowance*

## **DEALER RESPONSIBILITY**

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of the vehicle, or ownership. 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 customers may not as yet have received the notification letter.

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

### **Important:**

As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is covered by a Safety Recall, until the necessary remedy has been performed.

Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry Systems (IVIS). Not all vehicles may be involved.

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

**OWNER NOTIFICATION**

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

[SAMPLE OWNER LETTER – US]

**IMPORTANT SAFETY RECALL**  
**NHTSA Recall 18V-758**

This notice applies to your vehicle, <VIN>

NOVEMBER 2018

Dear Customer,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your vehicle <VIN> <MY> model year Isuzu <SERIES> is involved in safety recall 18V-758.

**WHAT IS THE CONDITION?**

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 and 2019 model year FTR vehicles. The vehicle cab is designed so that it may be tilted forward to allow for vehicle service or maintenance to be performed, then lowered back into position and secured in place through use of the lock lever. We have learned of instances in which a vehicle operator has driven the vehicle without the lock lever having been pushed up to secure the cab in its locked position. If the vehicle is driven with the cab not secured in its locked position, the cab could tilt forward, increasing the risk of crash and/or injury.

**WHAT WE WILL DO**

To correct this condition, Isuzu dealers will add new features to your vehicle aimed at reminding operators to properly secure the cab in its locked position by pushing the lock lever up. This service will be performed **free of charge**.

**WHAT YOU SHOULD DO**

We recommend that you contact your Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB18-E-001. Isuzu estimates that the repair will take approximately 20 minutes to perform, but additional time may be necessary. To locate the nearest Isuzu dealer you can visit our website at [www.isuzucv.com](http://www.isuzucv.com), click on the dealer locator link 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**

Please ensure that vehicle operators are reminded to confirm the cab's lock lever is in its locked position before driving. In addition, should drivers detect a rough ride or a clanking noise while driving, they should bring the vehicle to a stop in a safe location and check to ensure that the cab is fully locked into place.

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, 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.*

**[SAMPLE OWNER LETTER – CANADA]**

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, <VIN>

NOVEMBER 2018

Dear Customer,

This notice is being sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. Your vehicle <VIN> <MY> model year Isuzu FTR is involved in safety recall Transport Canada 2018-590.

**WHAT IS THE CONDITION?**

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 and 2019 model year FTR vehicles. The vehicle cab is designed so that it may be tilted forward to allow for vehicle service or maintenance to be performed, then lowered back into position and secured in place through use of the lock lever. We have learned of instances in which a vehicle operator has driven the vehicle without the lock lever having been pushed up to secure the cab in its locked position. If the vehicle is driven with the cab not secured in its locked position, the cab could tilt forward, increasing the risk of crash and/or injury.

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**WHAT YOU SHOULD DO**

We recommend that you contact your Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB18-E-001. Isuzu estimates that the repair will take approximately (20) minutes to perform, but additional time may be necessary. To locate the nearest Isuzu dealer you can visit our website at [www.isuzutruck.ca](http://www.isuzutruck.ca), click on the dealer locator link and enter your postal code or province. 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 Canada  
Customer Relations  
1-866-441-9638**

Please ensure that vehicle operators are reminded to confirm the cab's lock lever is in its locked position before driving. In addition, should drivers detect a rough ride or a clanking noise while driving, they should bring the vehicle to a stop in a safe location and check to ensure that the cab is fully locked into place.

If you have any questions or concerns about this recall, we recommend that you call Isuzu customer relations at 1-866-441-9638.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of Canada, 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.*

**RECALL NO. 18V-758 (US) and 2018-590 (CAN)  
FTR OWNER'S MANUAL REQUEST FORM**



**IMPORTANT – PLEASE READ FIRST**

Make a copy of this form; complete all information and fax or mail to:

**ISUZU COMMERCIAL TRUCK AMERICA, INC.**  
ATTN: CV Warranty Parts Center  
1600 S. Claudina Way  
Anaheim, CA 92805  
Fax Number: 657-295-4061

**\*TO BE FILLED OUT COMPLETELY\***

**DEALER INFORMATION**

(Must be completed before owner's manual can be released)

**DEALER NAME:** \_\_\_\_\_ **DEALER CODE:**

**ADDRESS:** \_\_\_\_\_ **CITY:** \_\_\_\_\_

**STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**CONTACT PERSON:** \_\_\_\_\_ **TEL:** (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**OWNER'S MANUAL REPLACEMENTS (include quantities):**

| Part Number     | Description                                 | Quantities |
|-----------------|---|------------|
| FTR18-ONM-C01   | US – 2018MY FTR Owner's Manual              |            |
| FTR19-ONM-C01   | US – 2019MY FTR Owner's Manual              |            |
| FTR18-ONM-CAN01 | CAN – 2018MY FTR Owner's Manual (bilingual) |            |
| FTR19-ONM-CAN01 | CAN – 2019MY FTR Owner's Manual (bilingual) |            |

**CONTACT PERSON (please print name):** \_\_\_\_\_

**CONTACT PERSON (signature):** \_\_\_\_\_