



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB20-C-001B

ISSUE DATE:
FEBRUARY 2020

GROUP:
GLASS, INTERIOR TRIM &
SEATS, RESTRAINTS,
WEATHERSTRIP



CV

IMPORTANT SAFETY RECALL

SEAT BELT INSPECTION AND REPLACEMENT – 20V-025 (Transport Canada 2020-012)

AFFECTED VEHICLES

- 2019MY Isuzu N-Gas Vehicles Produced Between November 8, 2019 and November 25, 2019 (Canada Produced Between November 11, 2019 and November 20, 2019)
- 2020MY Isuzu N-Diesel Vehicles Produced Between August 23, 2019 and September 14, 2019 (Canada Produced Between August 24, 2019 and September 13, 2019)

This bulletin supersedes service bulletin CB20-C-001A. This bulletin is being revised to include the sample owner letters for US and Canada. Please discard previous bulletin CB20-C-001A.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2019MY Isuzu N-Gas vehicles produced between November 8, 2019 and November 25, 2019; and 2020MY Isuzu N-Diesel vehicles produced between August 23, 2019 and September 14, 2019. In some of the affected vehicles, the belt webbing locking mechanism (which is applied by the rapid movement of the seat belt) may not function. Occupants may not be restrained as designed and/or may become unrestrained if the separate G-Sensor locking mechanism becomes unavailable, increasing the risk of injury in the event of a crash.

CORRECTION

Isuzu dealers are to inspect the seat belt label number and the seat belt assembly date. If the seat belt falls within the identified production range, the seat belt assembly will be replaced. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are certain 2019MY Isuzu N-Gas vehicles produced between November 8, 2019 and November 25, 2019; and 2020MY Isuzu N-Diesel vehicles produced between August 23, 2019 and September 14, 2019.

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

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

PARTS INFORMATION

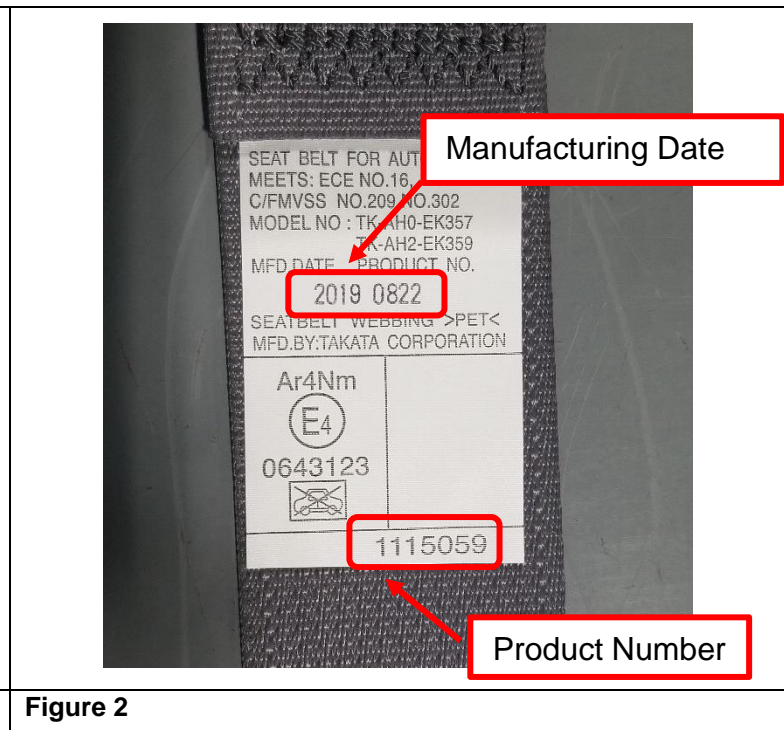
Additional parts orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal (non-emergency) orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

Part Number	Description	Quantity
8-97428-457-1	Belt; Seat, Tong	As Necessary

SERVICE PROCEDURE

IMPORTANT: High visibility RED seat belts do NOT require inspection and are not to be replaced.

1. Place the vehicle in Park (P), apply the parking brake, and turn the engine off.
2. Inspect the driver and passenger side tongue seat belt assembly tags' product number and manufacturing date which are located near the seat belt's lower anchor point. (See Figures 1 and 2.) Record these numbers on the repair order for the vehicle.



- Using Table 1 below, compare the product number and the manufacturing date found on each tongue seat belt assembly tag. If both the product number and the manufacturing date on the tongue seat belt assembly tag match Table 1, proceed to Step 4. If either the product number or the manufacturing date on the tongue seat belt assembly tag DO NOT match Table 1, proceed to Step 15.

NOTE: If the product number and manufacturing date are not legible, proceed to Step 4 and replace the tongue seat belt assembly.

Product Number	Manufacturing Date
1115059	2019 0819
	2019 0821
	2019 0822
	2019 0827
	2019 0828
	2019 0829
Table 1	

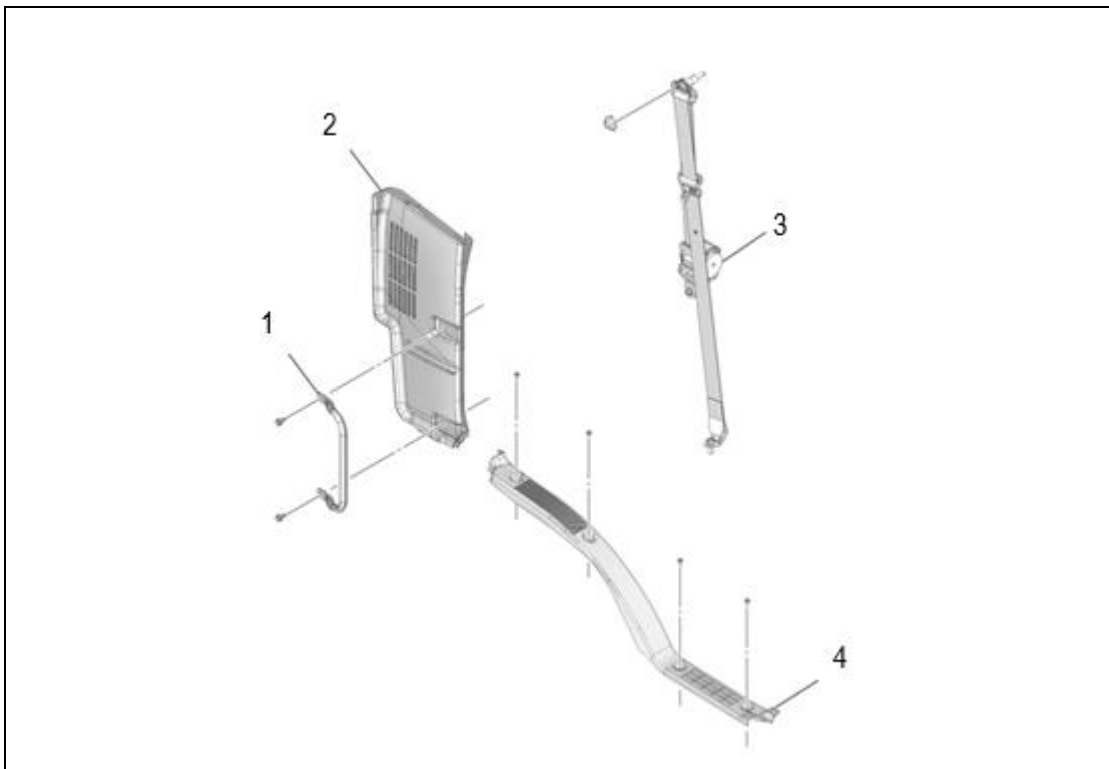


Figure 3

- Assist Handle
- Rear Pillar Lower Trim
- Tongue Side Seat Belt Assembly
- Door Side Floor Mat Trim Cover

- Remove the two (2) 12mm bolts from the assist handle. Remove and set aside for reuse. (See Figure 3.)
- Remove the four (4) T25 screws from the door side floor mat trim cover. Remove and set aside for reuse. (See Figure 3.)

6. Remove the rear pillar lower trim by pulling the rear of the cover inwards to the center of the cab to detach the mounting clips. Remove and set aside for reuse. (See Figure 3.)
7. Use a small flat head screwdriver to remove the cover from the seat belt upper anchor bolt. (See Figure 4.) Set aside for reuse.



Figure 4

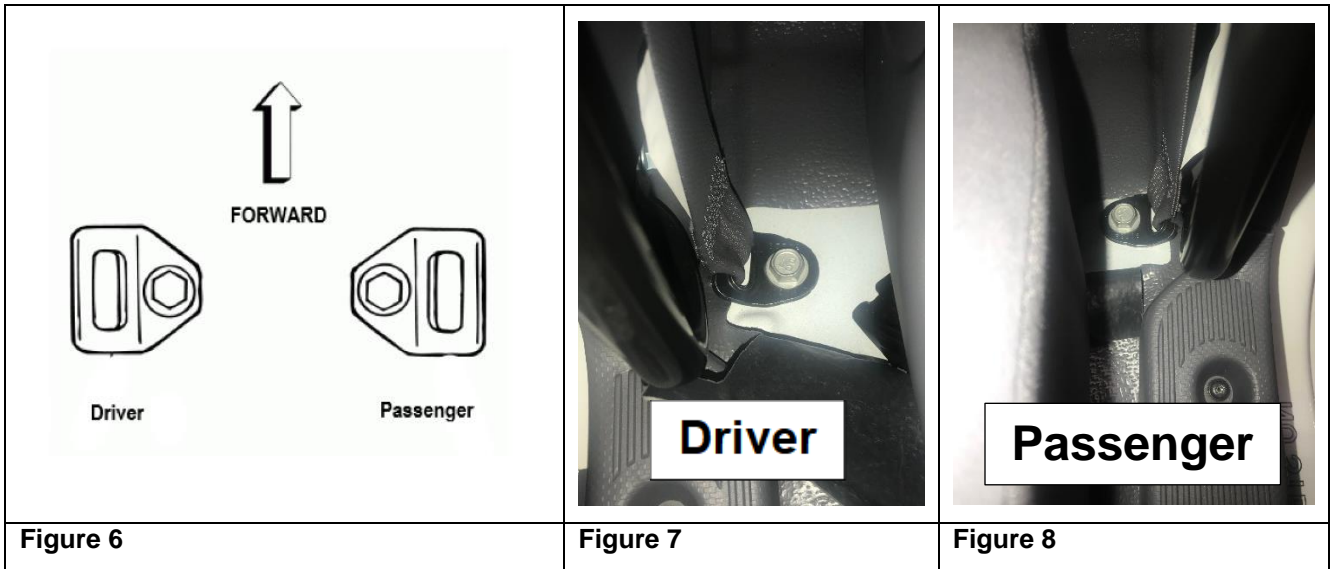
8. Remove the three (3) 14mm bolts from the tongue side seat belt assembly: the retractor fixing bolt; the upper anchor bolt; and the lower anchor bolt. Remove the tongue side seat belt assembly. The mounting bolts will not be reused.
9. Use a pair of scissors or shears to cut off the webbed belt portion of the ***old*** tongue seat belt that has both the tag and the lower anchor. (See Figure 5.) Return this portion of the seat belt to your parts department for warranty retention. Discard the remaining portion of the old tongue seat belt assembly.



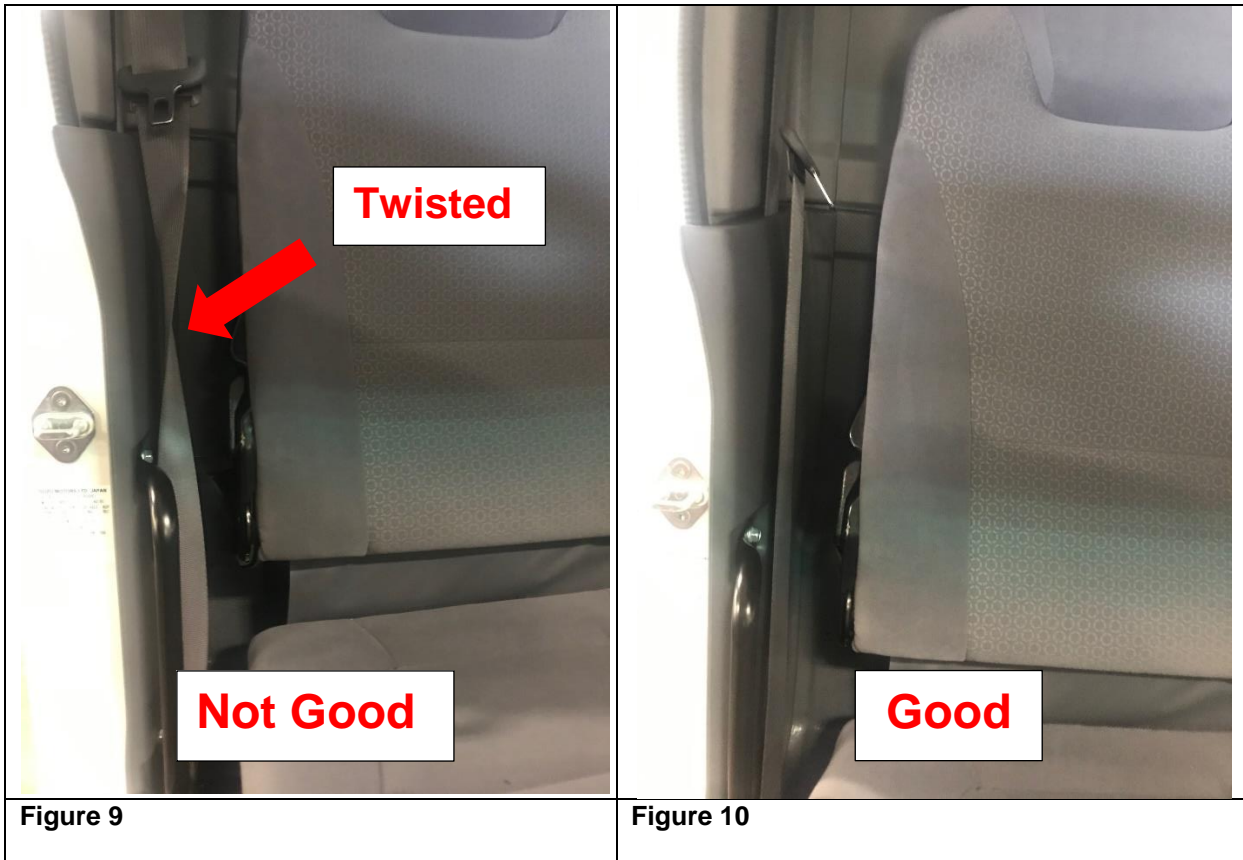
Figure 5

10. Position the new tongue side seat belt assembly with the supplied bolts in place. Start tightening all three (3) new 14mm bolts by hand and then lightly snug them with a ratchet and socket. Ensure that the seat belt lower anchor point is orientated as shown in Figures 6, 7 and 8 before tightening the bolt. Tighten all three bolts to the specified torque.

Tightening Torque: 44 N·m (33 lb ft)



IMPORTANT: Ensure that the belt is straight and not twisted. (See Figures 9 and 10.)



11. Re-install the lower panel trim and firmly push the panel to engage the retaining clips. (See Figure 3.)

NOTE: Be sure the belt webbing is not trapped between the lower trim panel and the upper anchor bolt. (See Figures 11 and 12.)



12. Re-install the door side floor mat trim cover using the four (4) T25 screws. (See Figure 3.)
13. Re-install the assist handle using the two (2) 12mm bolts. Tighten both bolts to the specified torque. (See Figure 3.)

Tightening Torque: 19 N·m (14 lb ft)
14. Test the tongue seat belt assembly by fully extending the belt and ensure it is properly buckled. Then unbuckle the belt and ensure it fully retracts properly. Make sure that the belt is not twisted.
15. Use a paint pen or small paint brush to mark the head of the lower anchor bolt. (See Figures 13 and 14.)

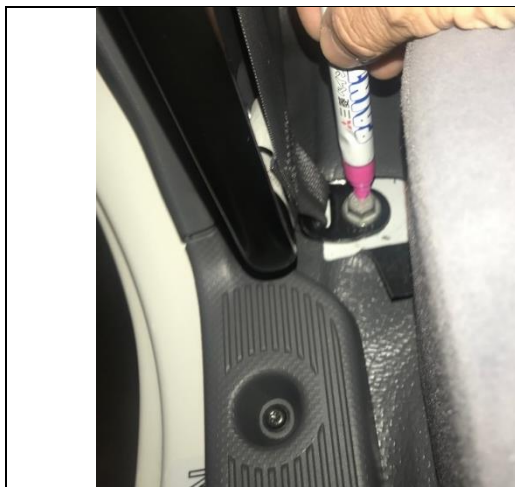


Figure 13



Figure 14

16. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

- Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 20V-025 (US) or 2020-012 (Canada), Isuzu dealer code, and repair date.
- Affix the campaign label onto the driver's side B-pillar.

ISUZU CAMPAIGN NUMBER _____ DEALER CODE: _____ REPAIR DATE: _____ <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.

Labor Code	Description	Labor Hours
V2001	Seat Belt Inspection (Both Driver and Passenger Sides)	0.2
	ADD: Seat Belt Replacement – One Side	0.5
	ADD: Seat Belt Replacement – Both Sides	0.7

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 perform the required correction according to the instructions contained in this bulletin. 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 ensure the recall remedy has been implemented 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 IVIS (Isuzu Vehicle Information System). Not all vehicles may be involved.

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

OWNER NOTIFICATION

Sample recall notification letters that will be sent to owners of affected vehicles already retailed in the United States and Canada are attached below.

IMPORTANT SAFETY RECALL
NHTSA Recall 20V-025

This notice applies to your vehicle, <VIN>

FEBRUARY 2020

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle <VIN> <MY> model year Isuzu <SERIES> is involved in safety recall NHTSA 20V-025.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2019MY Isuzu N-Gas vehicles produced between November 8, 2019 and November 25, 2019; and 2020MY Isuzu N-Diesel vehicles produced between August 23, 2019 and September 14, 2019. In some of the affected vehicles, the belt webbing locking mechanism (which is applied by the rapid movement of the seat belt) may not function. Occupants may not be restrained as designed and/or may become unrestrained if the separate G-sensor locking mechanism becomes unavailable, increasing the risk of injury in the event of a crash.

WHAT WE WILL DO

Isuzu dealers are to inspect the seat belt label number and the seat belt assembly date. If the seat belt falls within the identified production range, the seat belt assembly will be replaced. 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 CB20-C-001B. Isuzu estimates that the repair may take up to 42 minutes to perform. However, additional time may be necessary due to the dealer's schedule and/or if additional repairs are necessary. To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com or contact our Customer Relations Department at the number listed below.

Isuzu Commercial Truck of America
Customer Relations
1-866-441-9638

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.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>
<MY> model year ISUZU <SERIES>

FEBRUARY 2020

Dear Customer,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Safety Recall Transport Canada 2020-012.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2019MY Isuzu N-Gas vehicles produced between November 11, 2019 and November 20, 2019; and 2020MY Isuzu N-Diesel vehicles produced between August 24, 2019 and September 13, 2019. In some of the affected vehicles, the belt webbing locking mechanism (which is applied by the rapid movement of the seat belt) may not function. Occupants may not be restrained as designed and/or may become unrestrained if the separate G-sensor locking mechanism becomes unavailable, increasing the risk of injury in the event of a crash.

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**Isuzu Commercial Truck of Canada
Customer Relations
1-866-441-9638**

If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at 1-866-441-9638.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of Canada, Inc.

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