



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB20-C-001

ISSUE DATE:
JANUARY 2020

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



CV

IMPORTANT SAFETY RECALL

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

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)

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

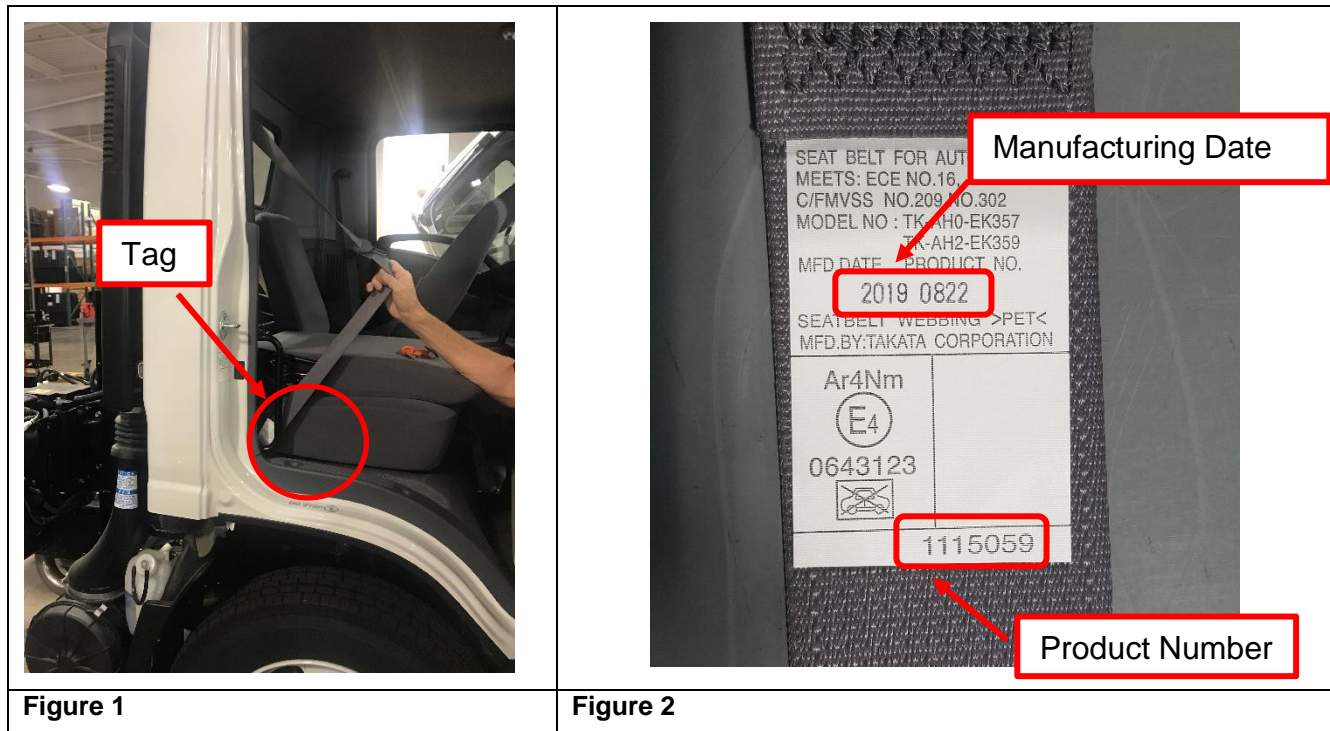
Additional parts orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal (non-emergency) orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off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



3. Using Table 1 below, compare the product number and the manufacturing date found on each tongue seat belt assembly tag. If any of the numbers in Table 1 match the tongue seat belt assembly tag, proceed to Step 4. If ***both*** the product number and the manufacturing date on the tongue seat belt assembly tag **DO NOT** match Table 1, proceed to Step 13.

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	

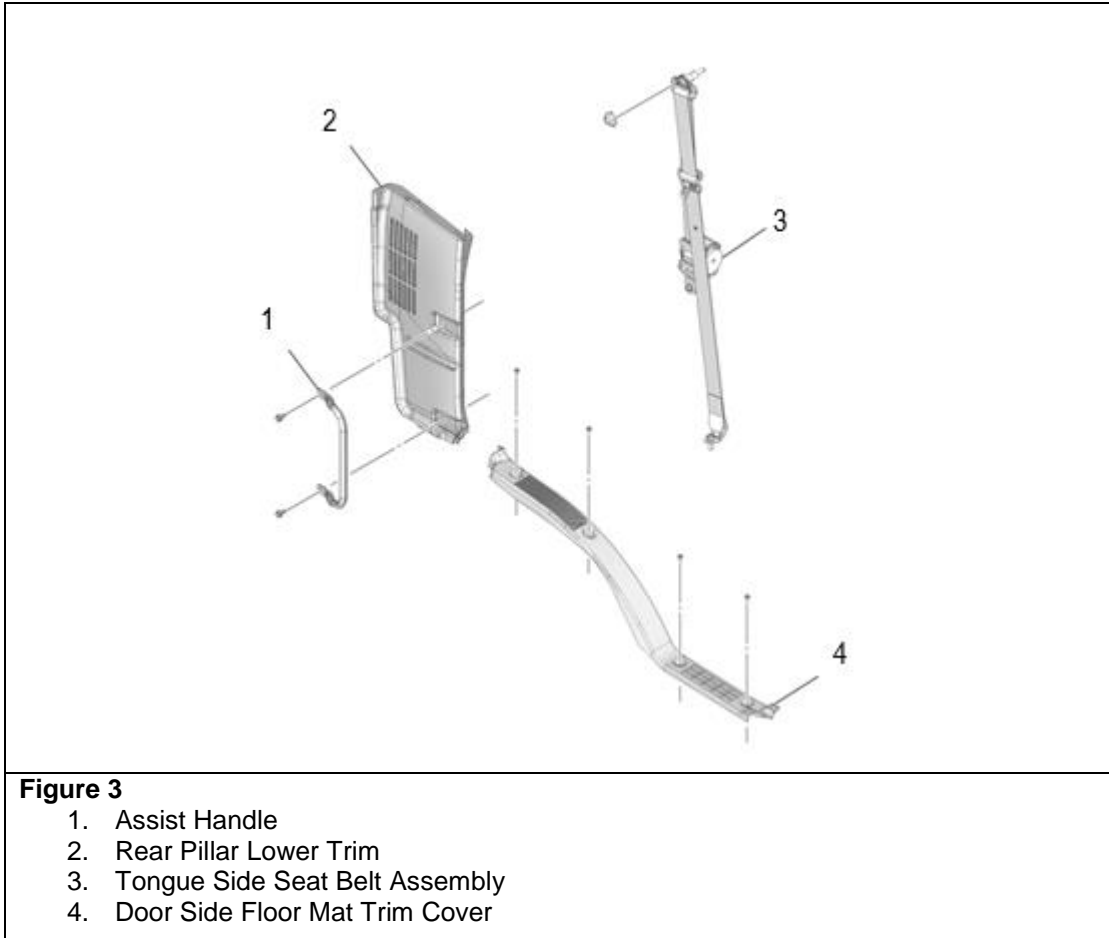


Figure 3

1. Assist Handle
2. Rear Pillar Lower Trim
3. Tongue Side Seat Belt Assembly
4. Door Side Floor Mat Trim Cover

4. Remove the two (2) 12mm bolts from the assist handle. Remove and set aside for reuse. (See Figure 3.)
5. 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.

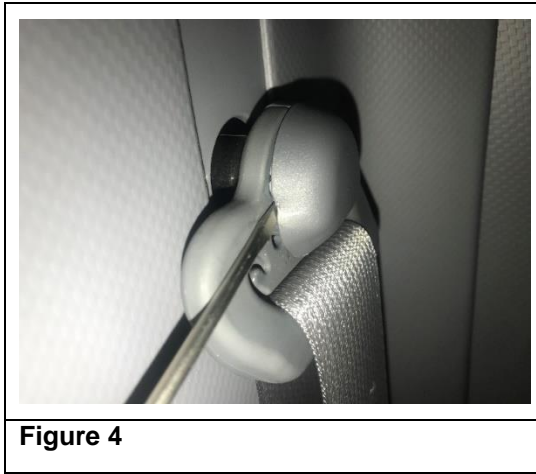
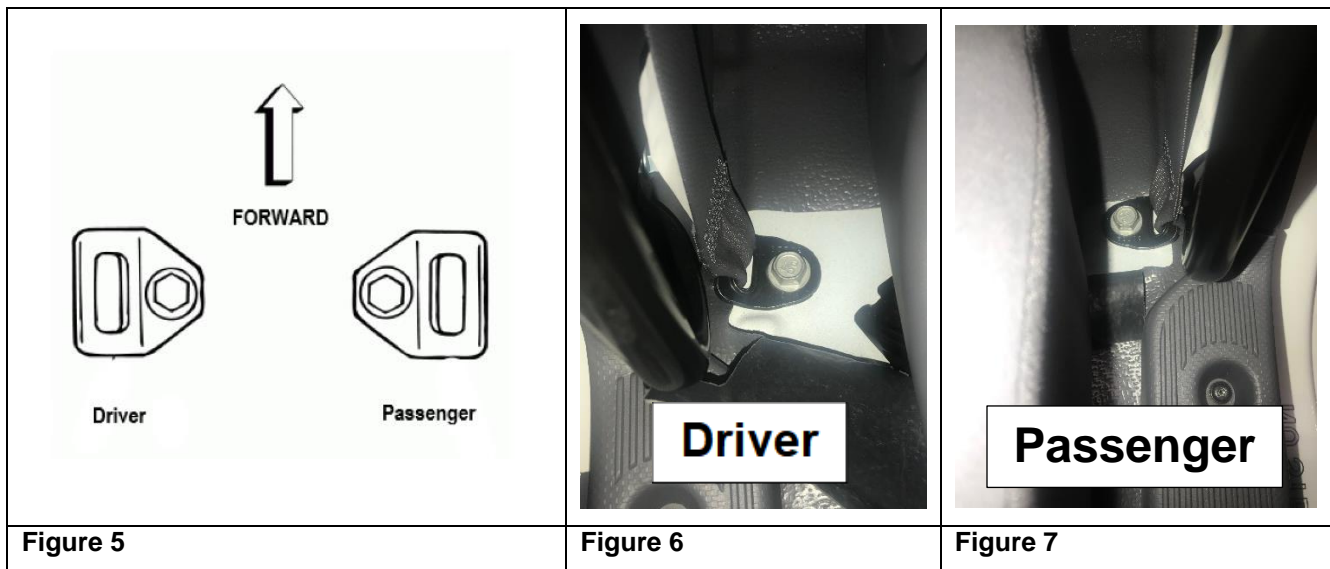


Figure 4

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. 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 Figure 5 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 8 and 9.)

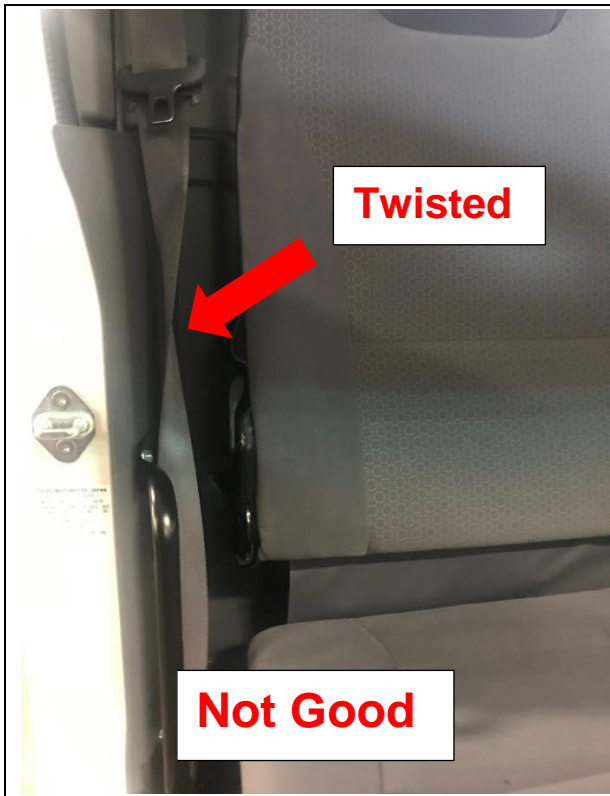


Figure 8



Figure 9

10. 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 10 and 11.)

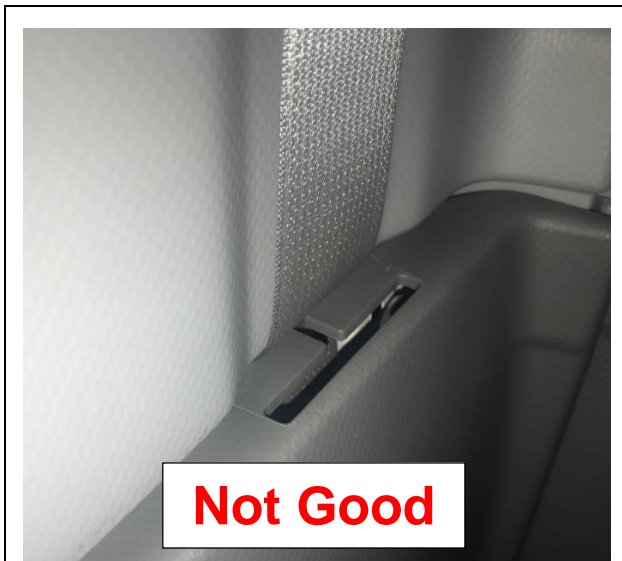


Figure 10

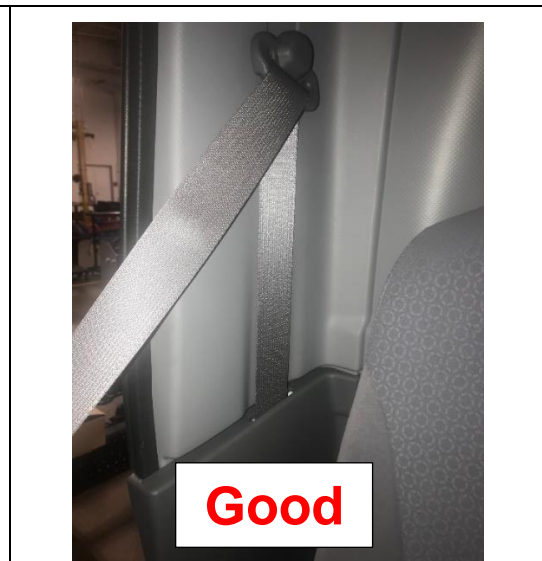


Figure 11

11. Re-install the door side floor mat trim cover using the four (4) T25 screws. (See Figure 3.)

12. 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)

13. Use a paint pen or small paint brush to mark the head of the lower anchor bolt. (See Figures 12 and 13.)

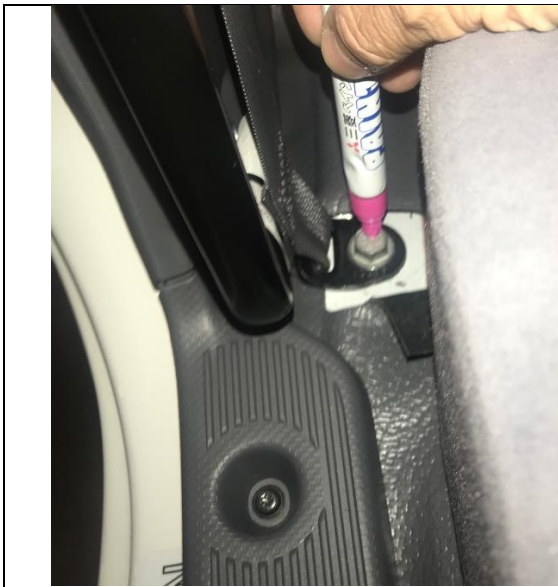


Figure 12



Figure 13

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 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 14.) 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.

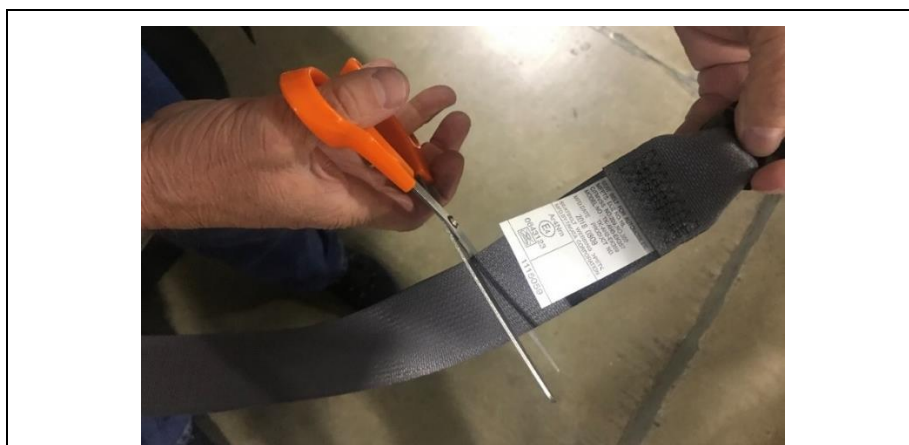


Figure 14

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 V2001, 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

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada.