



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**  
CB20-H-001

**ISSUE DATE:**  
APRIL 2020

**GROUP:**  
BRAKES



CV

## IMPORTANT SAFETY RECALL

### BRAKE LINE CLIP INSPECTION – V2002

#### AFFECTED VEHICLES

- 2019MY Isuzu N-Gas Vehicles Produced Between July 8 and July 12, 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 July 8 and July 12, 2019. In some of the affected vehicles, the brake line clip(s) for the rear driver side brake line (which is routed inside the passenger side frame rail) may have been incorrectly installed, potentially allowing the brake line to make contact with a grounding bolt. Repeated contact with the bolt could compromise the rear driver side brake line, leading to a loss of brake fluid and resulting in a drop in the hydraulic brake pressure and a reduction or loss of the rear driver side braking performance. All of the remaining brakes (front, passenger side rear and parking brake) will continue to operate normally. If the rear driver side brake fails, the braking performance of the vehicle can be reduced, increasing the risk of a crash.

#### CORRECTION (INSPECTION)

Dealers will inspect the brake line mounting clips of affected vehicles in their inventory (if applicable) to determine if the brake line clip(s) were installed correctly per the inspection procedure provided in this bulletin. This service will be performed **free of charge**. If the clips are not installed correctly, the brake line will have to be replaced when parts become available and an updated version of this bulletin is issued. In the meantime, all vehicles that require brake line replacement **must** remain in dealer inventory until the revised (updated) campaign bulletin is released and the campaign brake line replacement procedures are performed.

#### VEHICLES INVOLVED

Involved are certain 2019MY Isuzu N-Gas vehicles Produced between July 8 and July 12, 2019.

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

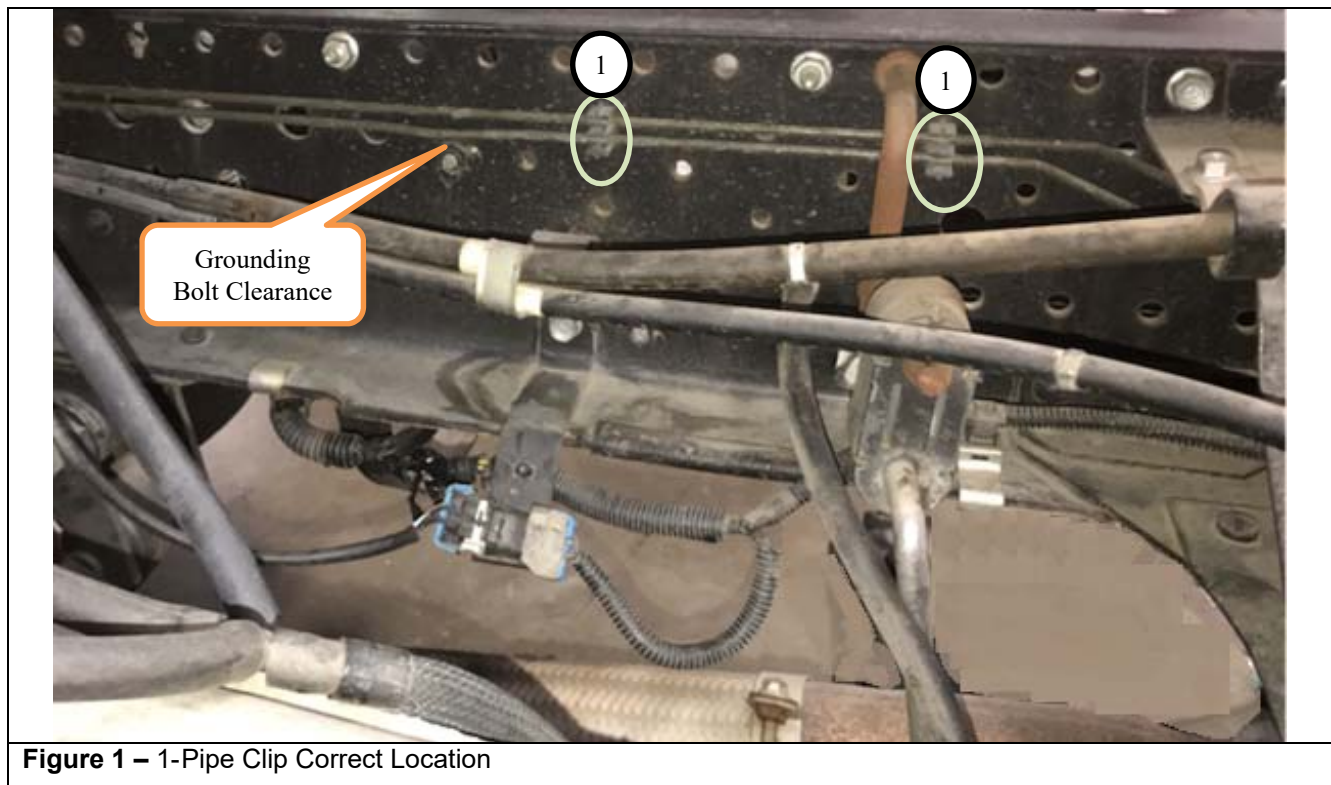
For dealers with involved vehicles, a report of involved vehicles containing the complete vehicle identification numbers has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

## PARTS INFORMATION

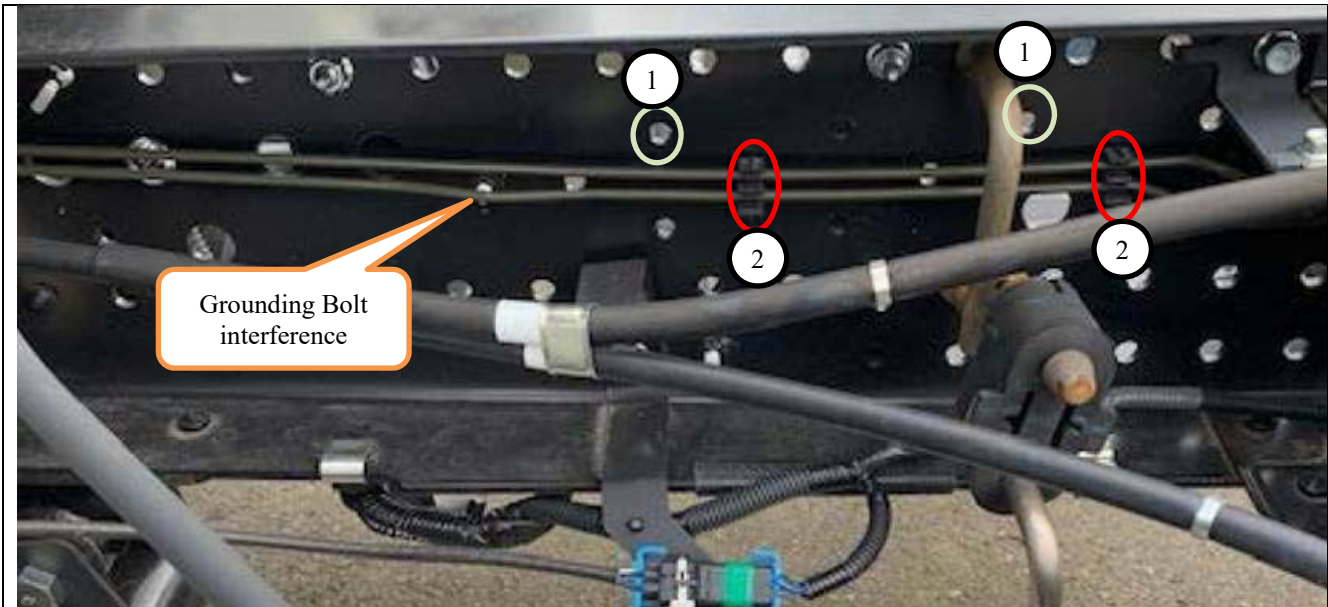
Parts are currently unavailable to remedy this condition. This section will be updated when parts are available.

## INSPECTION PROCEDURE

1. Shift vehicle to park, turn off engine, set parking brake, and block rear wheels.
2. Inspect the two (2) brake pipe clips on the inside of the Right Hand Frame Channel as shown in Figure 1 for proper placement.
  - If the brake pipe clips are in the correct locations (see Figure1), proceed to “Applying The Campaign Label”.
  - If the brake pipe clips are **NOT** in the correct location (see Figure 2), the brake line will have to be replaced in the future. All vehicles that require brake line replacement **must** remain in dealer inventory until the revised (updated) campaign bulletin is released and the campaign brake line replacement procedures are performed. The campaign remedy cannot be completed at this time. Do **NOT** proceed to “Applying The Campaign Label”. Instead, please skip to the “Claim Information” section of this bulletin.



**Figure 1 – 1-Pipe Clip Correct Location**



**Figure 2** – 1-Correct Location  
2- Pipe Clip INCORRECT Location

**APPLYING THE CAMPAIGN LABEL**

- 3. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2002, Isuzu dealer code, and repair date.
- 4. Affix the campaign label onto the driver's side B-pillar.



**CLAIM INFORMATION**

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission. Submit only one claim as indicated below. Additional labor code for Brake Line Replacement will be added when the revised (updated) campaign bulletin is released.

Labor Code	Description	Labor Hours
V2002	Inspection Brake Line Clip Correct (Campaign Complete - Repair Not Needed)	0.3
V2002A	Inspection Brake Line Clip Incorrect (Awaiting Brake Line Replacement)	0.3

Includes 0.1 hours for administrative allowance

## **DEALER RESPONSIBILITY**

Dealers are to service all vehicles subject to this campaign 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 campaign 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.