



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**

CB20-N-002

**ISSUE DATE:**

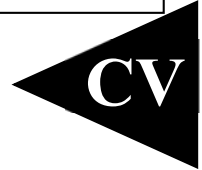
SEPTEMBER 2020

**GROUP:**

ELECTRICAL

### IMPORTANT SAFETY RECALL

**GROUND CABLE REPLACEMENT – 20V-###**  
(Transport Canada 2020-###)



#### AFFECTED VEHICLES

- 2018-2021MY Isuzu FTR Vehicles Produced Before 8/14/2020

#### INFORMATION

##### CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2021MY Isuzu FTR vehicles produced before August 14, 2020. In the affected vehicles, the ground cable connecting the starter motor to the vehicle frame may break at the starter-side eyelet, which can result in an engine no-crank or slow-crank condition, causing the vehicle not to start. If the driver attempts to start the engine after the cable has broken, electrical current will flow through the steel braiding of the power steering hose rather than through the broken cable, generating heat within the power steering hose. Once the cable is broken, if the driver makes repeated efforts to restart the engine or if the key is held in the engine start position for an extended period of time, enough heat may be generated to melt and potentially to rupture the power steering hose. If the power steering hose ruptures, power steering fluid may leak onto a hot engine or exhaust surface increasing the risk of a fire.

##### CORRECTION

**For New Vehicle Dealer Inventory:** Isuzu dealers will replace only the ground cable.

**Note:** This campaign bulletin will be updated in the near future. At that time, sample owner letters and a second service procedure, which calls for the inspection and, if necessary, replacement, of the power steering hose in customer-owned and used (affected) vehicles, will be added to the campaign bulletin. Power steering hose replacement is not necessary for New vehicles.

##### VEHICLES INVOLVED

Involved are certain 2018-2021MY Isuzu FTR vehicles produced before August 14, 2020.

**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

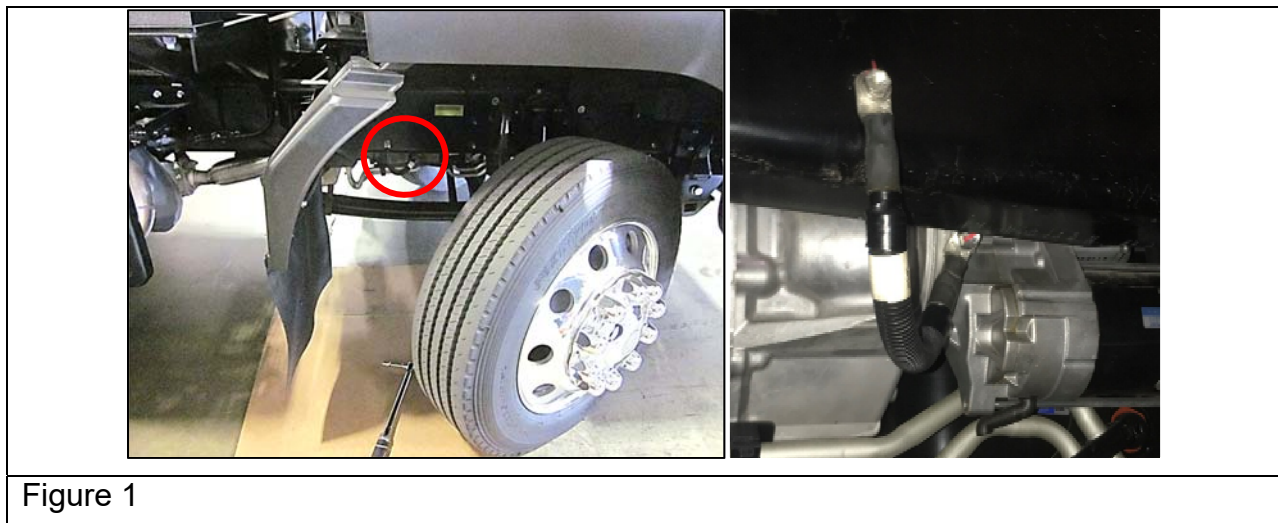
Dealers will be shipped an initial quantity of parts in order to complete immediate repairs. Additional parts orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal (non-emergency) orders should be placed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

Part Number	Description	Quantity
8-97663-264-0	Starter Earth Cable	1

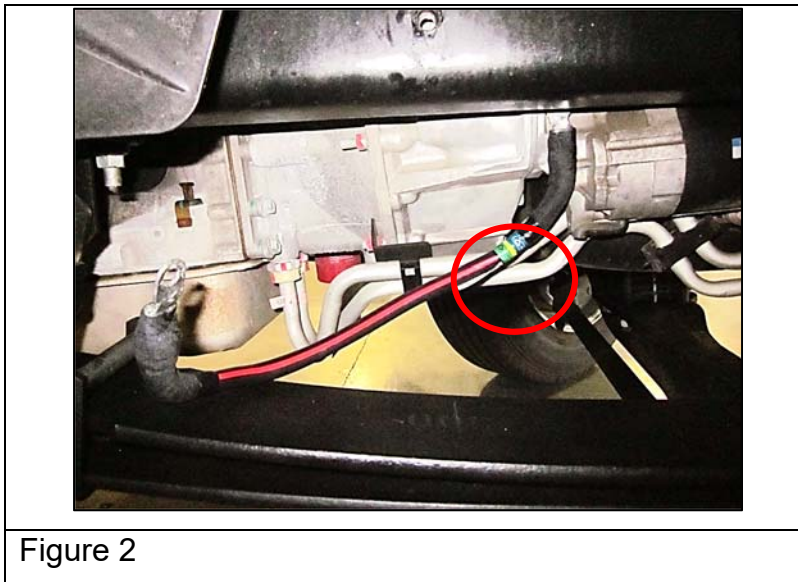
## SERVICE PROCEDURE

### FOR NEW VEHICLE INVENTORY ONLY

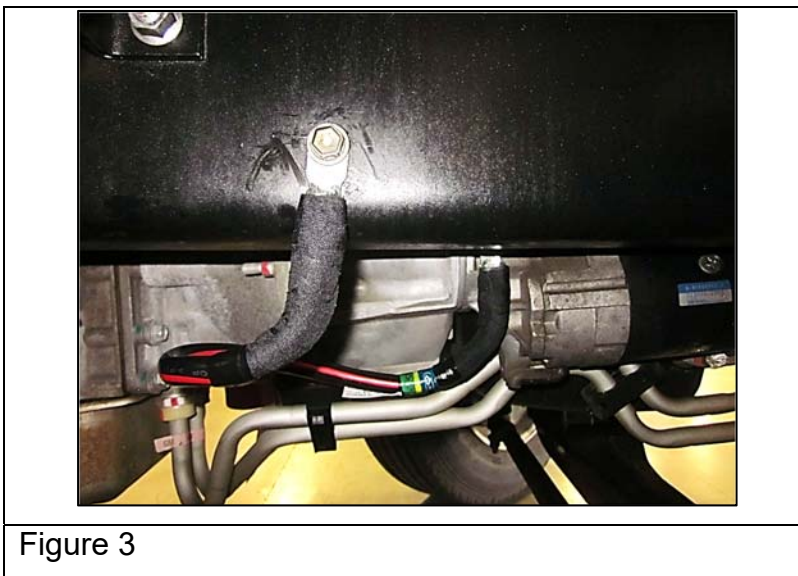
1. Place the vehicle in park, apply the parking brake, turn the engine off and block the rear tires.
2. At right side of vehicle, close to rear of the front tire, locate the ground cable. See Figure 1.



3. Using ratchet, extension and socket, remove bolt from frame, bolt from starter and remove the ground cable. See Figure 1.
4. Clean the area of the frame and the starter where the ground cable is mounted. Remove any rust or dirt that may interfere with the connection.
5. Using previously removed bolt, attach new ground cable (Starter Earth Cable) to starter first. Ensure part number label is toward starter and ensure flat side of eyelet is flush to starter housing; Torque to 40 Nm (30 ft.lb.). See Figure 2.



6. Using previously removed bolt, attach ground cable to frame. Ensure flat side of eyelet is flush to frame; Torque to 20 Nm (15 ft.lb.).
7. Ensure the new ground cable is installed and routed as shown in Figure 3.



8. Paint the bolt heads with high visibility paint marker after proper torque has been completed. See Figure 4.

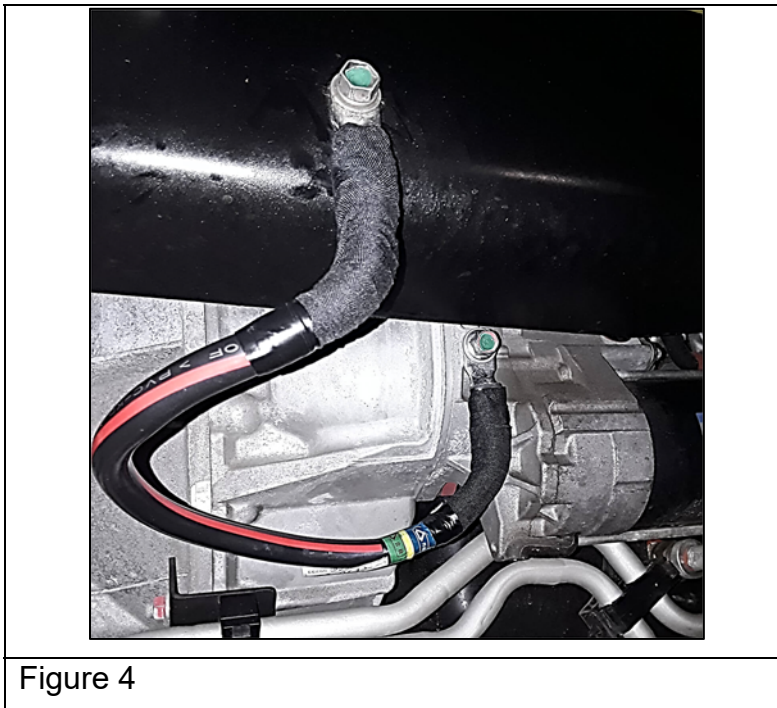


Figure 4

9. Proceed to Applying the Campaign Label.

#### APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2004, Isuzu dealer code, and repair date.
2. Affix the campaign label onto the driver's side B-pillar.

<b>ISUZU</b>
<b>CAMPAIGN NUMBER</b>
_____
<b>DEALER CODE:</b> _____
<b>REPAIR DATE:</b> _____
<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 Operation Code	Description	Labor Time
V2004	Ground Cable Replacement Safety Recall	0.5*

*\*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**

Sample recall letters that will be sent to owners of affected vehicles already retailed in the United States and Canada will be added in a future bulletin revision.