



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:

CB20-J-001A

ISSUE DATE:

DECEMBER 2020

GROUP:

ENGINE

IMPORTANT SAFETY RECALL

SURGE HOSE AND CHASSIS HARNESS RELOCATION – 20V-721



AFFECTED VEHICLES

- Certain 2020MY N-Series Crew Cab Vehicles with Gasoline Engines 6.6 L8T (see VIN list)

This bulletin supersedes service bulletin CB20-J-001. This bulletin is being revised to include the sample US owner letter. Please discard previous bulletin CB20-J-001.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2020MY N-Series crew cab vehicles with gasoline engines 6.6 L8T. In the affected vehicles, the chassis harness and the coolant return hose from the radiator to the reservoir (surge hose) are located near the edge of the cab floor panel. During normal driving, the harness and/or hose could potentially chafe from contact with the cab floor panel. Continued chafing could cause wear in the harness and/or hose, ultimately causing a hole in the hose with the potential for engine coolant to leak and/or causing damage to the harness with the potential for a short circuit. Leaking engine coolant and/or a damaged wire harness may result in a no-start condition, engine stall, or thermal event, increasing the risk of a crash or fire.

CORRECTION

Isuzu dealers will install additional retention parts and an edge protector to ensure adequate clearance and protection. This service will be performed **free of charge**.

VEHICLES INVOLVED

Certain 2020MY N-Series crew cab vehicles with gasoline engines 6.6 L8T. See below affected VINs.

54DC4J1D0LS207212	54DC4J1D3LS207284	54DC4J1D5LS207660
54DC4J1D0LS207288	54DC4J1D3LS207611	54DC4J1D6LS207781
54DC4J1D0LS207811	54DC4J1D3LS207639	54DC4J1D7LS207286
54DC4J1D1LS207283	54DC4J1D3LS207642	54DC4J1D8LS207216
54DC4J1D1LS207607	54DC4J1D3LS207737	54DC4J1D8LS207815
54DC4J1D1LS207610	54DC4J1D4LS207214	54DC4J1D9LS207211
54DC4J1D1LS207638	54DC4J1D4LS207813	54DC4J1D9LS207287
54DC4J1D1LS207641	54DC4J1D5LS207285	54DC4J1DXLS207783
54DC4J1D1LS207784	54DC4J1D5LS207609	54DC4J1DXLS207816
54DC4J1D2LS207213	54DC4J1D5LS207612	

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

For dealers with involved vehicles, an assigned vehicle report 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.

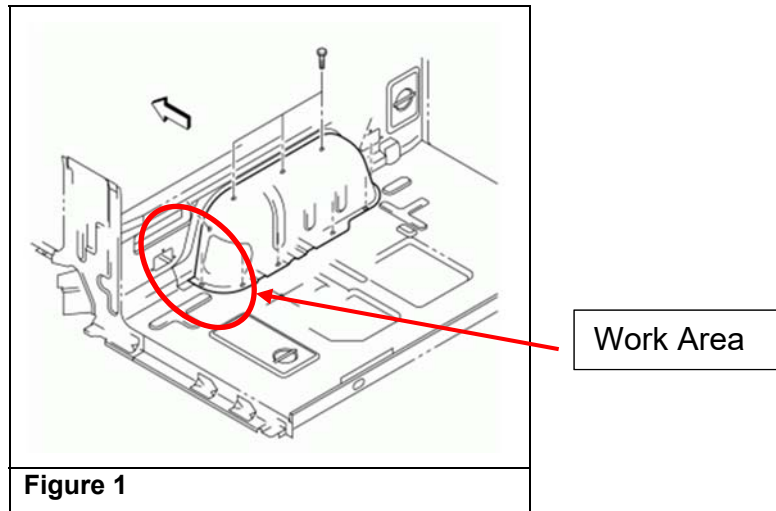
PARTS INFORMATION

Dealers with affected vehicles in their inventory 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.

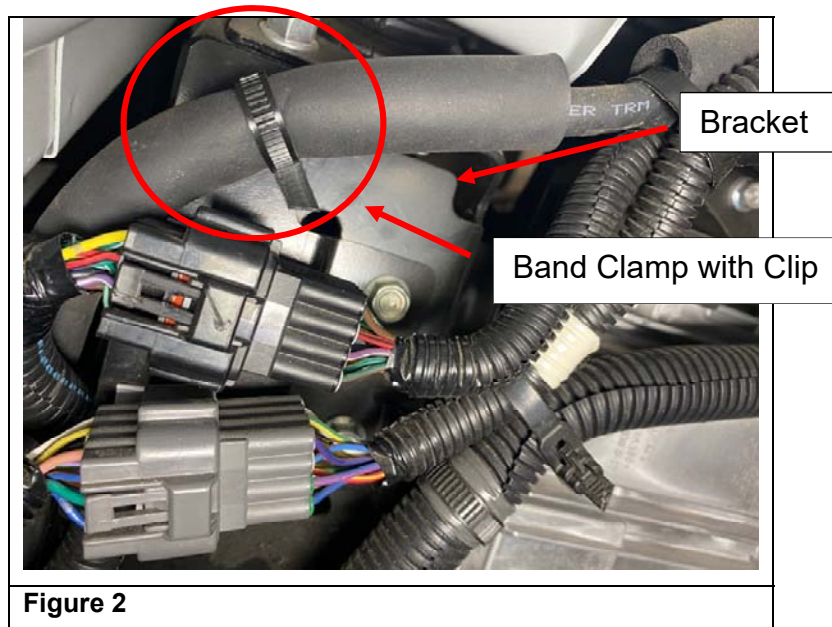
Part Number	Description	Quantity
5-09707-030-1	Cable Water, Hose, Harness Band	1
5-09700-321-0	Frame Harness Clip	1
8-97327-172-0	Protector	1

SERVICE PROCEDURE

1. Shift vehicle to park, turn off engine, set parking brake, and block rear wheels.
2. Remove the rear engine cover. (See Figure 1.) The work will be performed in the area indicated.



3. On the driver's side of the area exposed by the removal of the rear engine cover, locate where the coolant overflow surge hose is attached to the bracket with a band clamp just above the two harness connectors. (See Figure 2.)



4. Use your fingers to depress the two tabs (See Figure 3) on the clip attaching the coolant surge hose band clamp clip on the back side of the bracket. Disengage the clip from the bracket.

NOTE: Do NOT remove the band clamp from around the coolant surge hose.

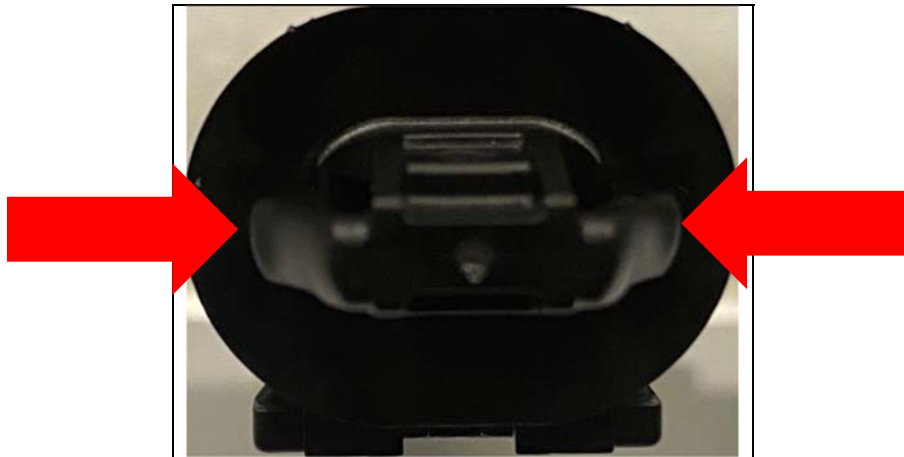


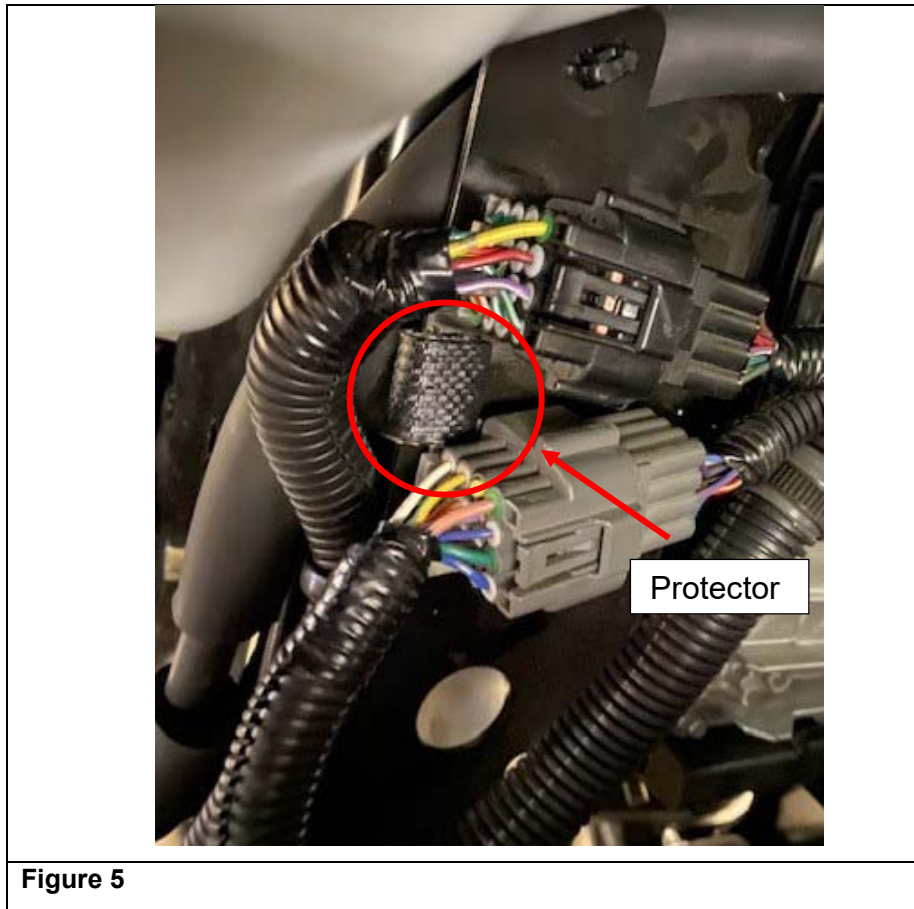
Figure 3

5. Relocate the coolant surge hose to behind the bracket and rotate the band clamp to install the clip into same hole in the bracket, but from the back side. (See Figure 4.) Ensure that both tabs on the band clamp clip fully engage into the bracket.



Figure 4

6. Push the new protector onto the rear of the bracket between the two connectors as shown in Figure 5.



7. Route the harness going to the black connector as shown in Figure 6 and install the new frame harness clip in the hole of the cab mount bracket to secure the harness. Bend the tabs of the new frame harness clip outward on the back side of the cab mounting bracket. (See Figure 7.)



Figure 6

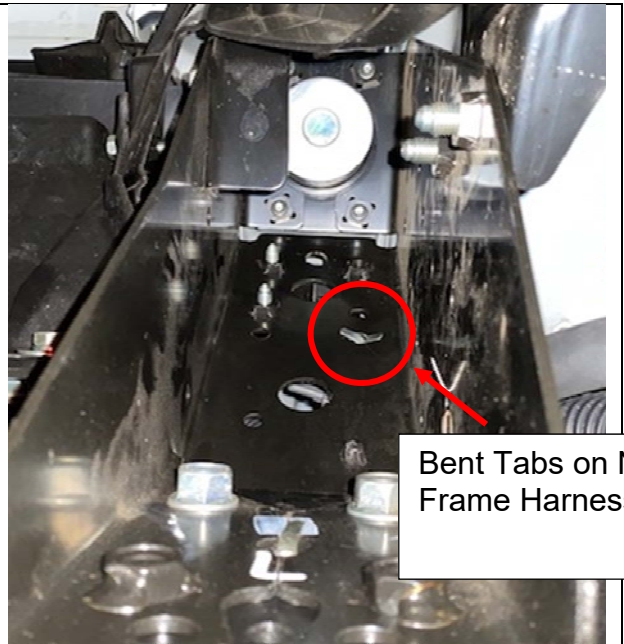


Figure 7

8. Locate the one existing frame harness clip securing the coolant surge hose to the body mount bracket. (See Figure 8.) Relocate the coolant surge hose and the frame harness clip to the new location as shown in Figures 8 and 9. Ensure that both tabs are properly bent outwards on the back side of the body mounting bracket.

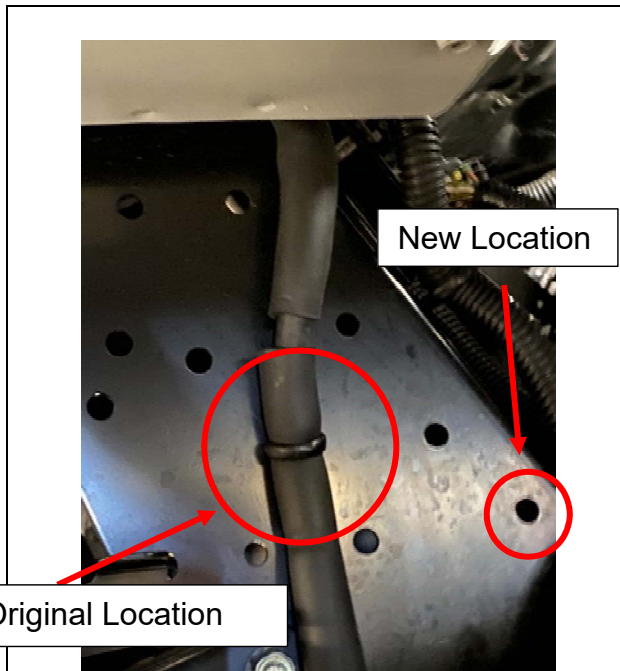


Figure 8

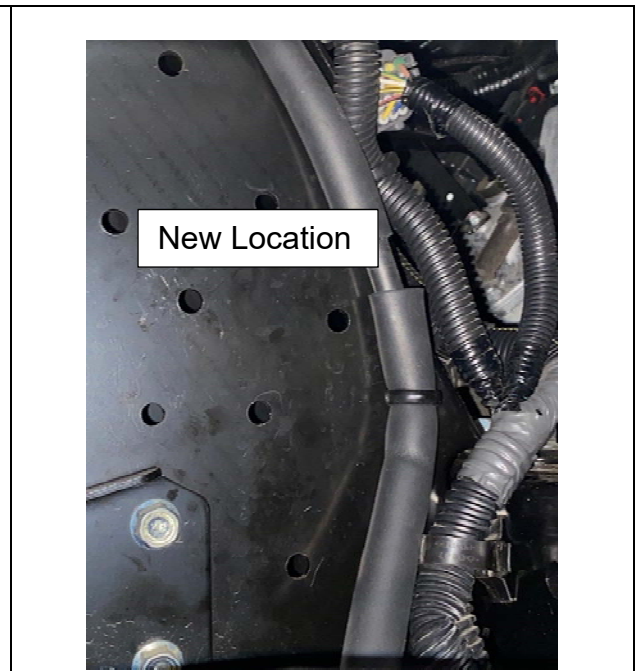
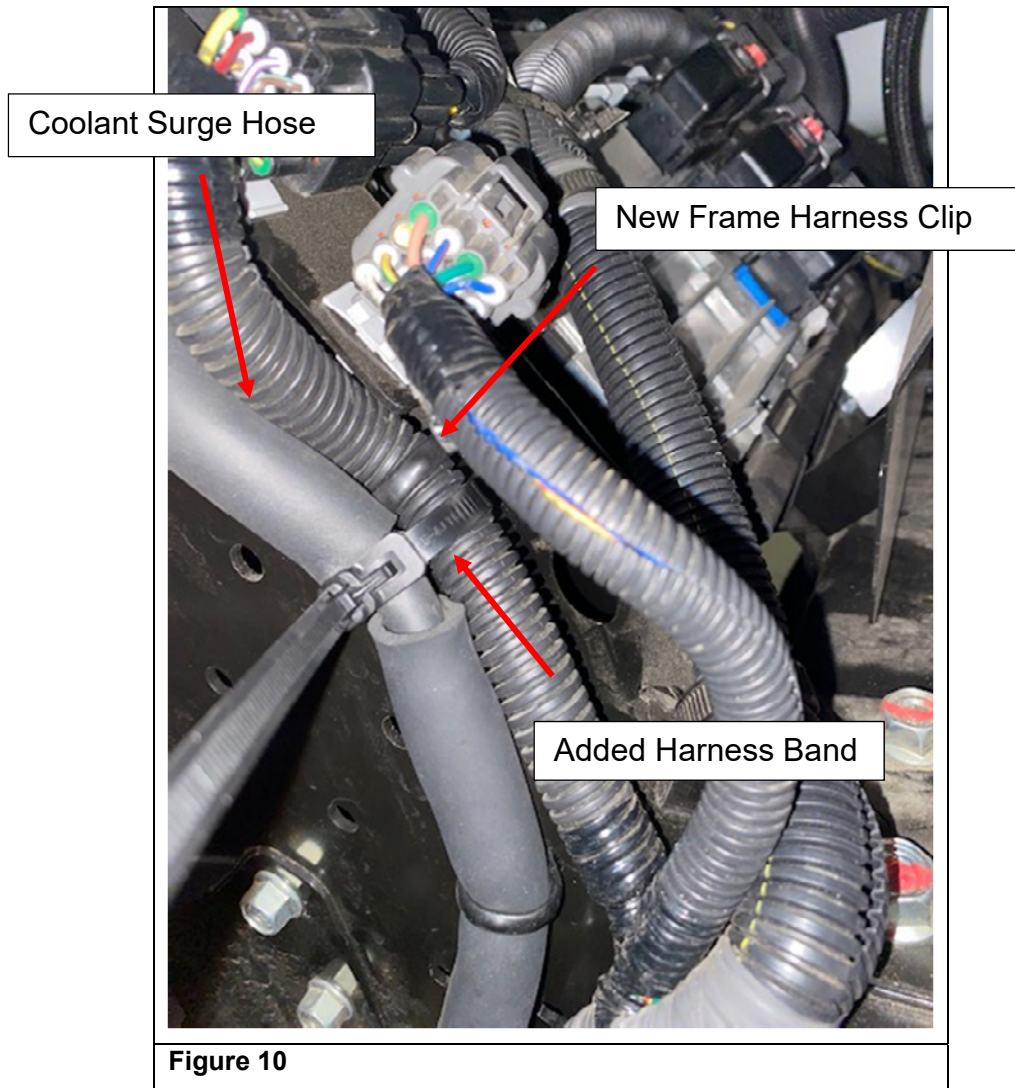


Figure 9

9. Use the new harness band to secure the surge hose to the harness just below the newly added frame harness clip. (See Figure 10.)



10. Install the rear engine cover.
11. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

12. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 20V-721, Isuzu dealer code, and repair date.
13. Affix the campaign label onto the driver's side B-pillar.

ISUZU
CAMPAIGN NUMBER

DEALER CODE: _____
REPAIR DATE: _____
<small>PN2-90028-700-0</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
V2006	Surge Hose & Chassis Harness Relocation (Includes R & R Rear Engine Cover)	0.7

**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

The sample recall letter that will be sent to owners of affected vehicles already retailed in the United States is attached below.

[SAMPLE OWNER LETTER – US]

IMPORTANT SAFETY RECALL
NHTSA Recall 20V-721

This notice applies to your vehicle, <VIN>

DECEMBER 2020

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle <VIN> 2020 model year Isuzu N-Series is involved in safety recall NHTSA 20V-721.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2020MY N-Series crew cab vehicles with 6.6L gasoline engines. In the affected vehicles, the chassis harness and the coolant return hose from the radiator to the reservoir (surge hose) are located near the edge of the cab floor panel. During normal driving, the harness and/or hose could chafe from contact with the cab floor panel. Continued chafing could lead to wear in the harness and/or hose, ultimately causing a hole in the hose from which engine coolant could leak and/or causing damage to the harness with the potential for a short circuit. Leaking engine coolant and/or a damaged wire harness may result in a no-start condition, engine stall, or thermal event, increasing the risk of a crash or fire.

WHAT WE WILL DO

Isuzu dealers will install additional retention parts and an edge protector to ensure adequate clearance and protection. 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-J-001A. We estimate that the repair may take up to 42 minutes to perform. However, additional time may be necessary due to the dealer's schedule. 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 www.nhtsa.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.