



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB22-J-001B

ISSUE DATE:
JUNE 2022

GROUP:
ENGINE

IMPORTANT SAFETY RECALL

FUEL LINE QUICK CONNECTOR REPLACEMENT – 22V-362 (Transport Canada 2022-265)



CV

AFFECTED VEHICLES

- 2022MY Isuzu F-Series Vehicles Produced Through January 31, 2022

This bulletin supersedes previous campaign bulletin CB22-J-001A. This bulletin is being updated to include US and Canada sample owner letters. Please discard previous campaign bulletin CB22-J-001A.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022MY Isuzu F-Series vehicles produced through January 31, 2022. In the affected vehicles, the quick connector used to connect the fuel suction hose to the fuel inlet pipe of the engine was incorrectly sized with a larger quick connector. Because of the larger diameter of the quick connector, the sealing performance at this connection point is inadequate, resulting in the possibility of diesel fuel leakage from the connection point during the manufacturing or servicing process, which potentially **increases the risk of a fire**. It is also possible that the gap may allow outside air to be sucked into the fuel hose while the engine is running. Air intake into the fuel hose potentially increases the risk of engine stalling, **which could lead to a crash**.

CORRECTION

Isuzu dealers will replace the fuel line quick connector with a new, appropriately sized, quick connector. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are 2022MY Isuzu F-Series vehicles produced through January 31, 2022.

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

Due to the small number of vehicles affected by the recall, **parts have been MAC (Manual Allocation Code) coded to reserve parts only for the affected vehicles. Place your order on a "Daily" order. Part orders will be reviewed daily. If there is any concern with your dealer's order you will be contacted by Isuzu Commercial Truck of America (ICTA) prior to a release of the remedy parts. Have the VIN number for your affected vehicle available in case you are contacted by ICTA.**

Part Number	Description	QTY
8-97272-194-0	FITTING; FUEL INLET	1

SERVICE PROCEDURE

1. Apply the parking brake and block the rear wheels.
2. Per the instructions in the applicable Work Shop Manual (WSM), safely tilt the cab and install the safety lock pin.
3. Locate the larger, forward most flexible fuel feed hose where it connects to the left side of the engine. (See Figures 1 and 2.)

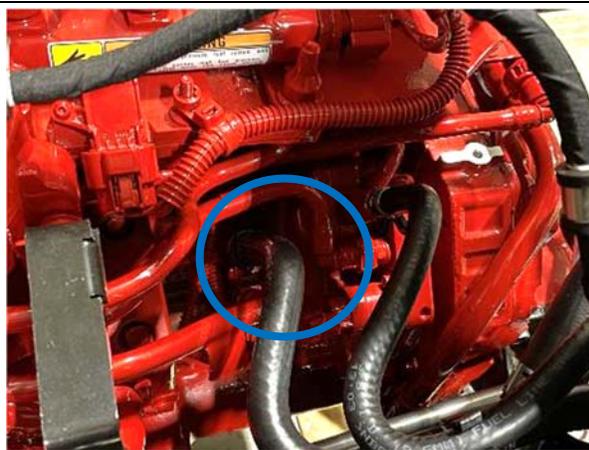
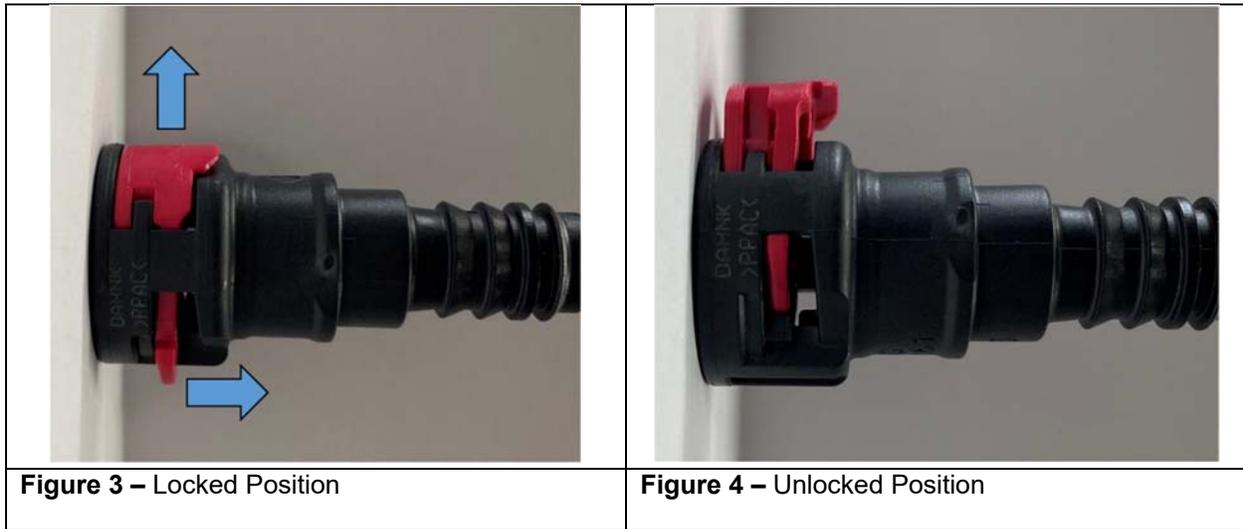


Figure 1

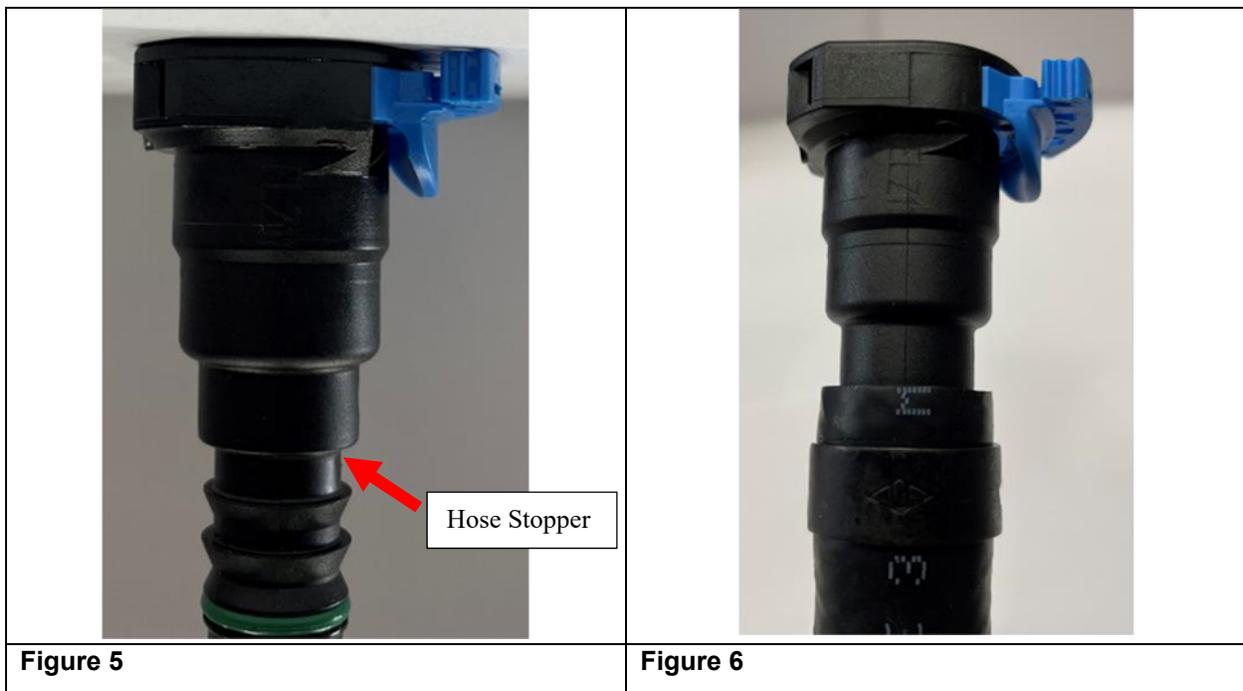


Figure 2

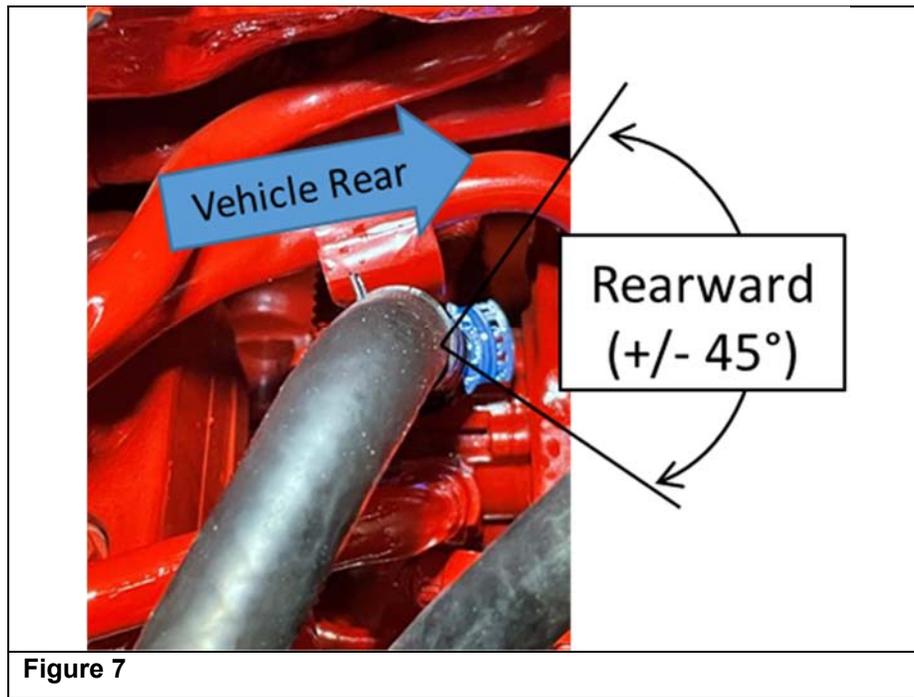
4. Place a drip pan on the ground underneath this hose to catch any residual fuel when the line is disconnected.
5. Pull the lock tabs of the red lock to the rear of the quick-connect fitting while lifting the lock upwards to the unlocked position. (See Figures 3 and 4.)



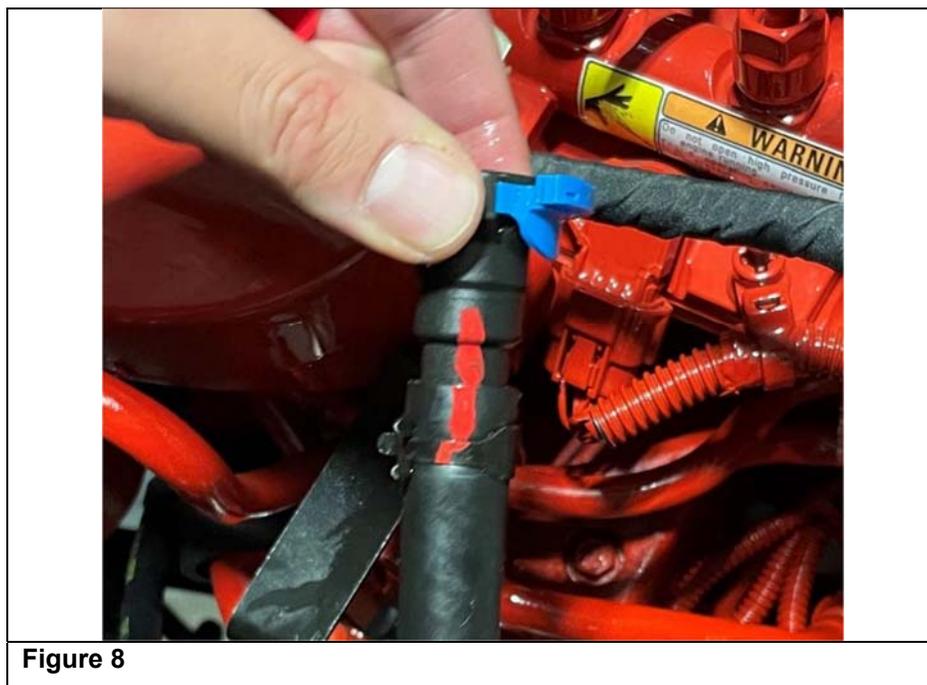
6. With the quick-connect fitting in the unlocked position, pull the flexible fuel feed hose straight outwards to disconnect it from the engine.
7. Use a pair of pliers to loosen and slide back the clamp that holds the quick-connect fitting in place. Slide the clamp approximately two inches back on the flexible fuel feed hose.
8. Remove the old quick-connect fitting with the red lock. Twist the fitting as necessary to remove it from the fuel feed hose. Discard the old quick-connect fitting with the red lock.
9. Insert the barbed portion of the new quick-connect fitting with blue lock into the flexible fuel feed hose. Ensure that the new fitting seats all the way up to the hose stopper. (See Figures 5 and 6.)



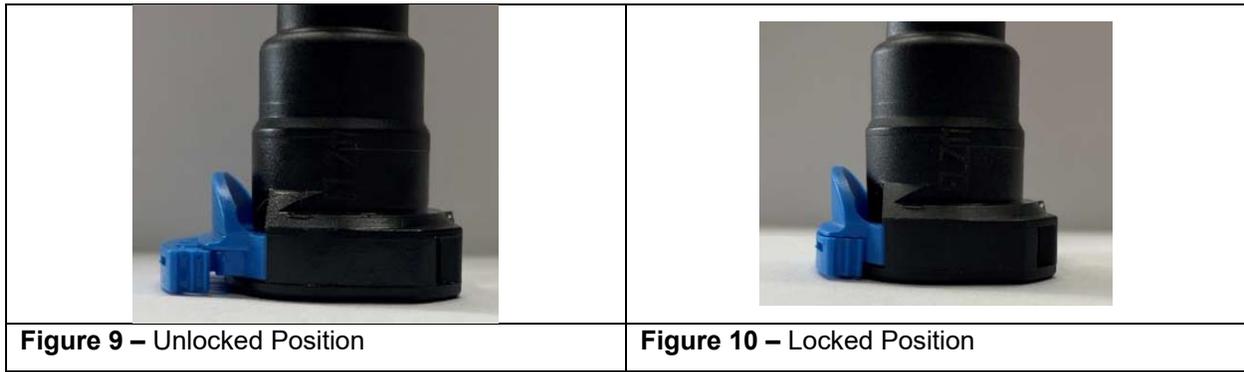
10. Before putting the clamp back into place, test fit the connector onto the engine and rotate it as necessary to ensure that the blue lock is pointing straight towards the rear of the engine within a 90° arc. (See Figure 7.)



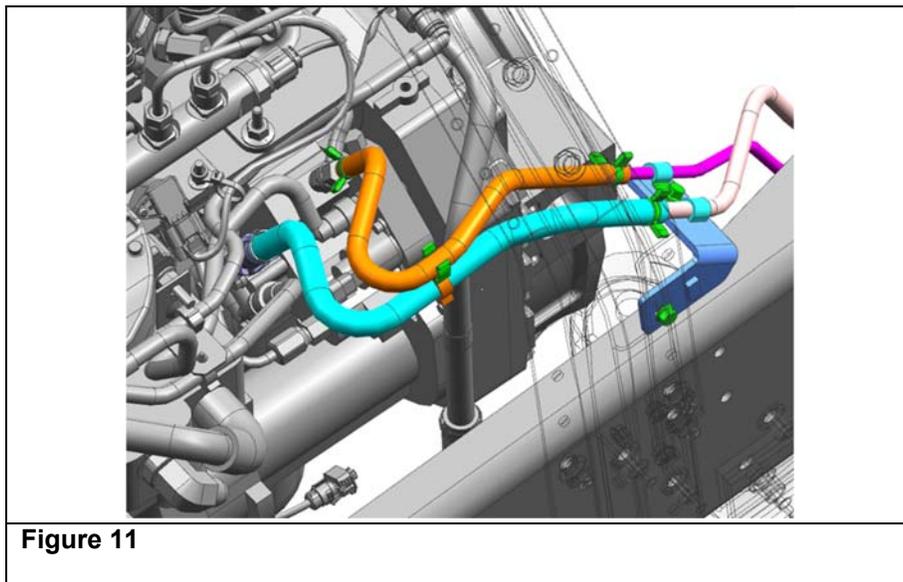
11. Remove the quick-connect fitting from the engine and use a pair of pliers to install the clamp back in place. Apply a paint mark over the hose, clamp, and new fitting. (See Figure 8.)



12. Push the new fitting onto the engine and listen for a “click”. Push the blue lock tab towards the fitting until it is in the locked position. (See Figures 9 and 10.)



13. Adjust both fuel hoses as shown in Figure 11. The smaller return flexible fuel hose attaches to the clips on top of the larger fuel feed hose.



- 14. Clean up any residual fuel and remove the drip pan.
- 15. Start the engine and check for leaks.
- 16. Per the instructions in the applicable WSM, remove and properly stow the safety lock pin and tilt the cab back down. Ensure the cab is locked into place.
- 17. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

- 18. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 22V-362 (US) or 2022-265 (Canada), Isuzu dealer code, and repair date.
- 19. 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.

Labor Code	Description	Labor Hours
V2201	Fuel Line Quick Connector Replacement	0.4

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 owner notification letter has not yet been approved by NHTSA or sent to customers.

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

Samples of the recall letter 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 22V-362

This notice applies to your vehicle, <VIN>

JUNE 2022

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 F-Series vehicle is involved in safety recall NHTSA 22V-362.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022MY Isuzu F-Series vehicles produced through January 31, 2022. In the affected vehicles, the quick connector used to connect the fuel suction hose to the fuel inlet pipe of the engine was incorrectly sized with a larger quick connector. Because of the larger diameter of the quick connector, the sealing performance at this connection point is inadequate, resulting in the possibility of diesel fuel leakage from the connection point during the manufacturing or servicing process, which potentially **increases the risk of a fire**. It is also possible that the gap may allow outside air to be sucked into the fuel hose while the engine is running. Air intake into the fuel hose potentially increases the risk of engine stalling, **which could lead to a crash**.

WHAT WE WILL DO

Isuzu dealers will replace the fuel line quick connector with a new, appropriately sized, quick connector. 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 CB22-J-001B. We estimate that the inspection may take 24 minutes to perform. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership. 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.nhtsa.gov>.

We regret any inconvenience 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 F-SERIES

JUNE 2022

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 2022-265.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022MY Isuzu F-Series vehicles produced through January 31, 2022. In the affected vehicles, the quick connector used to connect the fuel suction hose to the fuel inlet pipe of the engine was incorrectly sized with a larger quick connector. Because of the larger diameter of the quick connector, the sealing performance at this connection point is inadequate, resulting in the possibility of diesel fuel leakage from the connection point during the manufacturing or servicing process, which potentially **increases the risk of a fire**. It is also possible that the gap may allow outside air to be sucked into the fuel hose while the engine is running. Air intake into the fuel hose potentially increases the risk of engine stalling, **which could lead to a crash**.

WHAT WE WILL DO

Isuzu dealers will replace the fuel line quick connector with a new, appropriately sized, quick connector. 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 CB22-J-001B. We estimate that the inspection may take 24 minutes to perform. However additional time may be required if the rear axle U-bolt nuts need to be replaced. To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca or contact our Customer Relations Department at the number listed below.

**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 this action may cause you.

Sincerely,

Isuzu Commercial Truck of Canada, 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.