



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB22-K-001

ISSUE DATE:
AUGUST 2022

GROUP:
TRANSMISSION

IMPORTANT SAFETY RECALL

INCORRECT TRANSMISSION INSTALLED – 22V-497

AFFECTED VEHICLES

- 2022MY Isuzu FTR (See VIN List)

54DK6S1F4NSA50397

54DK6S1F6NSA50398

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022MY Isuzu FTR vehicles. The affected FTR vehicles were erroneously built with the 2022 MY FVR (Class 7 truck) transmission, which does not have a parking pawl. When the transmission shift lever is set to the Park “P” position in the PRNDL, there is no parking pawl inside the transmission to engage the Park position. If the parking brake is not applied in this condition, the truck can roll away, **which could lead to a crash.**

CORRECTION

An Isuzu dealer will replace the existing transmission with the correct and new 2022MY FTR (Class 6 truck) transmission, which includes the parking pawl. This service will be performed **free of charge.**

VEHICLES INVOLVED

Involved are 2022MY Isuzu FTR vehicles (See VIN List above).

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

PARTS INFORMATION

The Allison Transmission must be requested when the customer appointment is set or when the affected vehicle arrives at your location, whichever occurs first. Request the replacement transmission by sending an email to ICTA.Warranty@icta-us.com. In the subject line for the email, please type "22V-497 Allison Part Request". In the body of the email, please include the following information pertaining to the subject vehicle:

- VIN
- Mileage (approximate is OK)
- Appointment Date for the repair. If the vehicle is already at your dealership, please state that in the email
- Preferred shipping address
- Contact name
- Contact phone number.

These details are required to ensure the replacement transmission is shipped to the correct location.

SERVICE PROCEDURE

1. Follow the service procedure for "Transmission Replacement" in the "Transmission" section of the Service Manual for the 2022MY FTR to replace the Allison transmission assembly.
2. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

3. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 22V-497, Isuzu dealer code, and repair date.
4. 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	Sublet
V2203	Allison Transmission Replacement	5.4	\$500.00*

Includes 0.1 hours for administrative allowance

** Sublet fee for parts handling of non-Isuzu part. Dealer may also add cost for fluid, if needed. Be clear in the claim comments for any additional cost over the listed amount and attached invoices as evidence of expense.*

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

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.

OWNER NOTIFICATION

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

IMPORTANT SAFETY RECALL

NHTSA Recall 22V-497

This notice applies to your vehicle, <VIN>

AUGUST 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 FTR vehicle is involved in safety recall NHTSA 22V-497.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022MY Isuzu FTR vehicles. The affected FTR vehicles were erroneously built with the 2022 MY FVR (Class 7 truck) transmission, which does not have a parking pawl. When the transmission shift lever is set to the Park “P” position in the PRNDL, there is no parking pawl inside the transmission to engage the Park position. If the parking brake is not applied in this condition, the truck can roll away, **which could lead to a crash.**

WHAT WE WILL DO

An Isuzu dealer will replace your existing transmission with the correct and new 2022 MY FTR (Class 6 truck) transmission, which includes the parking pawl. This service will be performed **free of charge.**

WHAT YOU SHOULD DO

Contact your Isuzu dealer to schedule an appointment. Although not necessary, making the appointment will allow Isuzu to schedule delivery of the new, replacement, transmission to your servicing dealer. Please present this Owner Notification Letter or refer to Campaign Service Bulletin CB22-K-001 at the time of your appointment. We estimate that the transmission replacement will take 5 hours to perform. However, additional time may be necessary depending on how appointments are scheduled, processed and the delivery of the new transmission. 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.