



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:

CB23-N-001A

ISSUE DATE:

MAY 2024

GROUP:

ELECTRICAL

IMPORTANT SAFETY RECALL



IGNITION COIL PACK FUSE (New Dealer Inventory Only) – 23V-564 (Transport Canada 2023-444)

AFFECTED VEHICLES

- 2023 – 2024MY Isuzu N-Series Vehicles Equipped with 6.6L (L8T) Gasoline Engines

This bulletin supersedes previous bulletin CB23-N-001. This bulletin is being updated to revise the parts information, service procedure and claim information for new vehicles in dealer inventory. Please discard previous campaign bulletin CB23-N-001.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2023-2024MY N-Series vehicles equipped with 6.6L (L8T) gasoline engines. In the affected vehicles, an incorrectly sized wire seal was selected for the 2 externally mounted engine ignition coil pack fuse holders. This results in the potential for water intrusion into the fuse holders and eventual corrosion or failure of the fuses.

If the ignition coil pack fuses corrode or fail, one or more of the following events may occur, in each case **increasing the risk of a crash**: (1) the Check Engine Malfunction Indicator Light (MIL) may illuminate and the engine may misfire and result in reduced power output and slower than normal acceleration; (2) the vehicle may derate and limit maximum vehicle speed to 5 MPH (power steering and power brake assist will still function normally); and (3) if you shut off the engine, it may stall when you try to start it and not restart.

CORRECTION

Isuzu dealers will replace both engine ignition coil pack fuse holder assemblies with new versions. This service will be provided at **no charge**.

Note: A separate campaign bulletin has been published which includes sample owner letters for affected customer-owned and used vehicles.

VEHICLES INVOLVED

Involved are certain 2023 – 2024MY Isuzu N-Series vehicles equipped with 6.6L (L8T) gasoline engines.

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

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
2-90KIT-300-0	IG COIL FUSE HOLDER KIT	1*

*Kit contains 2 fuse holders and 4 joint connectors (2 blue and 2 red)

SERVICE PROCEDURE

FOR NEW VEHICLE INVENTORY ONLY

1. Disconnect the negative battery cable.
2. **For NPR/NPRHD ONLY** - Remove three (3) nuts and bolts (14mm) securing the transmission cooler lines and release one (1) chassis harness clip. (See Figure 1.) **(For NQR/NRR proceed to Step 3.)**

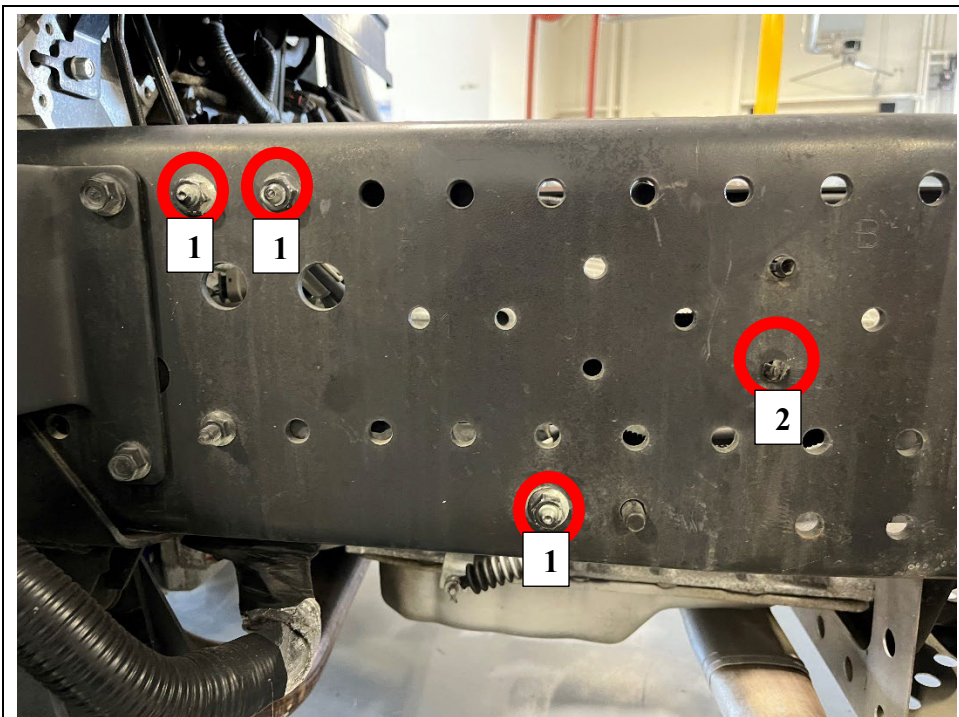


Figure 1

1. Transmission Cooler Line Bracket Nut/Bolt Locations
2. Harness Clip

3. Cut and remove two (2) zip ties and tape securing the fuse holders. (See Figure 2.)

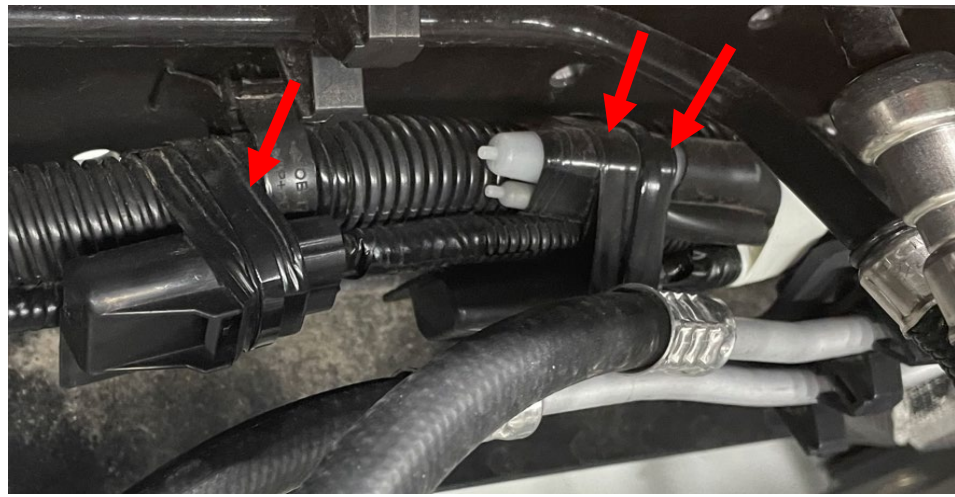


Figure 2

4. Gently pull the corrugated tube and PVC tape away from the J-433 (most forward) fuse holder. (See Figure 3.)



Figure 3

5. Cut the 2 wires to remove and discard the J-433 fuse holder (cut as close as possible to the fuse holder).



Figure 4

6. Remove the tape from the vehicle wires to expose about 25mm of wire. Strip about 7mm of insulation off the end of each wire. (See Figure 5.) Confirm whether/that there is NO corrosion present. If there IS corrosion, cut the wire back further until you reach non-corroded material.

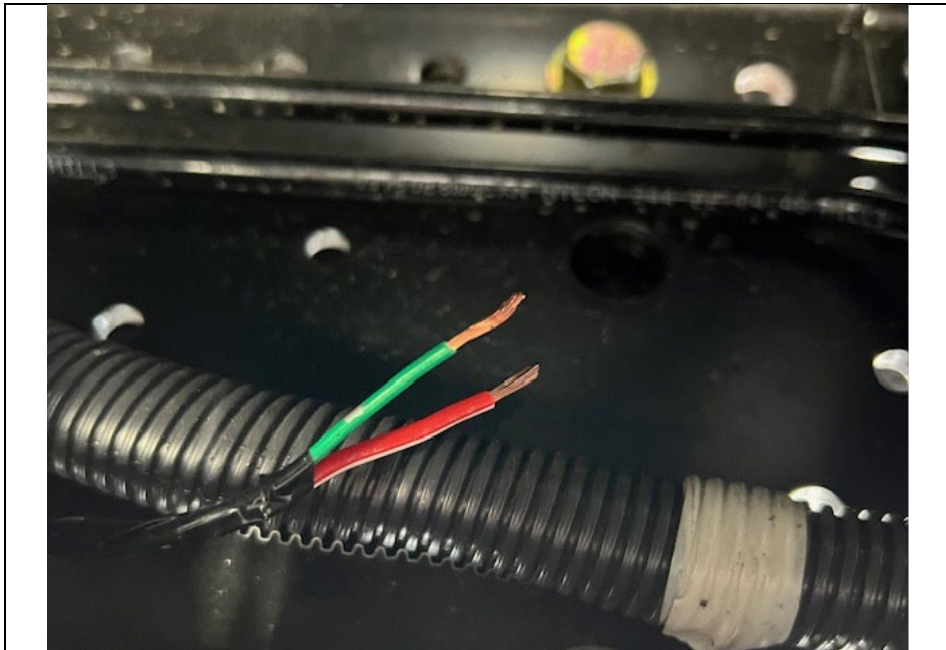


Figure 5

7. Partially remove the wires from the conduit on one of the replacement fuse holder harnesses. (See Figure 6.)



Figure 6

8. Strip about 7mm of insulation off the end of each of the wires of the replacement fuse harness. (See Figure 7.)



Figure 7

9. Crimp a red connector to the small wire and a blue connector onto the large wire of the replacement fuse harness. (See Figure 8.)



Figure 8

10. Crimp the replacement fuse harness wires onto the vehicle wires stripped in Step 6 (the red connector to the small wire and the blue connector to the large wire). Ensure that all four of the connections are tight and secure. (See Figure 9.)

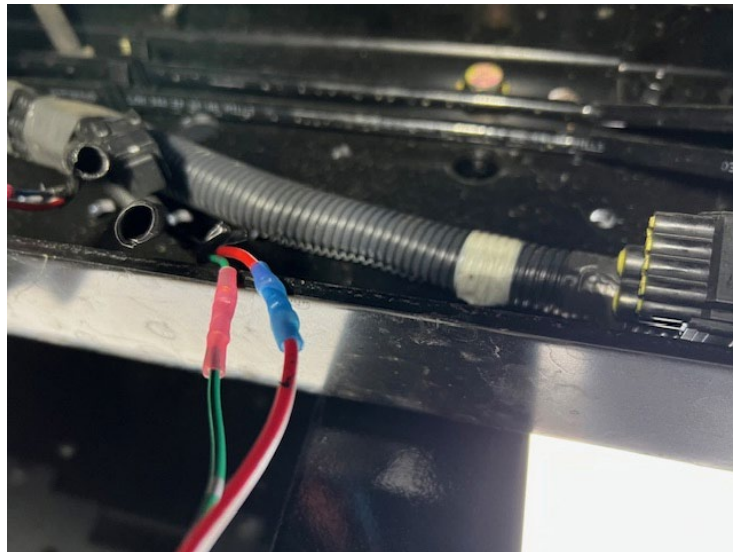


Figure 9

11. Use a heat gun to shrink the insulation on the connectors over the wires tightly. (See Figure 10.)

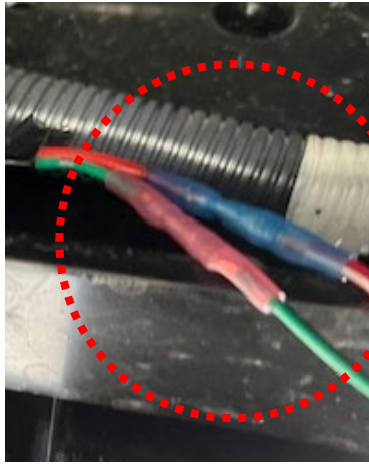


Figure 10

12. Push the wiring back into the replacement fuse harness conduit. Insert the small vehicle conduit into the larger replacement fuse harness conduit. (See Figure 11.)



Figure 11

13. Install black PVC electrical tape around the replacement fuse harness conduit where it meets the vehicle harness. (See Figure 12.)

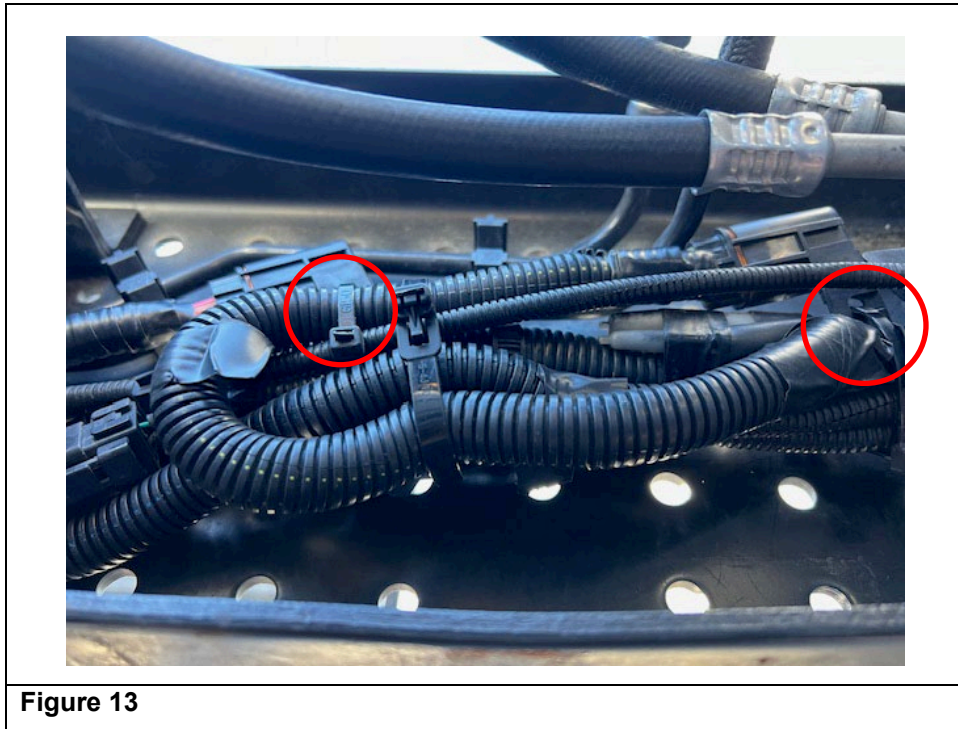


Figure 12

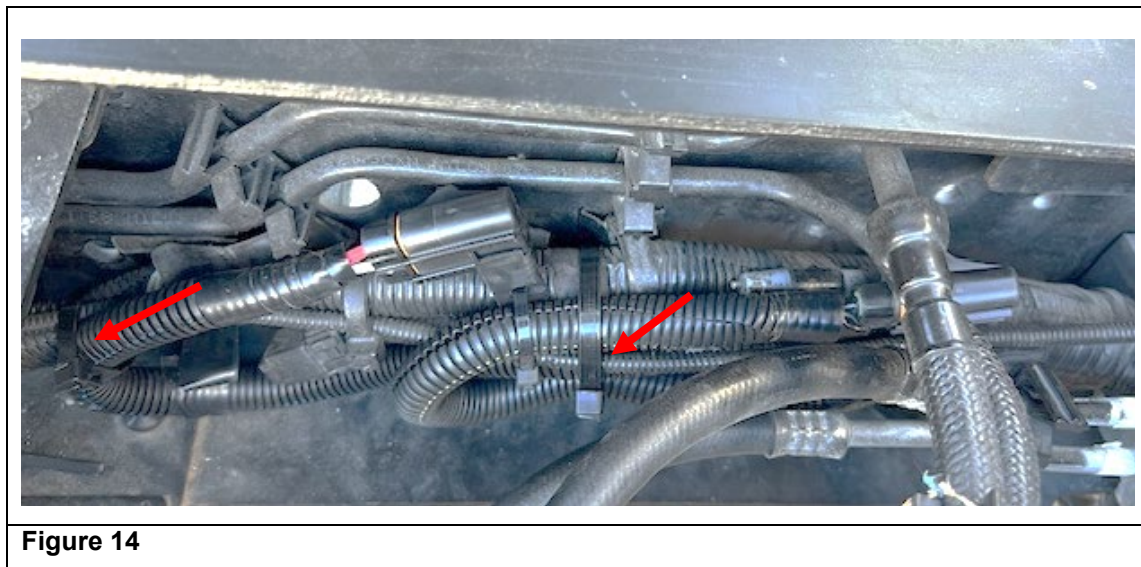
14. Perform Steps 4 through 13 for the J-432 (rearward) fuse.

15. For **NPR/NPRHD ONLY** - Loop each replacement fuse harness towards the front of the vehicle. Use a wire tie to secure **each** fuse holder to the vehicle's wiring harness at the approximate position where **each** fuse was originally located. (See Figure 13.) (For **NQR/NRR** skip to Step 17.)

NOTE: Each fuse will be in a different location on the chassis harness.



16. For **NPR/NPRHD ONLY**- Use wire ties to secure both replacement fuse conduits to the chassis harness. (See Figure 14.). Skip to Step 19.



17. For **NQR/NRR ONLY** – Route both new replacement fuse conduits directly forward and secure each fuse holder with a wire tie to the chassis harness. (See Figure 15.)

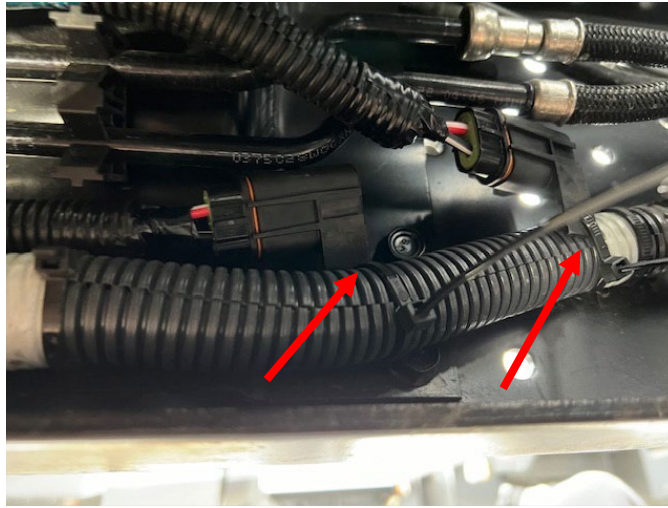


Figure 15

18. **For NQR/NRR ONLY** – Use wire ties to secure the corrugated tubing of the new replacement fuse conduits to the chassis harness. (See Figure 16.)



Figure 16

19. Use cutters to remove the excess from all the wire ties used.
20. **For NPR/NPRHD ONLY** - Secure the chassis harness to the frame by pushing the one (1) clip removed in Step 2, back into the frame. (See Figure 1.) **(For NQR/NRR skip to Step 22.)**
21. **For NPR/NPRHD ONLY** - Install the transmission cooler line mounting bracket bolts and nuts and torque to specification.
Torque Specification: 10 Nm (89 lb in)
22. Connect the negative battery cable.
23. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

24. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 23V-564 (US) or 2023-444 (Canada), Isuzu dealer code, and repair date.
25. 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.

NOTE: Failure to submit campaign claims in a timely manner may result in delayed payment. Accepted/Paid claims will change campaign status to “Closed” in IVIS. Submit claims as quickly as possible in order to close the campaign and ensure timely payment.

Labor Operation Code	Description	Labor Time	Sublet Allowance
V2305D	Ignition Coil Pack Fuse Safety Recall	0.6*	\$5.00**

**Includes 0.1 hours for administrative allowance.*

***Reimbursement for zip ties and PVC tape provided by dealer.*

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.