



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:

CB23-N-002A

ISSUE DATE:

JANUARY 2024

GROUP:

ELECTRICAL

IMPORTANT SAFETY RECALL



IGNITION COIL PACK FUSE (Customer Vehicles 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 campaign bulletin CB23-N-002. This bulletin is being updated as remedy parts are now available. Please discard previous campaign bulletin CB23-N-002.

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; 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: If there is a condition diagnosed by the dealer that is not related to the campaign and not covered by the vehicle warranty, the dealer should provide the customer an estimate for the repair.

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).

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	Net Item
2-90KIT-300-0	IG COIL FUSE HOLDER KIT	1*	\$5.00**

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

** Net item is for zip ties and PVC tape provided by dealer.

SERVICE PROCEDURE

FOR CUSTOMER VEHICLES 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.**)

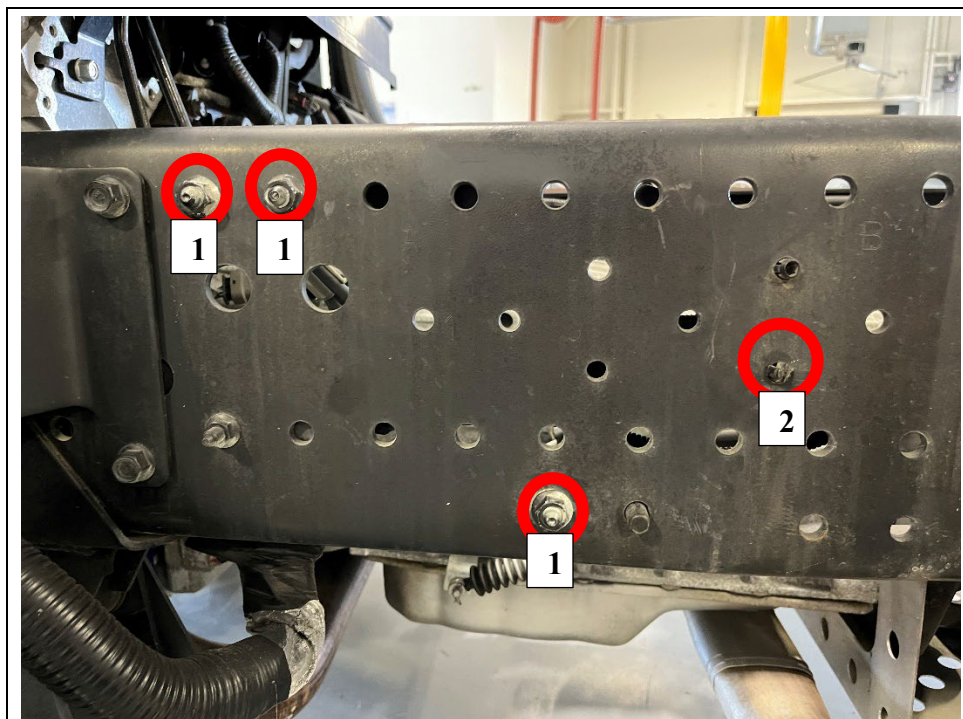


Figure 1

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.)

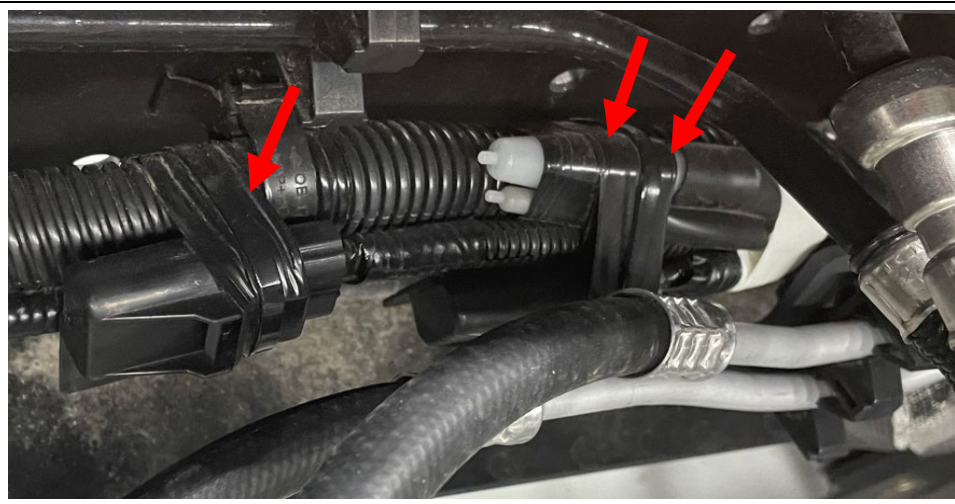


Figure 2

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.

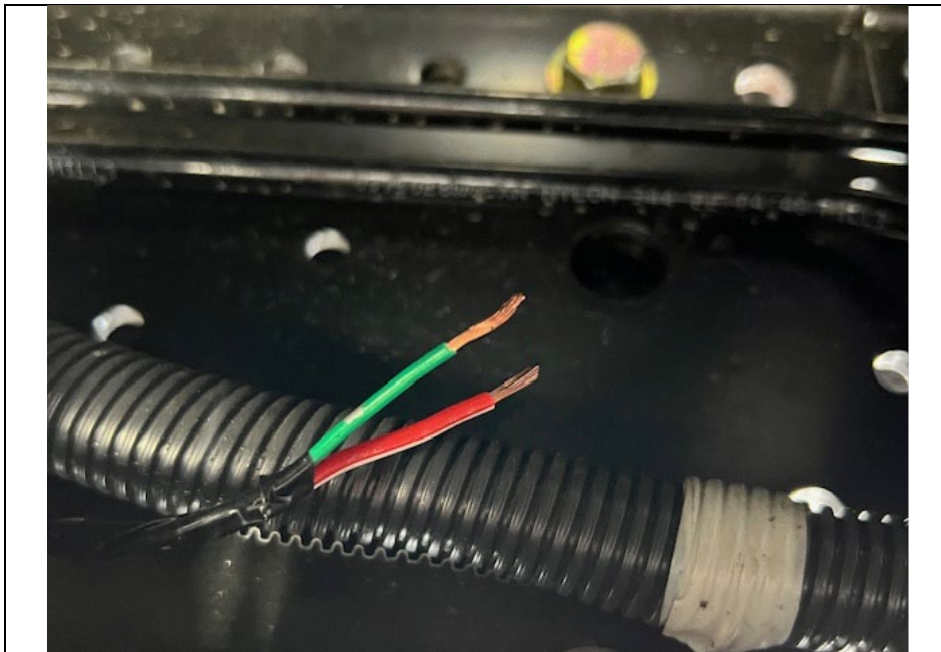


Figure 5

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.)

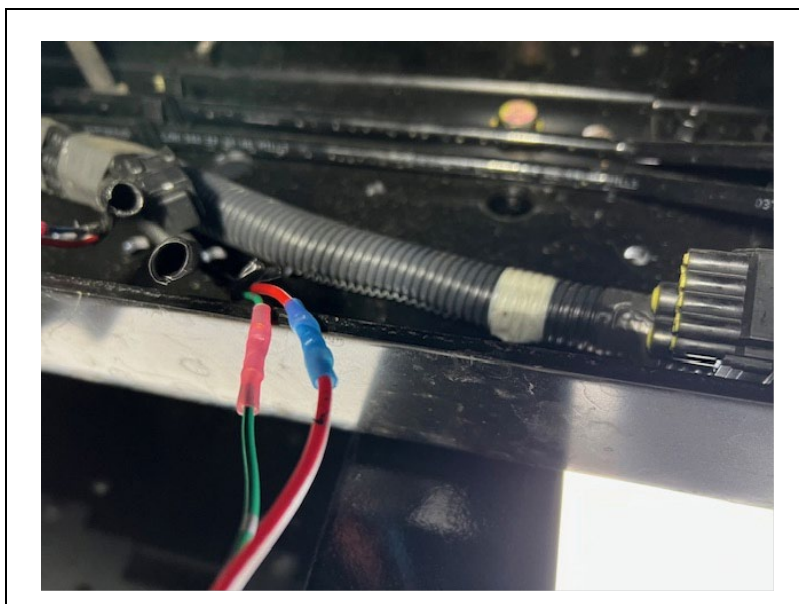


Figure 9

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

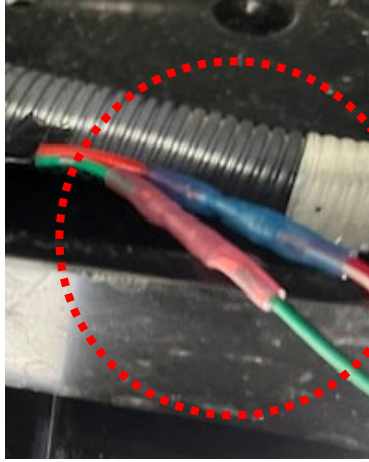


Figure 10

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.

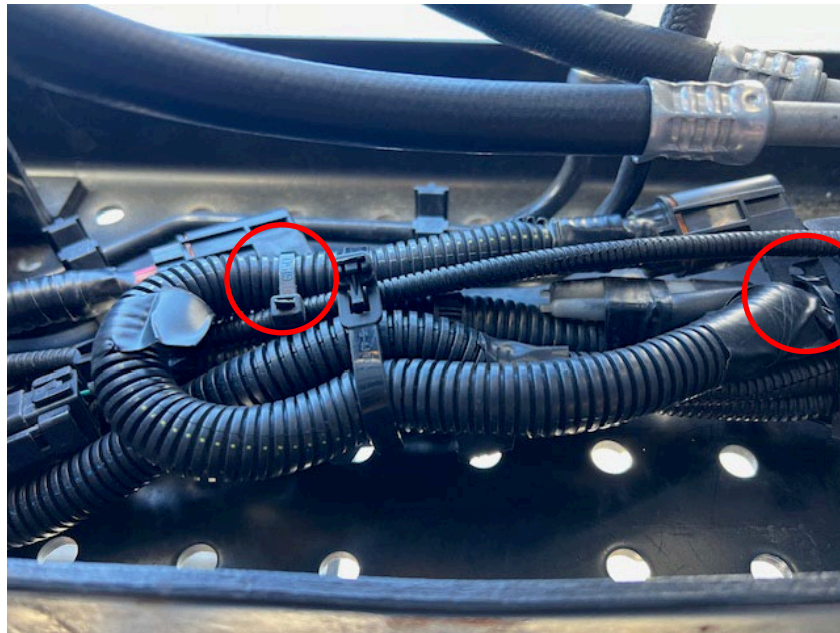


Figure 13

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.

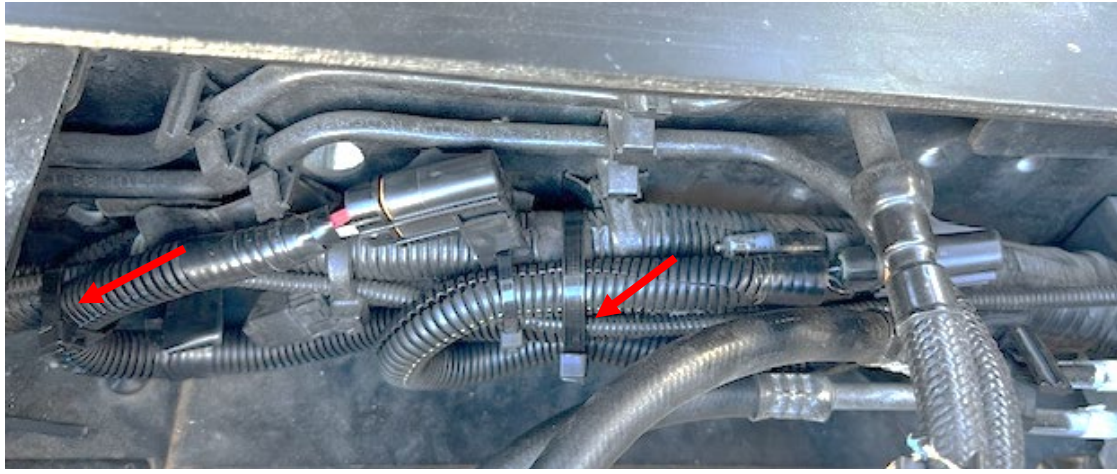


Figure 14

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.)

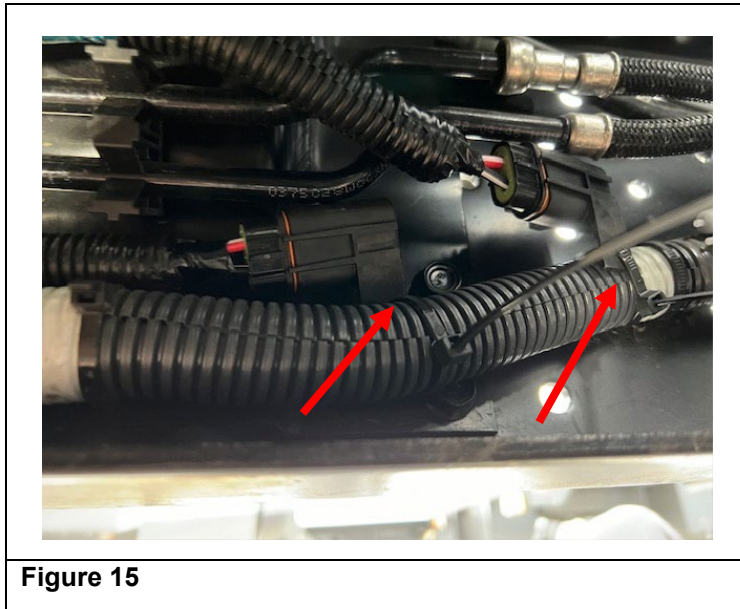


Figure 15

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.)

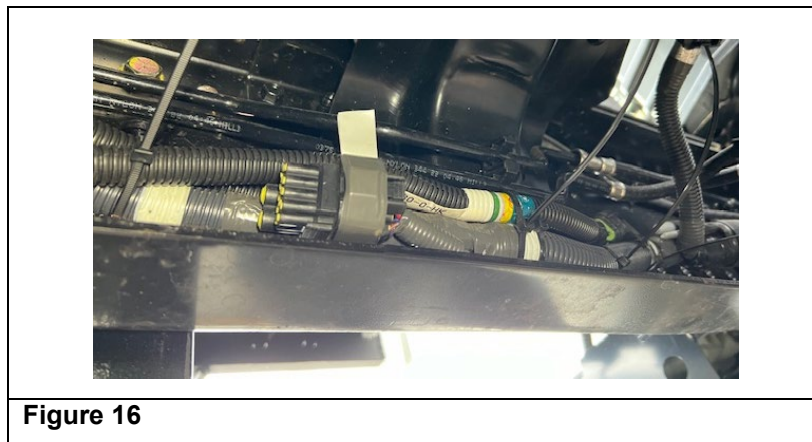


Figure 16

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: _____
PN 2-90028-700-0

CAMPAIGN 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 non-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 payment.

Labor Operation Code	Description	Labor Time
V2305C	Ignition Coil Pack Fuse Safety Recall (Customer Vehicles)	0.6

**Includes 0.1 hours for administrative allowance.*

OWNER NOTIFICATION

Sample recall letters are being sent to owners of affected vehicles already retailed in the United States and Canada are attached below.

Owner notification will be sent in phases as scheduled below:

- **CANADA** owner notification will begin JANUARY 30, 2024.
- **USA** owners will be notified in two phases, in alphabetical order:
 - Phase 1 (owners of approx. 50% of affected vehicles) notification will begin JANUARY 30, 2024.
 - Phase 2 (balance of affected vehicle owners) will begin on or before MARCH 15, 2024.

IMPORTANT SAFETY RECALL

NHTSA Recall 23V-564

This notice applies to your vehicle, <VIN>

JANUARY 2024

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, we sent you a letter about this safety recall on your <MY> model year <MAKE> <SERIES>. This letter is to inform you that parts are now available.

WHAT IS THE 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; and (3) if you shut off the engine, it may stall when you try to start it and not restart.

WHAT WE WILL DO

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

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment, even if your vehicle may have been previously diagnosed by your dealer prior to parts becoming available for this safety recall. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB23-N-002A. We estimate that the remedy may take up to 36 minutes to perform.

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 questions or concerns, please call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied, you may 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 by first class mail to the lessee within ten days of receipt of this notice. 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 N-SERIES

JANUARY 2024

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 2023-444.

Previously, we sent you a letter about this safety recall on your <MY> model year <MAKE> <SERIES>. This letter is to inform you that parts are now available.

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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.