



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB25-G-002

ISSUE DATE:
AUGUST 2025

GROUP:
ELECTRIC VEHICLE

IMPORTANT SAFETY RECALL

NRR-EV COOLING PUMP REPLACEMENT – 25V-217

(Transport Canada 2025-178)



CV

AFFECTED VEHICLES

- 2025MY Isuzu NRR-EV (Electric Vehicles)

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2025MY NRR-EV vehicles. In the affected vehicles, the factory-filled coolant may be incompatible with coolant that was prefilled in the EV drive motor cooling system prior to its delivery to the factory. As a result, the EV drive motor cooling system's coolant may develop a black gel-like substance that can adhere to the EV drive motor cooling system's coolant pump shaft, causing the coolant pump to seize. If this happens, coolant temperature may increase causing the vehicle control system to respond by illuminating the EV System Serious Malfunction Warning Light, the Reduced Power Warning Light and entering a reduced power mode to prevent thermal damage to the EV drive motor system components. Continued operation of the vehicle in this state results in a progressive reduction of motor torque, up to and including a total loss of propulsion, **increasing the risk of a crash**.

CORRECTION

Dealers are to replace the coolant in all three (3) vehicle cooling systems, replace only the cooling pump in the EV drive motor cooling system and, if necessary, replace the coolant level sensors. Dealers will also install a new coolant caution plate under the cab and apply a sticker(s) into the Owner's and Driver's Manual that contains updated information and warnings. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are 2025MY Isuzu NRR-EV electric vehicles.

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

For dealers with involved vehicles, a report of involved vehicles containing the complete vehicle identification number has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

PARTS INFORMATION

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.

NRR-EV Cooling System – Required Parts		
Part Number	Description	Quantity Required
8-98251-344-0	Gasket, Coolant Drain	2
8-97871-589-0	Pump, Cooling	1
8-98306-967-0	Sensor, Coolant Level	3*
1-09623-588-0	Gasket; Adapter	3*
2-9411W-300-0	FleetValue Premium Antifreeze Coolant	Refer to Chart Below
7-55295-377-1	Caution Plate; Engine Coolant (English)	1
N/A	Owner’s Manual Sticker (English)	1**
N/A	Owner’s Manual Sticker (French)	1 (Canada Only)**
7-55295-378-1	Caution Plate; Engine Coolant (French)	1 (Canada Only)
2-9411W-310-0	FleetValue Premium Antifreeze Coolant	(Canada Only) Refer to Chart Below

*Replace only as directed.

**An adequate number of “Owner’s Manual Stickers” will be included with each Cooling System Drain Hose Kit.

Total Amount of Coolant Required	
HV Batteries	FleetValue Premium Antifreeze Coolant
3	24 Gallons (4 Cases)
5	30 Gallons (5 Cases)
7	36 Gallons (6 Cases)
9	42 Gallons (7 Cases)

SPECIAL TOOLS

Description	Tool Number	Quantity Required
Graduated Reservoir (5 Gallon Bucket)	GE-47716-2	1*
Cooling System Drain Hose Kit**	Isuzu Supplied**	1
Spill-Free Funnel (Recommended)	N/A	1

*Component from dealer essential tool GE-47716 coolant fill system.




**This kit must be requested by a repairing dealer prior to vehicle arrival. Use the form provided in this bulletin to request. Dealer must have an open repair order for an affected VIN to receive the kit. One kit will be provided free of charge. This kit will include a quantity of stickers for updating information in the owner manual (20 English and 10 French). If additional stickers are needed, please request additional stickers from ICTA.Warranty@icta-us.com.

NOTE: A spill-free coolant funnel with adapters can be obtained by purchasing online or at your local auto parts store.

SERVICE PROCEDURE

IMPORTANT: This service procedure will create up to 159 liters (42 gallons) of used coolant. Ensure that sufficient used coolant storage is readily available before beginning the procedure.

1. Be sure to order, or already have, the Special Tools before beginning the procedure. Use the form at the end of this bulletin to order, if required.
2. Count and confirm the number of HV batteries on the vehicle and prepare all the necessary parts and coolant quantities as outlined in the Parts Information section.
3. With the EV control switch in the “ON” position, inspect the Multifunction Indicator Display (MID) for any “Insufficient Coolant” warning messages. (See Figures 1, 2, and 3.) If one or more of these messages are present, record it on the repair order.

<p>Low cabin heater coolant level warning</p> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;"> <p style="text-align: center;">  Insufficient coolant Inspect cabin heater fluid level </p> </div>	<p>Low high-voltage battery coolant level warning</p> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;"> <p style="text-align: center;">  Insufficient coolant Inspect battery coolant level </p> </div>	<p>Low EV system (drive motor) coolant level warning</p> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;"> <p style="text-align: center;">  Insufficient coolant Inspect system coolant level </p> </div>
Figure 1	Figure 2	Figure 3

4. Place the vehicle in Park, apply the parking brake and chock the rear wheels.
5. Lift the front of the vehicle and securely place on jack stands so the bottom of the tires are between 8 to 10 inches off the ground. (See Figure 4).



WARNING: Coolant contains chemicals that should not directly contact skin, eyes, or other body parts due to the risk of personal injury or chemical exposure. Always wear the appropriate PPE to minimize and prevent exposure of chemicals to skin, eyes or other exposed body parts.

6. Safely tilt the cab per the instructions in the applicable Workshop Manual (WSM).
7. Place a coolant drain pan under the HV battery coolant drain cap just behind the charging box. (See Figure 5.)

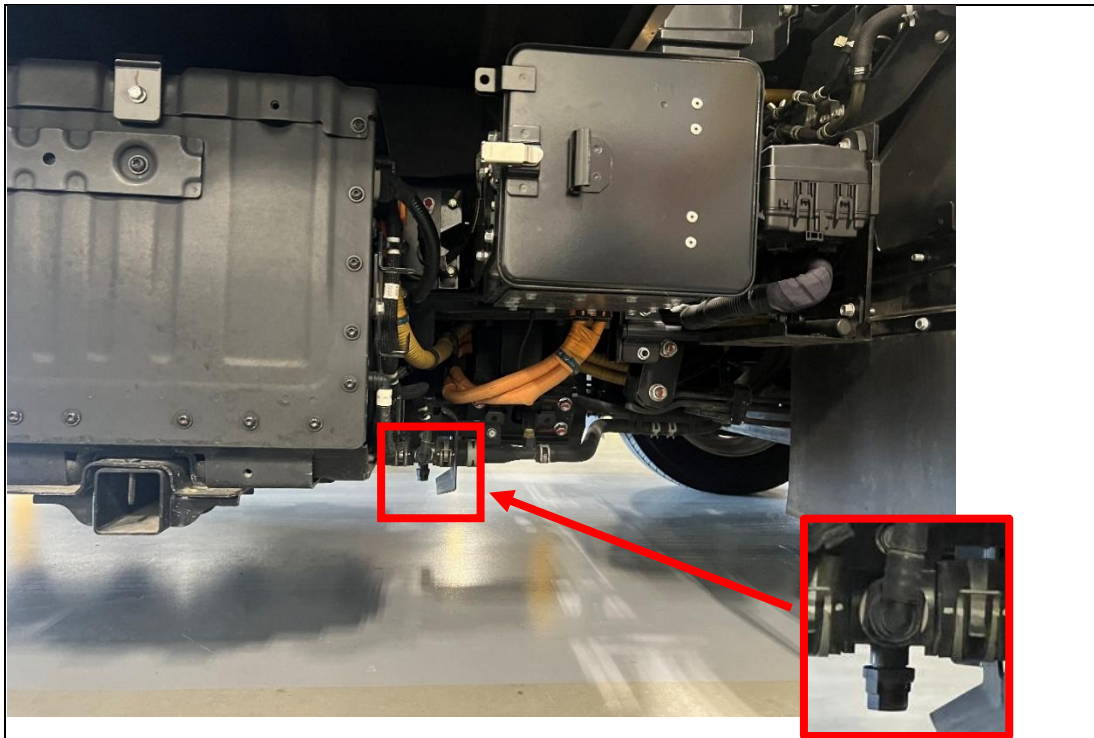


Figure 5

8. Prepare the vinyl tube with valve from the tool kit and ensure that the valve is turned off. Remove the right-front HV battery coolant drain plug cap by firmly squeezing the scored plastic release tabs (See Figure 6.) on the drain cap and pull straight down. Immediately push the empty end of the vinyl tube onto the drain fitting. (See Figure 7.) Save the drain cap for later use.

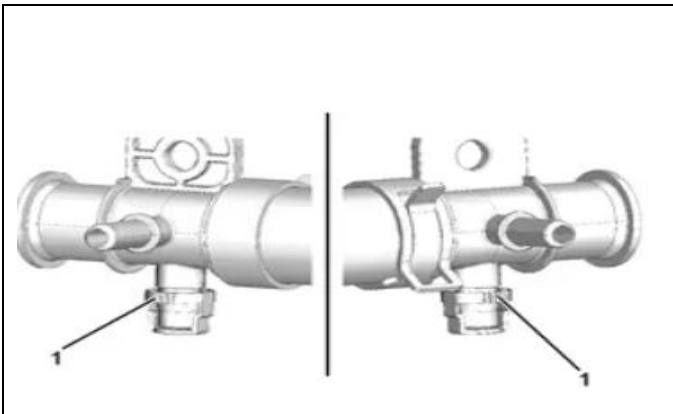


Figure 6
1. Scored Plastic Release Tabs

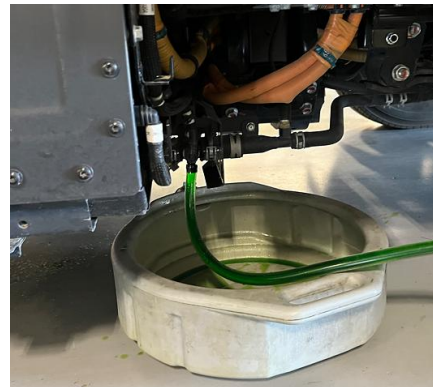


Figure 7

9. Route the valve end of the vinyl tubing out the passenger side and place the valve into the graduated reservoir (GE-47716-2), 5-gallon bucket or large drain pan.
10. Remove the HV battery coolant reservoir cap. (See Figure 8.) Save the cap for later use.

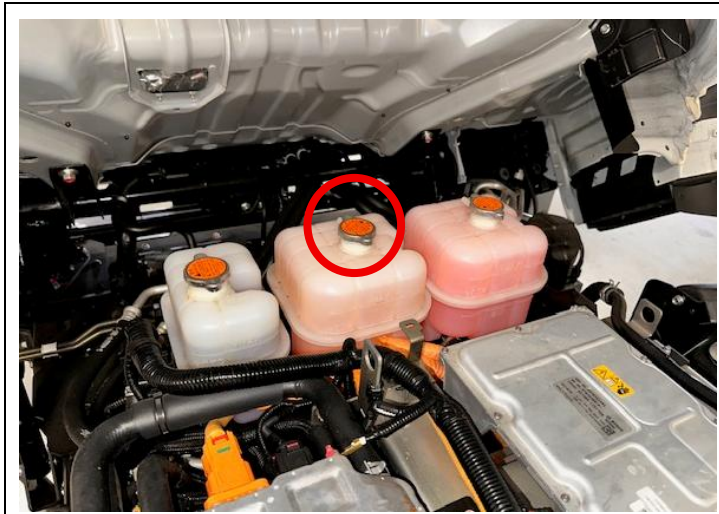


Figure 8

11. Open the valve at the end of the vinyl tube and allow just enough coolant to drain to empty the coolant reservoir. Close the valve as soon as the reservoir is empty. (See Figure 9.)



Figure 9

12. If a warning message was present in Step 3, the HV battery coolant level sensor must be replaced. Proceed to the next step. If NO warning messages were present in the MID, go to Step 17.
13. Disconnect the coolant level sensor connector at the HV battery reservoir or other reservoir as directed by this procedure. (See Figure 10.)

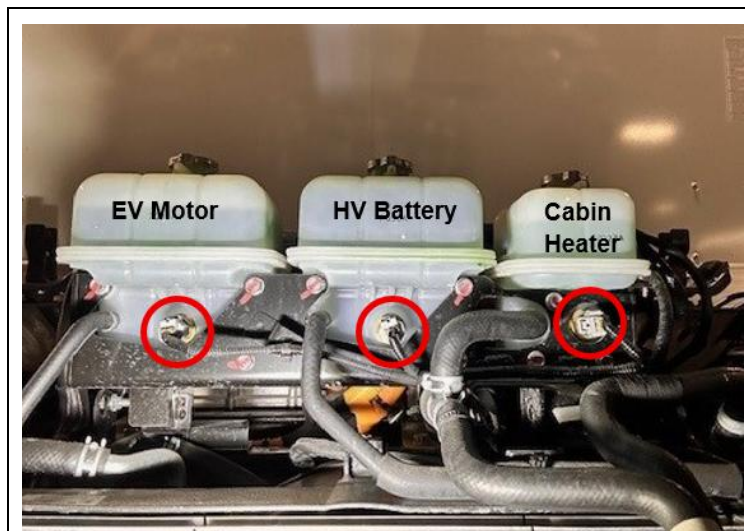


Figure 10

14. Unscrew and remove the coolant level sensor.
15. Install a new gasket onto a new coolant level sensor and install it into the coolant reservoir. Torque the sensor to specification.

Torque Specification	2.9 N·m (26 lb·in)
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16. Connect the:
 - a. HV battery coolant level sensor connector and continue to the next step.
 - b. Cabin heater coolant level sensor connector and continue to Step 39.
 - c. EV motor coolant level sensor connector and continue to Step 63.
17. Prepare the proper amount of coolant to flush the HV battery cooling system based on the number of HV batteries in the vehicle per Chart 1 below. Place all necessary bottles of coolant nearby for quick access. Remove all caps and foil seals.

Number of HV Batteries	Amount of Coolant Needed for HV Battery Flush
3	45.5L (12 Gal.)
5	68L (18 Gal.)
7	91L (24 Gal.)
9	114L (30 Gal.)
Chart 1	

18. Install a spill-free funnel onto the HV battery coolant reservoir. (See Figure 11.)



Figure 11

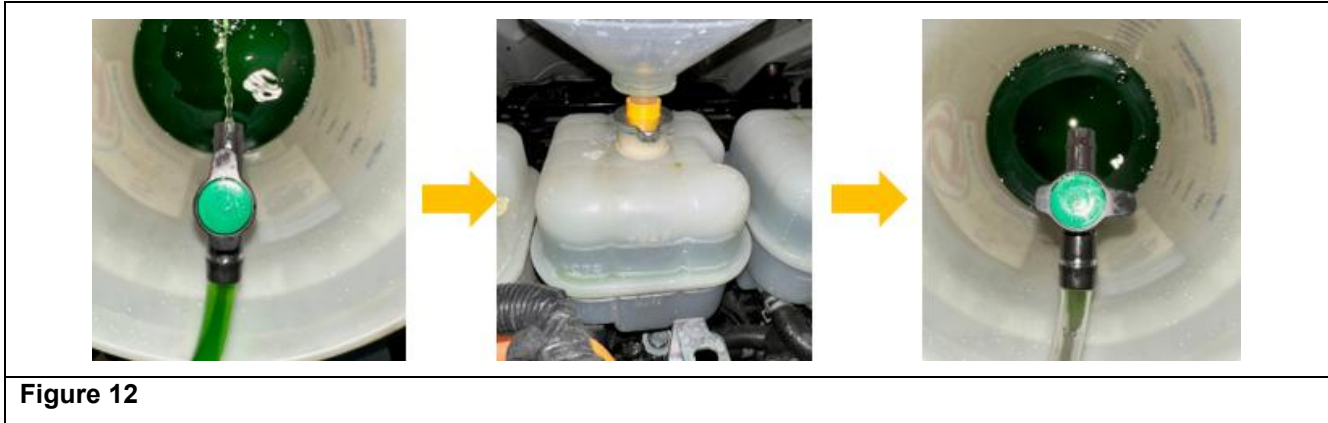
19. Turn the EV control switch to the “ON”, connect IDSS to the vehicle, click on the “Auto Detect” button, and then select:

Scan Tool → Vehicle Control Unit → Component Output Control Tests → Battery Coolant Pump Injection Duty Cycle Test (Flood Mode Battery)
20. Follow the on-screen instructions to start “Flood Mode” on the HV battery cooling system. Immediately proceed to the next step.
21. Pour approximately one gallon of coolant into the HV battery coolant reservoir until it is completely filled. Open the valve at the end of the vinyl tube and continue adding coolant into the spill-free funnel as coolant flushes out into the bucket.

NOTE: Always monitor the bucket to ensure it does not overflow. As necessary, close the valve at the end of the vinyl tube to stop the coolant flush and empty the bucket into an appropriate waste storage container.

NOTE: If flood mode stops for any reason, restart “Flood Mode” until instructed otherwise.

22. When only one gallon of coolant remains to be added, be ready to shut the valve off at the end of the vinyl tube. Turn the valve off as soon as the last gallon of coolant is poured into the reservoir.
23. While monitoring the coolant level in the reservoir, open the valve and allow the coolant to drain until the coolant level reaches the “MAX” line and turn the valve off. (See Figure 12.)



24. Empty the bucket into an appropriate waste storage container.

25. Using IDSS, exit “Flood Mode”.

26. Remove the vinyl tube from the HV battery coolant drain port and quickly reinstall the drain plug cap. Ensure the cap “snaps” into place.

IMPORTANT: DO NOT install a broken cap. If the original cap is broken, replace it with a new part.

27. Perform “Flood Mode” again by selecting the Battery Coolant Pump Injection Duty Cycle Test (Flood Mode Battery) under output control tests.

28. Follow the on-screen instructions to perform the “Flood Mode” on the HV battery cooling system.

29. Once “Flood Mode” has completed, top off the HV battery cooling system reservoir level 20mm (3/4”) above the “MAX” line as shown in Figure 13.

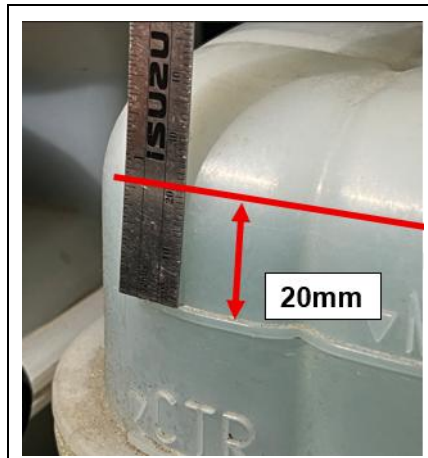


Figure 13

30. Remove the spill-free funnel and install the HV battery coolant reservoir cap.
31. Turn the EV control switch to “LOCK”.
32. Locate the cabin heater coolant drain cap that is located above the front steering tie rod (See Figures 14 and 15.) and place the coolant drain pan directly underneath it to catch the coolant that will splash out when the drain cap is removed in the next step.

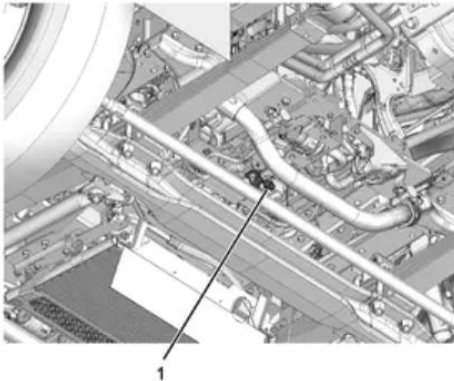


Figure 14
1. Cabin Heater Coolant Drain

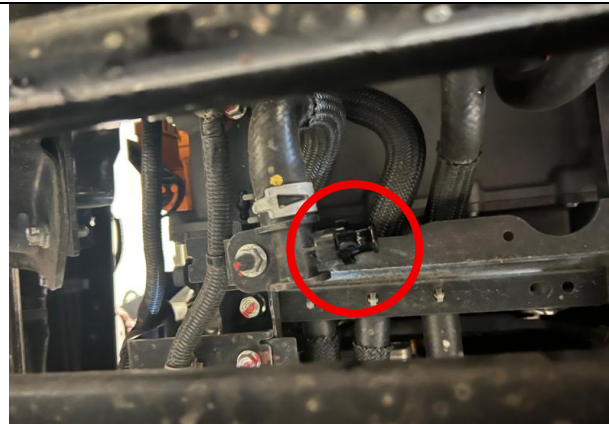


Figure 15

33. Prepare the vinyl tube with valve from the tool kit and ensure that the valve is turned off. Remove the cabin heater coolant drain cap (See Figure 16.) by firmly squeezing the scored plastic release tabs on the drain cap and pulling straight out. Immediately push the open end of the vinyl tube onto the drain port. (See Figure 17.) Save the drain cap for later use.

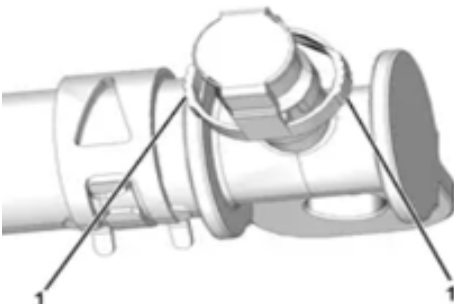


Figure 16
1. Scored Plastic Release Tabs

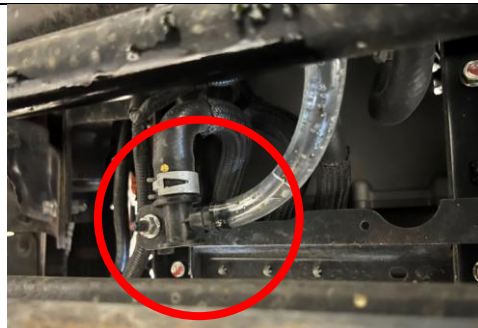


Figure 17

IMPORTANT: DO NOT install a broken cap. If the original cap is broken, replace it with a new part.

34. Route the valve end of the vinyl tube out the driver's side of the vehicle (See Figure 18.) and place the valve into the bucket.



Figure 18

35. Remove the cabin heater coolant reservoir cap. (See Figure 19.) Save this cap for later use.



Figure 19

36. Open the valve at the end of the vinyl tube and allow just enough coolant to drain to empty the coolant reservoir. Close the valve as soon as the reservoir is empty. (See Figure 20.)



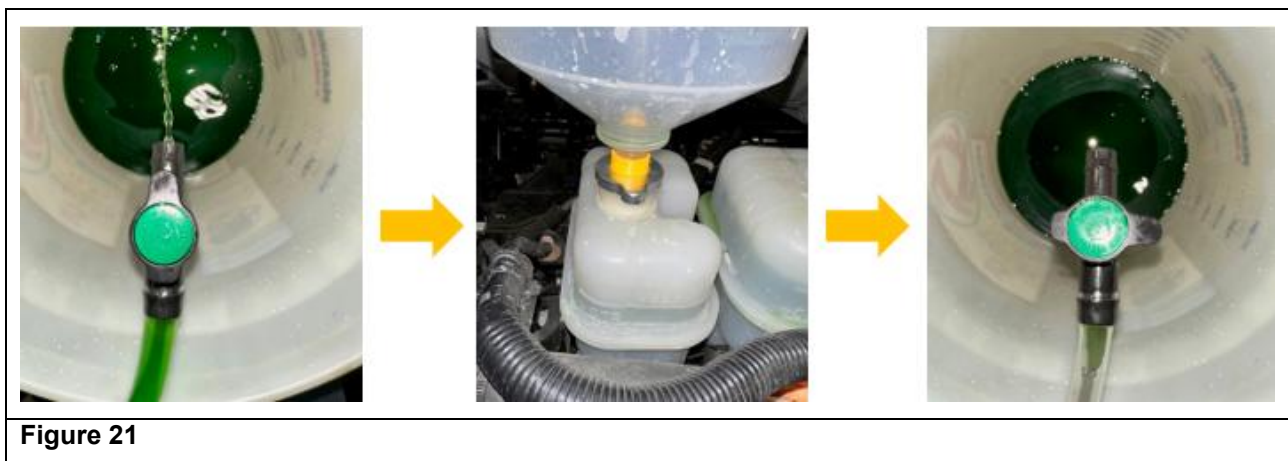
Figure 20

37. If a warning message was present in Step 3, the cabin heater coolant level sensor must be replaced. Proceed to the next step. If NO warning messages were present in the MID, go to Step 39.
38. Repeat Steps 13 through 16 to replace the cabin heater coolant level sensor. Once replaced, continue to Step 39.
39. Prepare 11.4L (3 Gal.) of coolant. Place all necessary bottles of coolant nearby for quick access. Remove all caps and foil seals.
40. Turn the EV control switch to “ON”, connect IDSS to the vehicle, click on the “Auto Detect” button, and then select:
Scan Tool → Output Control Tests → Vehicle Control Unit → HVAC System Coolant Pump Injection Duty Cycle Test (Flood Mode AC)
41. Follow the on-screen instructions to start “Flood Mode” on the cabin heater cooling system. Immediately proceed to the next step.
42. Pour approximately one (1) gallon of coolant into the cabin heater reservoir until it is completely filled. Open the valve at the end of the vinyl tube and continue adding coolant into the spill-free funnel as coolant flushes out into the bucket.

NOTE: Always monitor the bucket to ensure it does not overflow. As necessary, close the valve at the end of the vinyl tube to stop the coolant flush and empty the bucket into an appropriate waste storage container.

NOTE: If flood mode stops for any reason, restart “Flood Mode” until instructed otherwise.

43. When only one (1) gallon of coolant remains to be added, be ready to shut the valve off at the end of the vinyl tube. Turn the valve off as soon as the last gallon of coolant is poured into the reservoir.
44. While monitoring the coolant level in the reservoir, open the valve and allow the coolant to drain until the coolant level reaches the “MAX” line and turn the valve off. (See Figure 21.)



45. Empty the bucket into an appropriate waste storage container.
46. Using IDSS, exit “Flood Mode”.
47. Remove the vinyl tube from the cabin heater coolant drain port and quickly reinstall the drain plug cap. Ensure the cap “snaps” into place.

IMPORTANT: DO NOT install a broken cap. If the original cap is broken, replace it with a new part.

48. Perform “Flood Mode” again by selecting HVAC System Coolant Pump Injection Duty Cycle Test (Flood Mode AC) under output control tests.
49. Follow the on-screen instructions to perform the “Flood Mode AC” on the cabin heater cooling system.
50. Once the Flood Mode has completed, top off the HV battery cooling system reservoir with coolant to the “MAX” line, as necessary.
51. Remove the spill-free funnel and install the cabin heater reservoir cap.
52. Turn the EV control switch to “LOCK”
53. Place a coolant drain pan under the coolant drain plug on the left-hand side of the drive motor. (See Figure 22.)

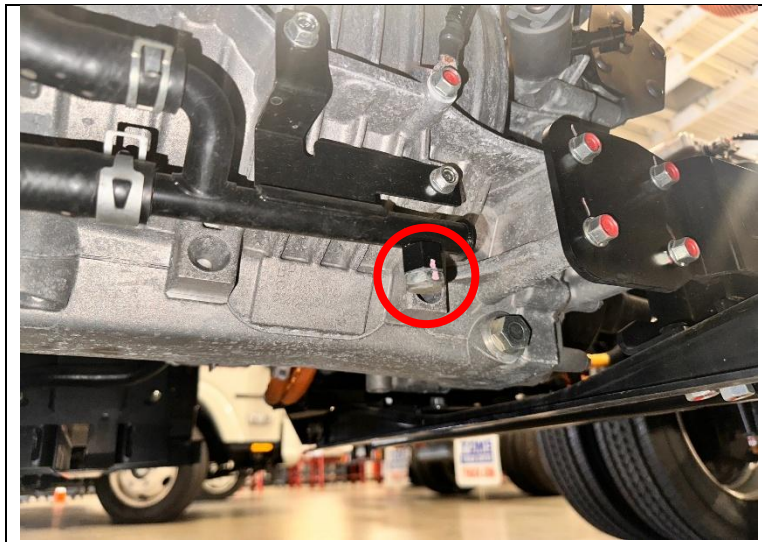


Figure 22

54. Using two (2) wrenches (one wrench holding the pipe and the other wrench turning the plug) remove the drain plug near the motor. (See Figure 23.) Any splashed coolant should drain into the pan.

IMPORTANT: A wrench must be used to hold the pipe above the plug. Damage will occur if the drain plug is removed without a wrench supporting the drainpipe.



Figure 23

55. Remove the old (used) gasket off the drain plug and place it on the drain fitting from the cooling system drain hose kit. (See Figure 24.)



Figure 24

56. Thread the drain fitting into the coolant drain. (See Figure 25.) Using two (2) wrenches (one wrench holding the pipe and the other wrench turning the plug) hand tighten the drain fitting.

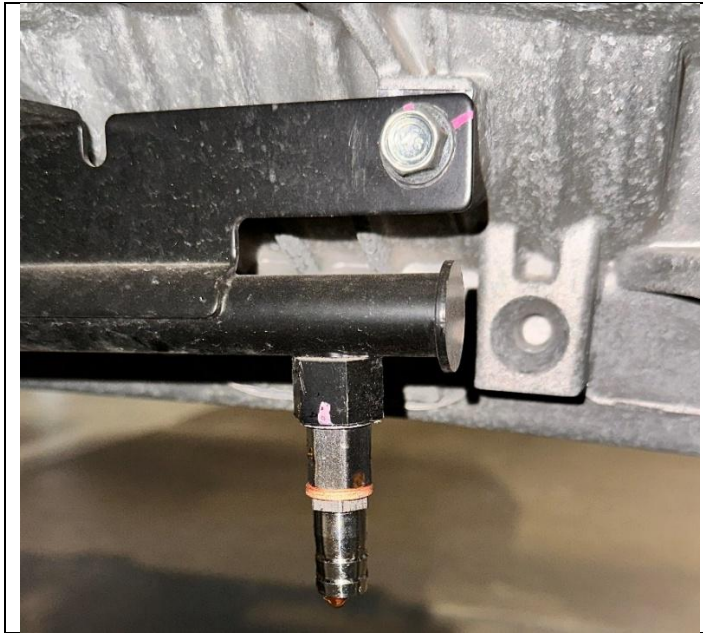


Figure 25

IMPORTANT: DO NOT overtighten.

57. Immediately push the open end of the vinyl tubing over the fitting installed in Step 56. Ensure that the valve is turned off.
58. Route the valve end of the vinyl tubing out the passenger side and place the valve into the graduated reservoir (GE-47716-2), 5-gallon bucket or large drain pan. (See Figure 26.)



Figure 26

59. Remove the EV motor coolant reservoir cap. (See Figure 27.) Save the cap for later use.



Figure 27

60. Open the valve at the end of the vinyl tube and allow just enough coolant to drain to empty the coolant reservoir. Close the valve as soon as the reservoir is empty. (See Figure 28.)

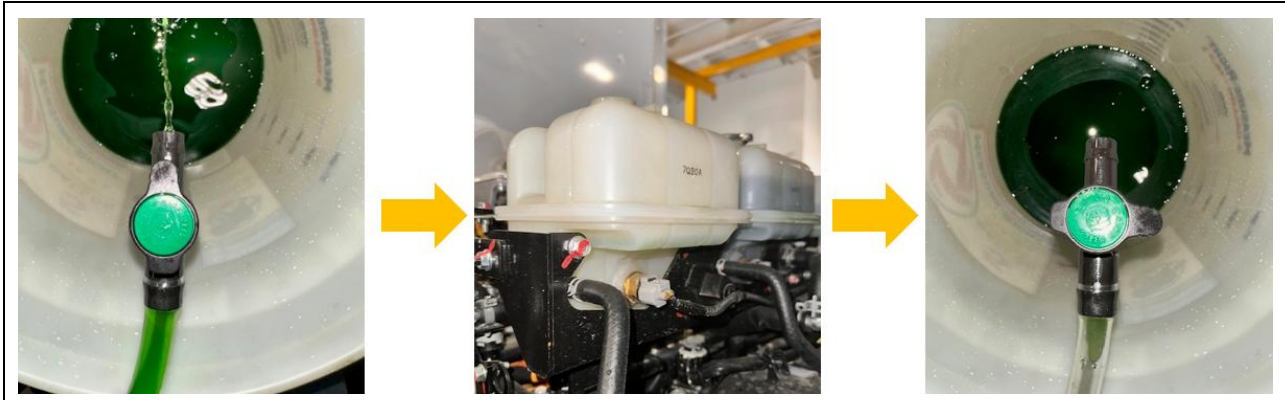


Figure 28

61. If a warning message was present in Step 3, the coolant level sensor must be replaced. Proceed to the next step. If NO warning messages were present in the MID, go to Step 63.
62. Repeat Steps 13 through 16 for the EV motor coolant level sensor. Then continue to Step 63.
63. Locate the EV motor cooling system water pump, located closest to the charging inlet box. (See Figure 29.)



Figure 29

64. Place a drain pan under the EV motor cooling system water pump.

65. Remove the connector on the EV motor cooling system water pump. (See Figure 30.)



Figure 30

IMPORTANT: Remove the connector by hand only. Do not use tools and do not break the connector.

66. Remove the EV motor cooling system water pump from the vehicle by removing the two (2) bolts. (See Figure 31.)

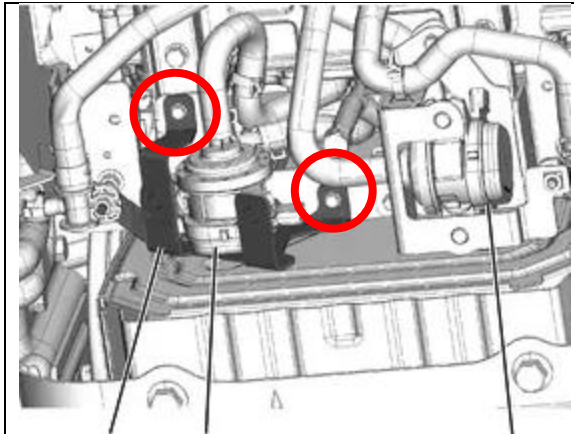


Figure 31

67. Remove the EV motor cooling system water pump from the bracket by removing the two (2) nuts. (See Figure 32.)

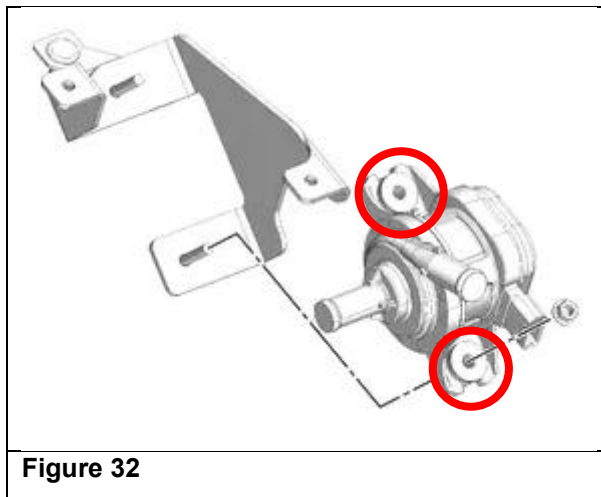


Figure 32

68. Disengage the two (2) hose clamps on the hoses to the water pump by squeezing the tabs with pliers and moving the clamps further up the hose and off the water pump ports. (See Figure 33.)

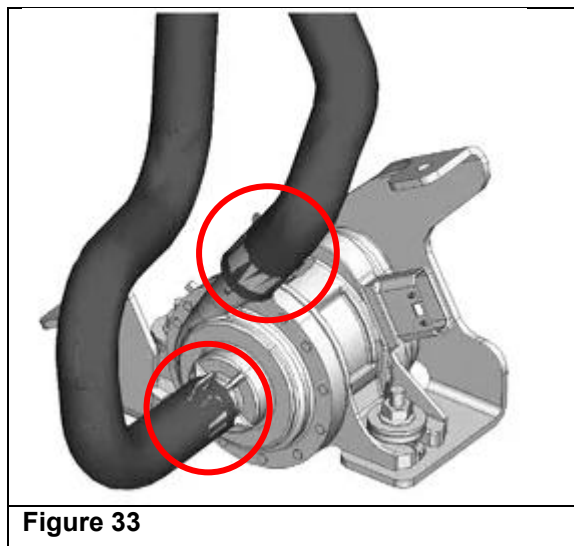


Figure 33

69. Separate the hoses from the water pump. (See Figures 34 and 35.) Allow any coolant to drain into the pan.

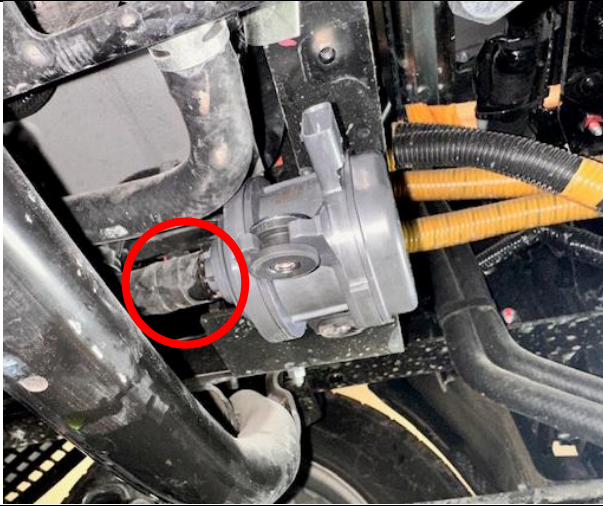


Figure 34

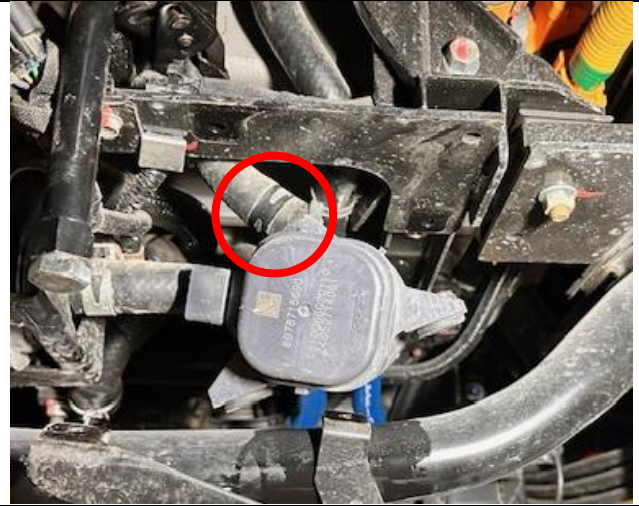


Figure 35

NOTE: Remember the orientation of the two (2) hoses, as they will need to be installed in the same positions.

NOTE: Ensure that the connector removed in Step 65 does not get wet.

70. Push the hoses onto the new water pump in the same orientation as removed in Step 69. (See Figure 36.)

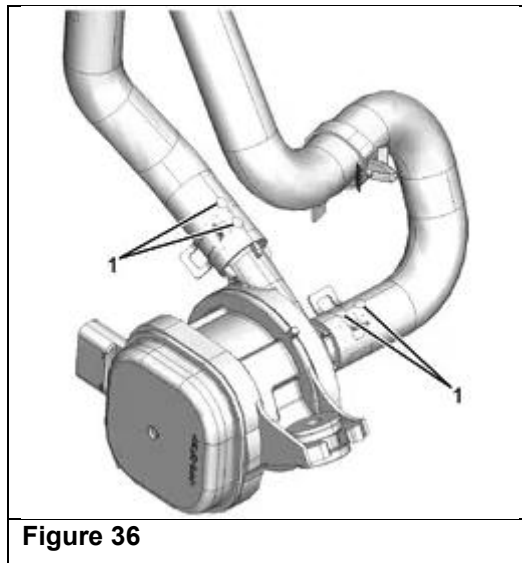


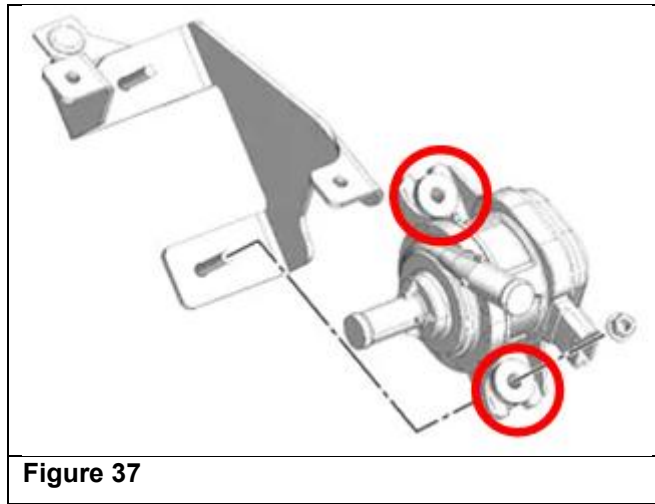
Figure 36

NOTE: Install the hoses so that the markings (1) face upwards.

71. Return the two hose clamps on the hoses to the original position on the water pump by squeezing the tabs with pliers.

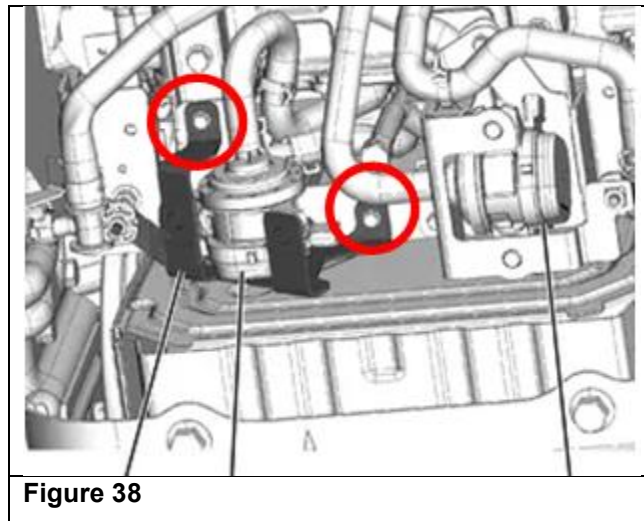
72. Attach the new EV motor water pump to the bracket by installing the two (2) nuts. (See Figure 37.) Tighten the nuts to specification.

Torque Specification:	7.6 N · M (67 lb·in)
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73. Attach the water pump and bracket to the subframe by installing the two (2) bolts. (See Figure 38.) Tighten the bolts to specification.

Torque Specification:	8.2 N · M (73 lb·in)
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74. Locate EV motor cooling system drain plug at the front of the vehicle near the EV motor cooling system water pump. (See Figure 39.)



75. Using two (2) wrenches (one wrench holding the pipe and the other wrench turning the plug) remove the drain plug near the water pump. (See Figure 40.)



Figure 40

IMPORTANT: A wrench must be used to hold the pipe above the plug. Damage will occur if the drain plug is installed without a wrench supporting the drainpipe.

76. Drain out the coolant until it stops.

77. Install the EV motor cooling system drain plug next to the water pump with a new gasket and tighten to specification.

Torque Specification:	34.3 N · M (25 lb · ft)
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78. Prepare 30L (8.0 Gal.) of coolant. Place all necessary bottles of coolant nearby for quick access. Remove all caps and foil seals.

79. Install a spill-free funnel onto the EV motor cooling reservoir. (See Figure 41.)

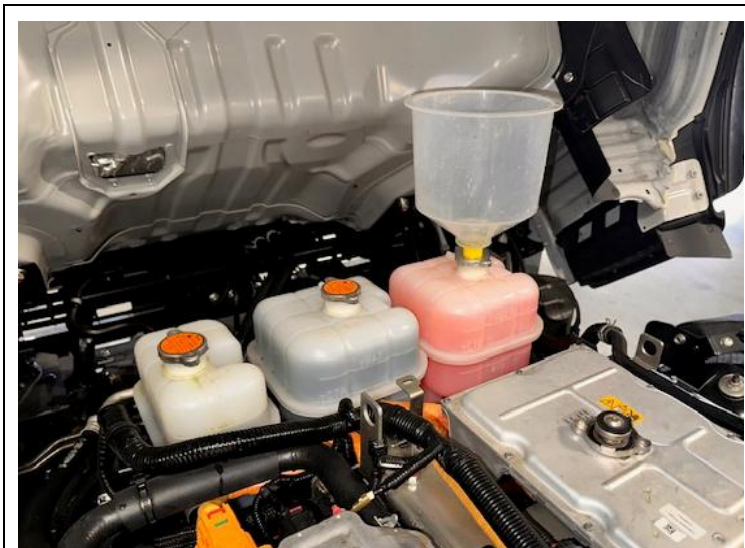


Figure 41

80. Turn the EV control switch to “ON”, connect IDSS to the vehicle, click on the “Auto Detect” button, and then select:

Scan Tool → Vehicle Control Unit → Component Output Control Tests → EV System Coolant Pump Injection Duty Cycle Test (Flood Mode EV System)

81. Follow the on-screen instructions to start “Flood Mode” on the EV motor cooling system.
82. Pour approximately one (1) gallon of coolant into the EV motor coolant reservoir until it is completely filled. Open the valve at the end of the vinyl tube and continue adding coolant into the spill-free funnel as coolant flushes out into the bucket.

NOTE: Always monitor the bucket to ensure it does not overflow. As necessary, close the valve at the end of the vinyl tube to stop the coolant flush and empty the bucket into an appropriate waste storage container.

NOTE: If flood mode stops for any reason, restart “Flood Mode” until instructed otherwise.

83. When only one (1) gallon of coolant remains to be added, be ready to shut off the valve off at the end of the vinyl tube. Turn the valve off as soon as the last gallon of coolant is poured into the reservoir
84. While monitoring the coolant level in the reservoir, open the valve and allow the coolant to drain until the coolant level reaches the “MAX” line and turn the valve off. (See Figure 42.)

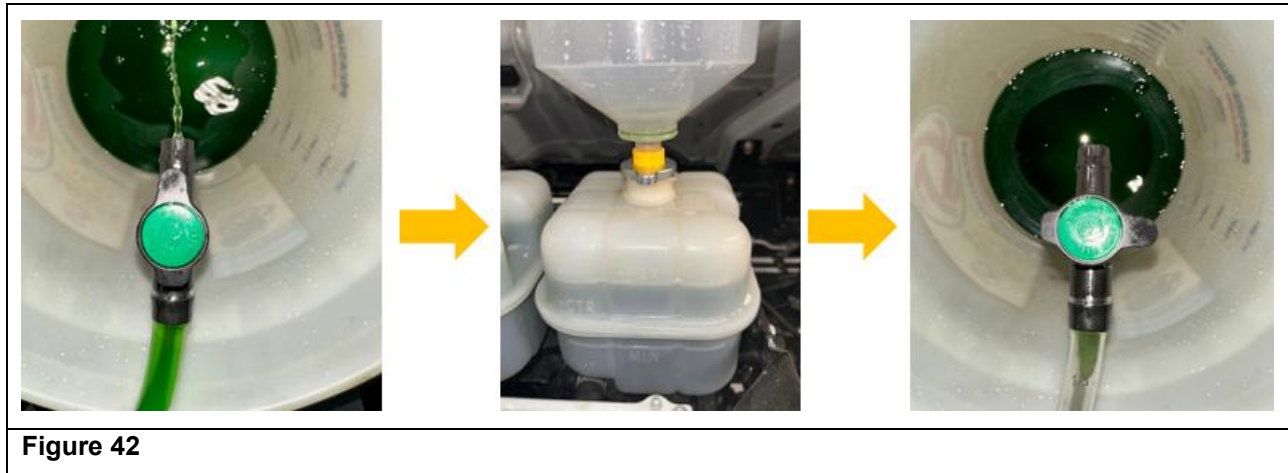


Figure 42

85. Empty the bucket into an appropriate waste storage container.
86. Turn the EV control switch to “LOCK”.
87. Prepare the drain plug removed in Step 54 and install a new gasket.
88. Loosen the drain fitting installed in Step 56. Remove the vinyl tube along with the fitting and immediately install the drain plug.
89. Torque the drain plug to specification.

Torque Specification:	34.3 N · M (25 lb · ft)
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IMPORTANT: A wrench must be used to hold the pipe above the plug. Damage will occur if the drain plug is installed without a wrench supporting the drainpipe.

90. Turn the EV control switch to “ON”, connect IDSS to the vehicle, click on the “Auto Detect” button, and then select:

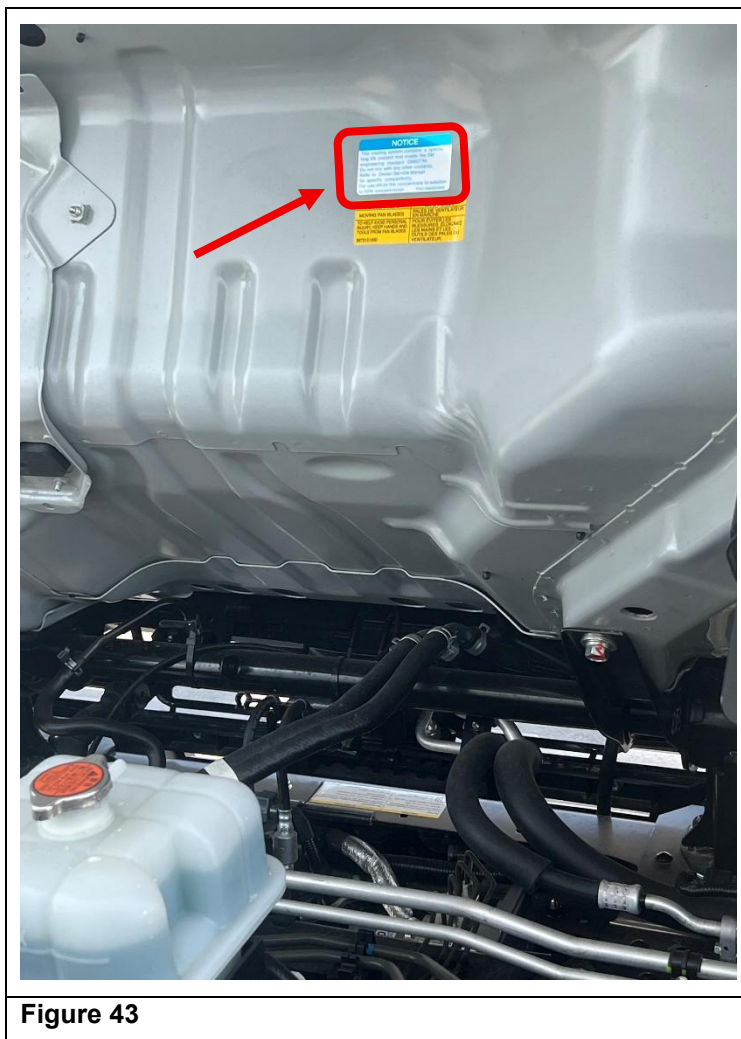
Controller Programming → Vehicle Control Unit → Component Output Control Tests → EV System Coolant Pump Injection Duty Cycle Test (Flood Mode EV System)

91. Follow the on-screen instructions to perform “Flood Mode” on the EV motor cooling system.

92. Top off the EV motor cooling system reservoir with coolant as necessary to fill to the "MAX" line
93. Remove the spill-free funnel and install the EV motor cooling reservoir cap.
94. Clear any DTC's that may have set.
95. Check for any leaks.
96. Lower the vehicle down and off the jack stands.
97. Remove the wheel chocks.
98. Proceed to Applying New Under Cab Coolant Warning Plate(s).

APPLYING NEW UNDER CAB COOLANT WARNING PLATE(S)

99. Locate and remove the existing coolant warning plate by peeling the plate off. (See Figure 43.)



100. Using rubbing alcohol, clean where the old coolant warning plate was located.
101. Remove the backing and apply the new English coolant warning plate (7-55295-377-1) as shown in Figure 44.



Figure 44

102. **CANADIAN VEHICLES ONLY** – Clean and dry the area directly to the left of the English coolant warning plate.
103. **CANADIAN VEHICLES ONLY** – Apply the French coolant warning plate (7-55295-378-1) directly to the left of the English coolant warning plate as shown in Figure 45.



Figure 45

104. Squeeze the release handle on the cab tilt stay and lower the cab
105. Proceed to Applying the Owner's and Driver's Manual Sticker(s).

APPLYING THE OWNER'S AND DRIVER'S MANUAL STICKER(S)

Sticker Application Chart					
Country	Publication Number	English Sticker	Page No.	French Sticker	Page No.
USA	NPE25-ONM-C01	1	9-10	N/A	N/A
Canada	NPE25-ONM-CAN02	1	9-10	1	9-10

106. Remove the Owner's manual package from the vehicle.
107. Remove the Owner's manual from the plastic bag.
108. Open the English Owner's manual to page 9-10 and press back the binding so the manual will remain open at that page. (See Figures 46 and 47.) Refer to the "Sticker Application Chart" above.

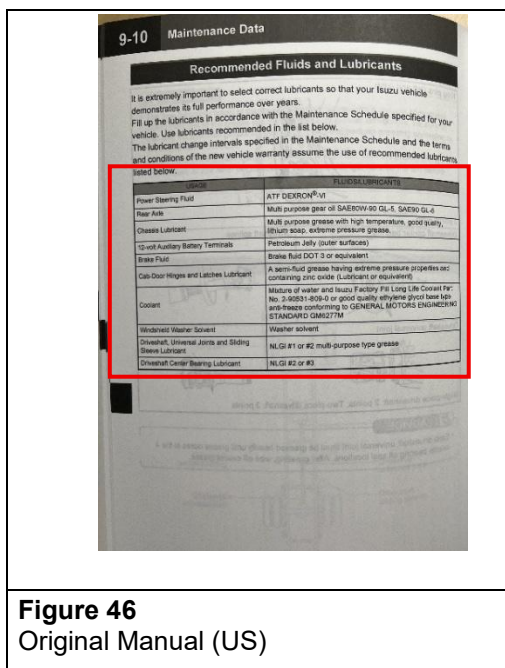


Figure 46
Original Manual (US)

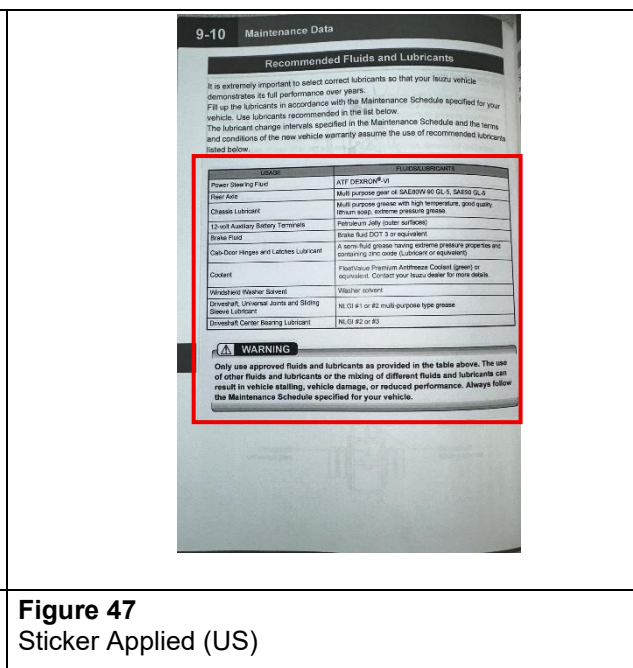


Figure 47
Sticker Applied (US)

NOTE: Canadian manuals will require one (1) English sticker and one (1) French sticker to complete this campaign.

109. Remove half of the sticker backing and carefully align the sticker to the page. Ensure that the existing table will be completely covered by the new sticker.
110. Affix half of the sticker to the page pressing firmly to secure.
111. Peel off the remainder of the sticker backing while pressing the sticker onto page.
112. For Canada manuals, repeat Steps 109 to 111 for the French owner manual (also page 9-10).
113. Close the manual and insert it into the plastic package.
114. Return the Owner's and Driver's manual package to the vehicle.
115. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

116. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 25V-217 (US) or 2025-178 (Canada), Isuzu dealer code, and repair date.
117. 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>

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 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 payment.

Labor Operation Code	Description	Labor Time	Sublet
V2502	Replace EV Motor Cooling Pump and Flush Cooling Systems (3 and 5 Battery), Install Cab Caution Label and Owner’s Manual Sticker(s)	2.8*	Environmental Fee for waste coolant**
	ADD: 7 and 9 Battery	0.3	
	ADD: Replace Three (3) Coolant Level Sensors	0.2	

**Includes 0.1 hours for administrative allowance.*

***Disposal cost of waste coolant for this campaign maybe be reimbursed. Multiply your dealer’s normal/recent waste disposal cost (recent invoice evidence must be attached to the claim) by the total amount of coolant required to complete the campaign or alternately you can use \$1.00 per gallon.*

DEALER RESPONSIBILITY

All vehicles in dealers' possession and subject to this safety recall must be held and repaired per the service procedure of this campaign bulletin before customers take possession of these vehicles.

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 make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may have not yet received the notification letter.

In summary, whenever a vehicle subject to this safety recall enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

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