



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**  
CB25-J-001

**ISSUE DATE:**  
NOVEMBER 2025

**GROUP:**  
ENGINE

## IMPORTANT SAFETY RECALL

### F-SERIES FUEL HEATER REPLACEMENT SAFETY RECALL 25V-630 (Transport Canada 2025-493)



CV

#### AFFECTED VEHICLES

- 2022-2026MY Isuzu F-Series Vehicles Wholesaled Prior to 9/13/2025

#### INFORMATION

##### CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022MY-2026MY F-Series vehicles wholesaled prior to 9/13/2025. In the affected vehicles, the fuel heater may overheat, melting the casing and allowing fuel to leak into the electrical connector, **increasing the risk of a fire.**

##### CORRECTION

Isuzu dealers will replace the fuel heater. This service will be performed **free of charge.**

##### VEHICLES INVOLVED

Involved are 2022-2026MY Isuzu F-Series vehicles wholesaled prior to 9/13/2025.

**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.

<u>Part Number</u>	<u>Description</u>	<u>Quantity Required</u>
7-55310-298-0	HEATER KIT; FUEL FILTER	1*

\*Kit consists of the heater, two (2) screws, four (4) additional 10” tie straps (for the common length harness with new connector – 300mm length).

**NOTE: Discard any generic instructions that may be included in the kit. Please be sure to follow the service procedure set forth in this bulletin.**

## SERVICE PROCEDURE

1. Disconnect the negative battery cable.
2. Place a drain pan underneath the fuel filter.

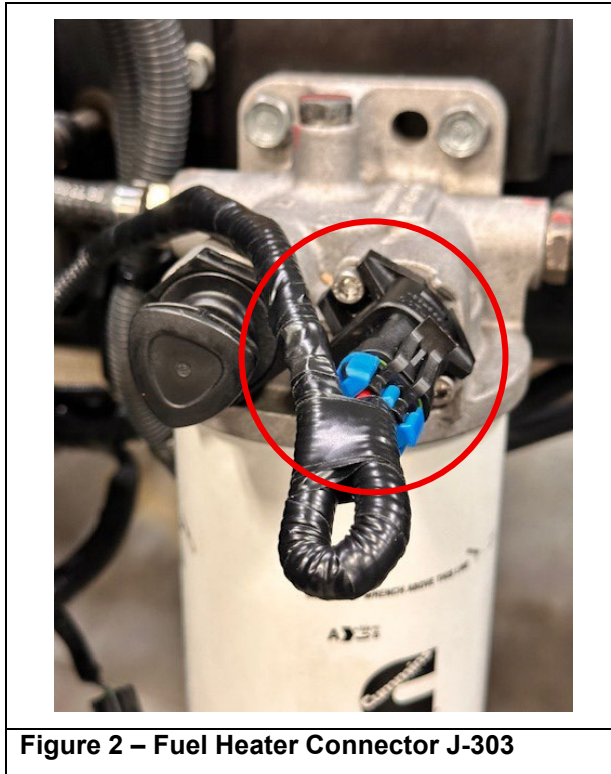
***WARNING: Diesel fuel contains chemicals that should not directly contact skin, eyes, or other body parts due to the risk of personal injury or chemical exposure. Always wear the appropriate PPE to minimize and prevent exposure of chemicals to skin, eyes or other exposed body parts.***

3. Remove the one (1) zip tie. (See Figure 1.)



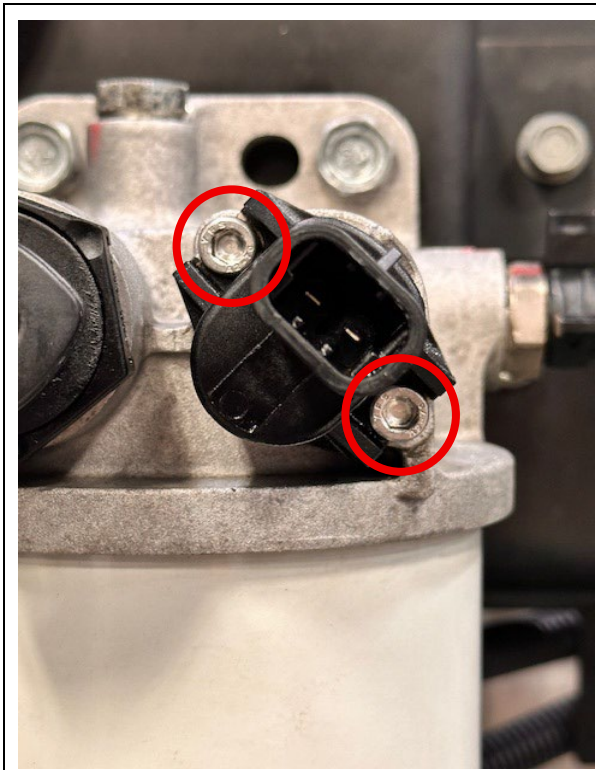
Figure 1

4. Locate the fuel heater connector J-303 located on the fuel filter assembly and disconnect it. (See Figure 2.)

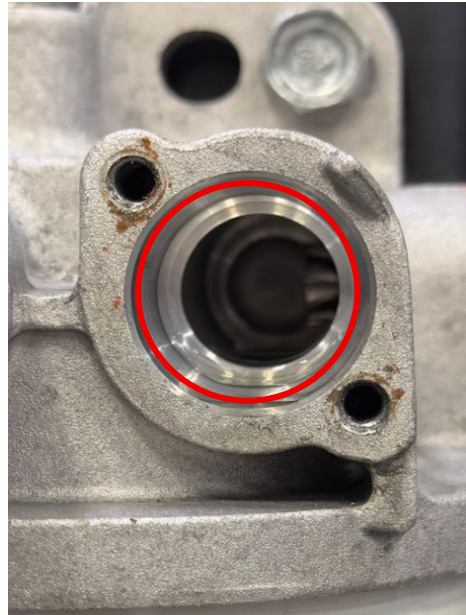


5. Using a 3/8" impact on the lowest setting, remove the two (2) screws securing the fuel heater to the fuel filter assembly. (See Figures 3 and 4.)

**Important: Do not use hand tools to remove the two (2) screws.**



6. Remove the old fuel heater.
7. Using a clean paper towel, clean the mating surfaces where the fuel heater contacts the filter housing so that they are free of any contamination. (See Figure 5.)



**Figure 5 – Clean the Mating Surface Circled in Red**

8. Install the new fuel heater with the harness pointing down into the fuel filter assembly. Ensure that the new fuel heater is fully seated into the fuel filter assembly. (See Figures 6 and 7.)

**NOTE: Be sure to discard any generic installation instructions that may have been included in the fuel heater replacement kit. Only follow the service procedure set forth in this bulletin.**



**Figure 6 – Correctly Installed Fuel Heater**



**Figure 7 – Incorrectly Installed Fuel Heater**

9. Install and torque the two (2) new screws. (See Figure 8.)

<b>Tightening Torque:</b>	<b>9 N·m (80 in/lbs.)</b>
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10. Inspect chassis harness connector J-303 for diesel fuel.

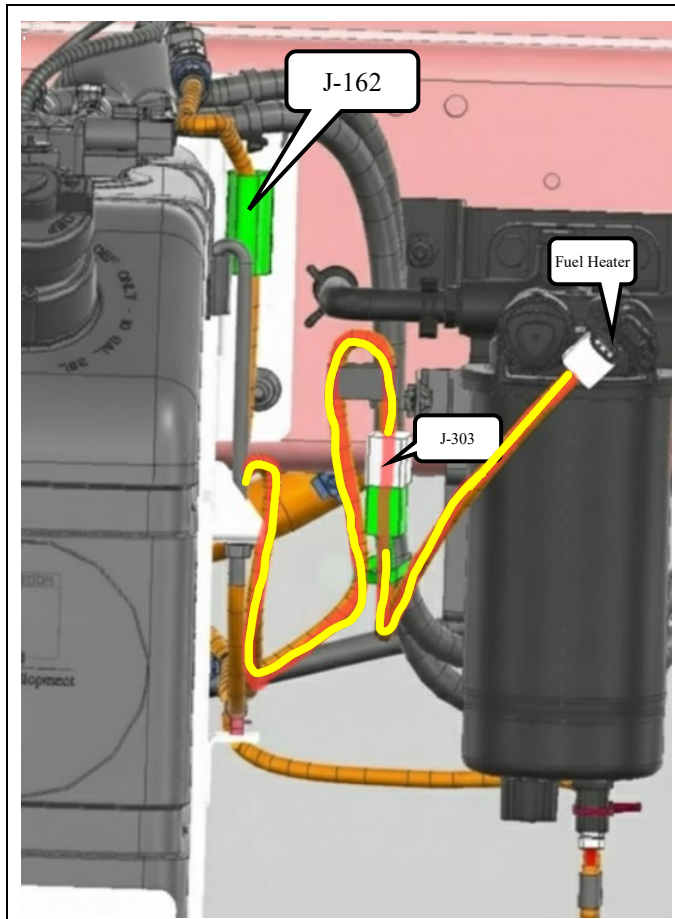
- a. If diesel fuel is present, clean the connector with electrical contact cleaner and proceed to Step 11.
- b. If diesel fuel is not present, proceed to Step 11.

11. Inspect chassis harness connector J-303 again, this time for heat damage.

- a. If connector J-303 has evidence of heat damage (melted), contact TAL for additional instructions by calling: 1-877-ISUZUCV (1-877-478-9828). Be prepared to provide the following information: Dealer Code, VIN, Contact Information and a brief explanation of the damage. After completing the additional instructions, proceed to Step 12.
- b. If connector J-303 has no evidence of heat damage (melted), proceed to Step 12.

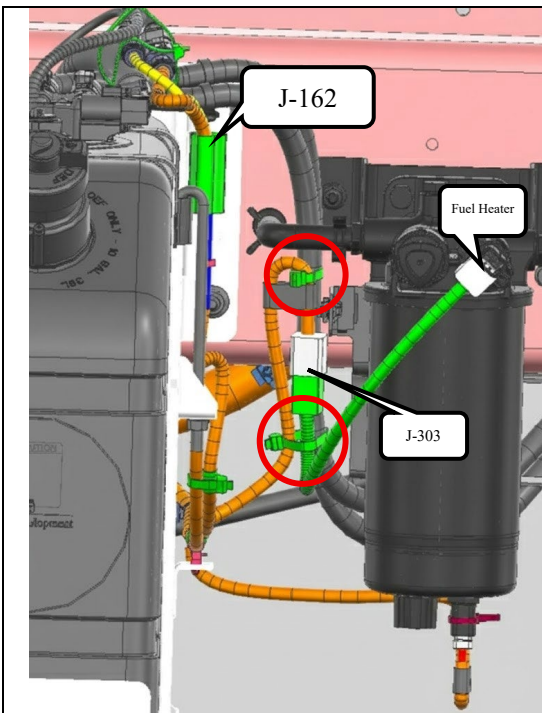
12. Connect fuel heater connector J-303 to the new fuel heater.

13. Route the extra harness looped along the DEF line suction hose down and below the DEF resistor J-162 as shown in Figure 9.

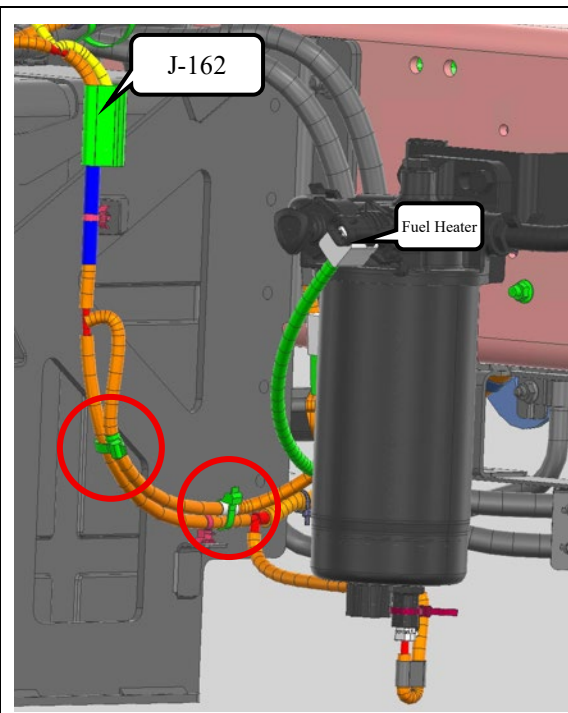


**Figure 9 – Wire Routing Shown in Yellow Line**

14. Using four (4) zip-ties, secure the fuel heater harness as shown in Figures 10 and 11.



**Figure 10 – Zip-tie Locations from Fuel Heater to Connectors J-303 and J-162**



**Figure 11 – Zip-tie Locations from Fuel Heater to Connector J-162**

15. Trim the excess zip ties.
16. Connect the negative battery cable.
17. Start and idle the engine for one (1) minute and ensure that there are no leaks at the fuel heater assembly.
18. Shut off the engine.
19. Remove the drain pan.
20. Proceed to Applying the Campaign Label.

## APPLYING THE CAMPAIGN LABEL

### APPLYING THE CAMPAIGN LABEL

21. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 25V-630 (US) or 2025-493 (Canada), Isuzu dealer code, and repair date.
22. Affix the campaign label onto the driver's side B-pillar.

<b>ISUZU</b>
<b>CAMPAIGN NUMBER</b>
_____
DEALER CODE: _____
REPAIR DATE: _____
P/N 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 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
V2504	Fuel Heater Kit Installation	0.5*
	ADD: Contact TAL and Connector Replacement as Required by Step 11a	1.0

*\*Includes 0.1 hours for administrative allowance.*

### 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 not have 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.

**IMPORTANT SAFETY RECALL**  
**NHTSA Recall 25V-630**

This notice applies to your vehicle, <VIN>

NOVEMBER 2025

Dear Customer,

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

**WHAT IS THE CONDITION?**

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022MY-2026MY F-Series vehicles wholesaled prior to 9/13/2025. In the affected vehicles, the fuel heater may overheat, melting the casing and allowing fuel to leak into the electrical connector, **increasing the risk of a fire.**

**WHAT WE WILL DO**

Your Isuzu dealer will replace the fuel heater assembly. 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 CB25-J-001. We estimate that the remedy may take 30 minutes to perform, however 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](http://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**

**REIMBURSEMENT**

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement.

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: 1-888-275-9171) 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

NOVEMBER 2025

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 2025-493.

### WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022MY-2026MY F-Series vehicles wholesaled prior to 9/13/2025. In the affected vehicles, the fuel heater may overheat, melting the casing and allowing fuel to leak into the electrical connector, **increasing the risk of a fire**.

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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 CB25-J-001. We estimate that the remedy may take 30 minutes to perform, however 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.isuzutruck.ca](http://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**

### REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement.

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.*

## Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: \_\_\_\_\_

17-Digit Vehicle Identification Number (VIN): \_\_\_\_\_

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Claimant Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Claimant Email: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.  
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: \_\_\_\_\_

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

**Isuzu Commercial Truck Customer Relations**  
**1400 S. Douglass Road, Suite 100**  
**Anaheim, CA 92806**

Reimbursement questions should be directed to the following number: 1-866-441-9638  
Or Email: [cvcs@icta-us.com](mailto:cvcs@icta-us.com)