



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**  
CB26-G-001

**ISSUE DATE:**  
APRIL 2026

**GROUP:**  
ELECTRIC VEHICLE



CV

## IMPORTANT SAFETY RECALL

### NRR-EV CAB HARNESS – V2602EV

#### AFFECTED VEHICLES

- 2025-2026MY Isuzu NRR-EV (Electric Vehicles)

#### INFORMATION

##### CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2025-2026MY Isuzu NRR-EV electric vehicles. In the affected vehicles, vehicle operators may experience an illuminated Malfunction Indicator Light (MIL) and Electronic Stability Control (ESC) light due to a blown fuse caused by a short circuit from exposure of the core wire, which is the result of the interference between the cab harness and the SRS control unit bracket. If the cab harness becomes damaged, the EV system may stall, electronic parking brake malfunction may occur, tail lamps may not illuminate, the SRS warning lamps may illuminate, or the combination switch may malfunction, **increasing the risk of a fire.**

##### CORRECTION

Dealers are to use Tesa tape as directed in this bulletin to protect the cab harness from coming into contact of the SRS bracket. This service will be performed **free of charge.**

##### VEHICLES INVOLVED

Involved are 2025-2026MY 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

The following tape should be sourced locally.

Part Number	Description	Quantity Required
N.P.N.	Tesa® Tape 51006	36" (in.)

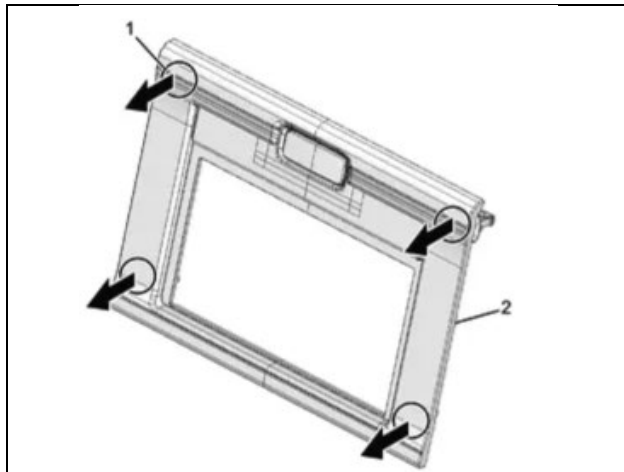
## SERVICE PROCEDURE

1. Turn off the EV control switch and allow a minimum of three (3) minutes to pass to allow complete power-down of the Vehicle Control Unit (VCU).
2. Tilt the steering wheel all the way up.
3. Remove and secure the remote-control unit(s) away from the cab and place them in a locked lock box at least six (6) feet away from the truck.
4. Remove the battery cover and disconnect both of the 12V auxiliary battery negative cable terminals. Secure the loose cable to prevent reconnection. (See Figure 1.)



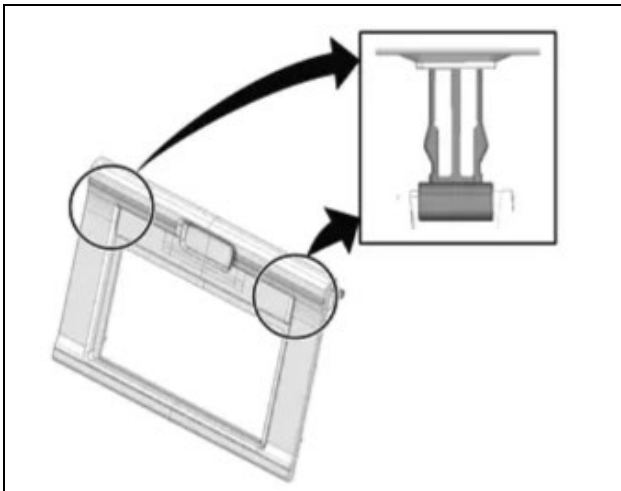
Figure 1

5. Place a protective sheet or cloth over the dashboard completely covering the defroster vents. This cover will ensure loose parts do not damage the dashboard or fall into the vents.
6. Pull out the bezel from the center cluster. (See Figure 2.)



**Figure 2**

7. Squeeze the white plastic clips holding the bezel on the center cluster with needle nose pliers to completely remove the bezel. (See Figures 3 and 4.)



**Figure 3**



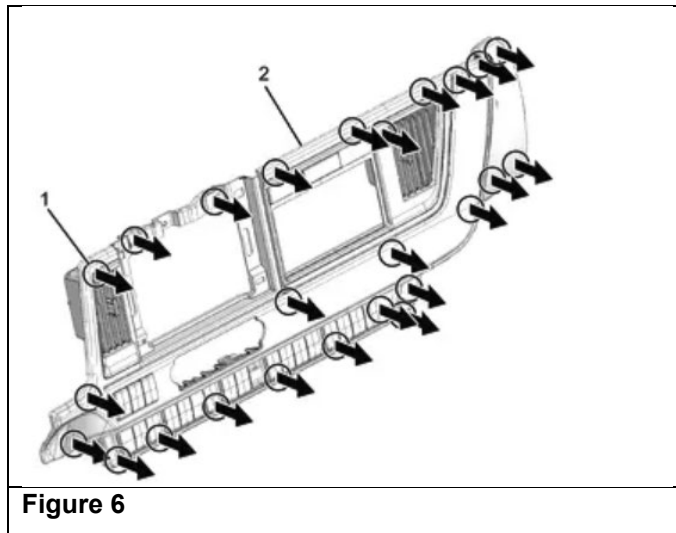
**Figure 4**

8. Remove the screw from the center cluster. (See Figure 5.)

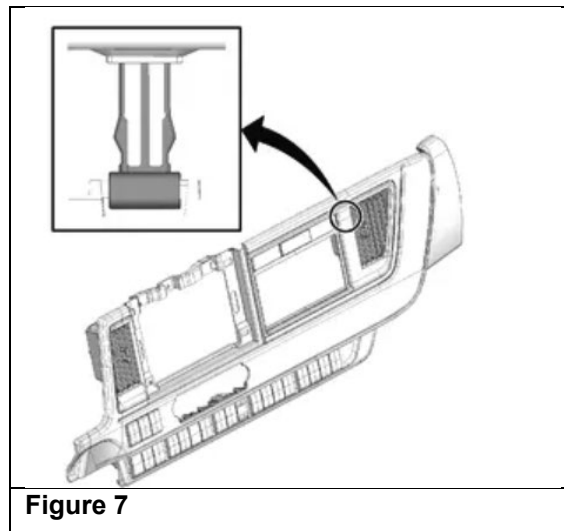


**Figure 5**

9. Pull out the center cluster from the instrument panel. (See Figure 6.)



10. Use needle nose pliers to squeeze the white plastic clip at the location shown in Figure 7 and pull the center cluster away from the instrument panel.



11. Disconnect all the connectors from the center cluster. (See Figure 8.) Remove the center cluster.



12. Remove the side under cover/pocket on the right-hand side of the instrument panel.  
(See Figure 9.)

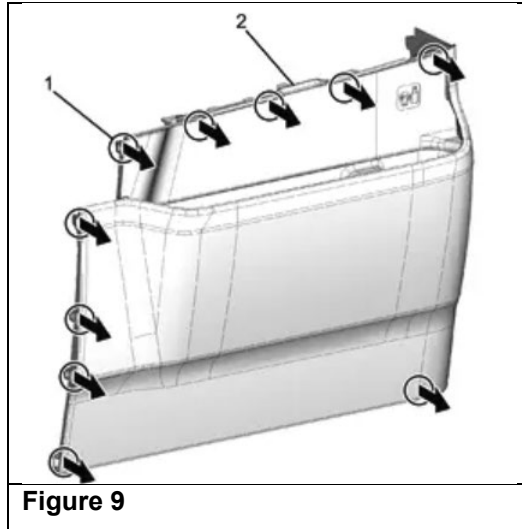


Figure 9

13. Disconnect the connector from the passenger air bag cut off switch.
14. Remove the screw from the lower instrument panel under cover. Remove the plastic clip holding the lower instrument panel under cover on the bottom left-hand side. (See Figure 10.)

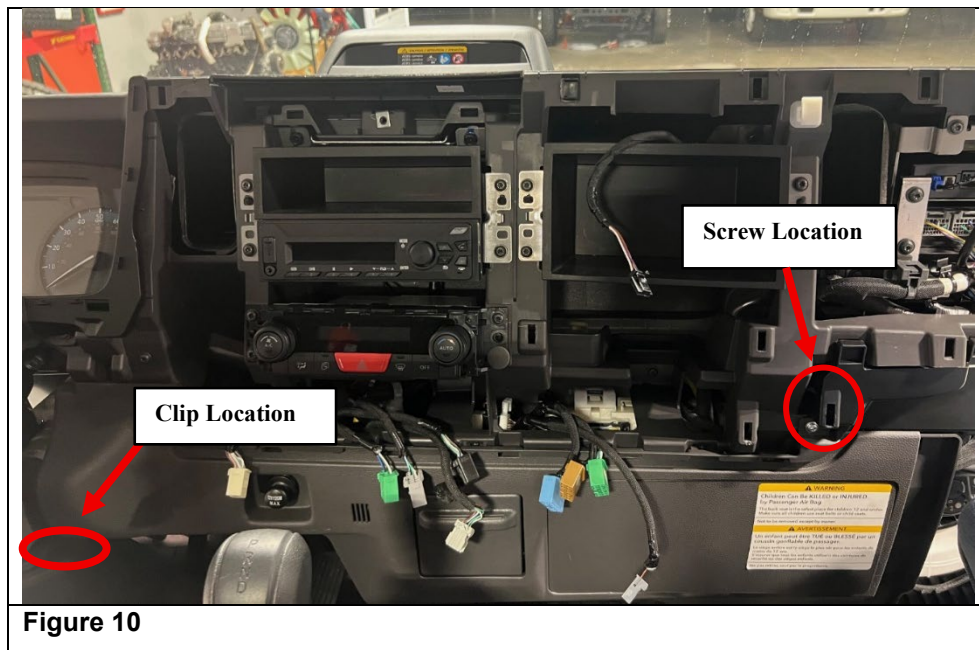
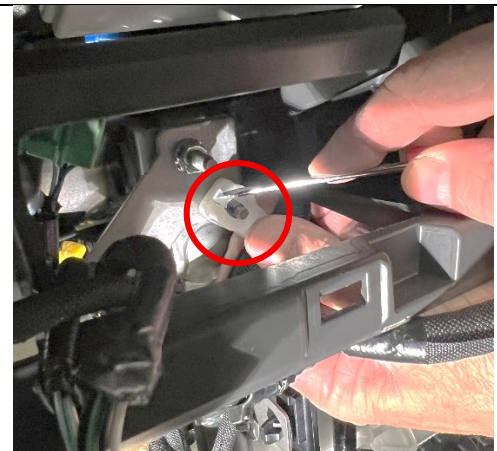


Figure 10

15. Pull the lower instrument panel under cover out to disengage the clips, disconnect the 12V accessory port and HVAC temperature sensor housing, and remove the lower instrument panel under cover.
16. Locate the H98 and H99 connector bracket nuts. (See Figure 11.) Unclip the white harness clamp from the bottom nut/stud by pushing up on the tab with a small screwdriver and pulling the clamp outward. (See Figure 12.)



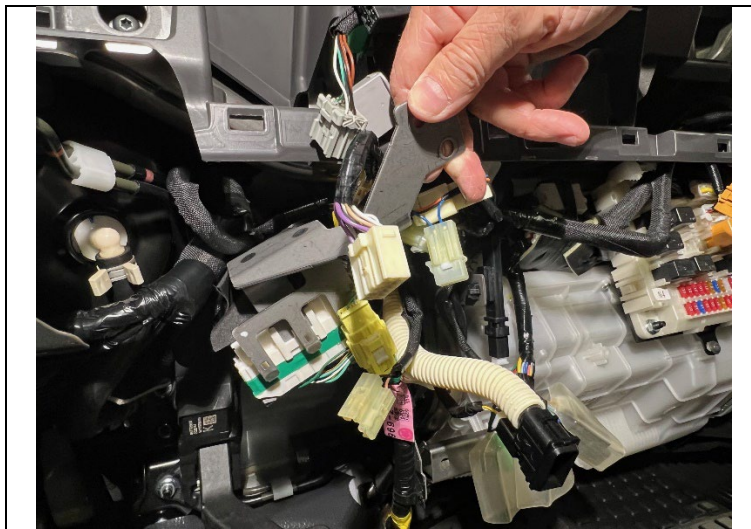
**Figure 11**



**Figure 12**

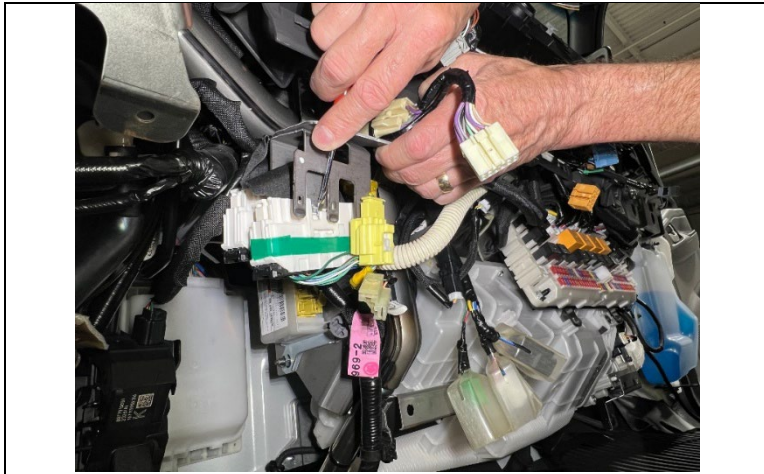
17. Remove the two nuts holding on the H98 and H99 connector bracket.

18. Move the H98 and H99 connector bracket to the left and downward for easier access to the connectors. (See Figure 13.)



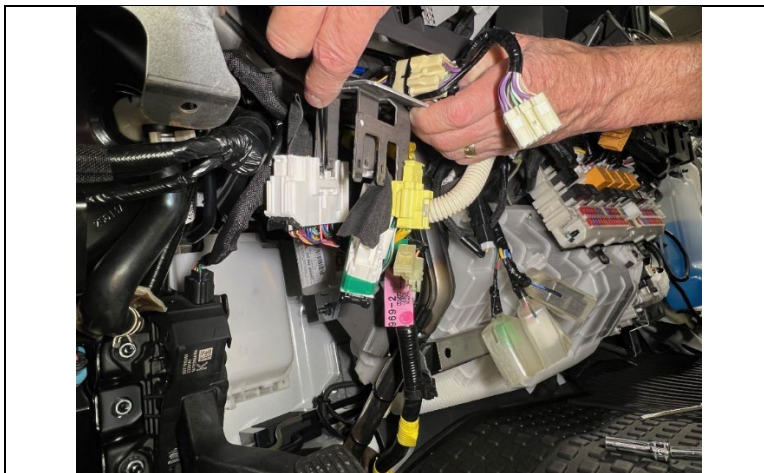
**Figure 13**

19. Remove the H98 connector by carefully lifting the white tab on the connector and sliding it off the bracket. (See Figure 14.)



**Figure 14**

20. Remove the H99 connector by carefully lifting the white tab on the connector and sliding it off the bracket. (See Figure 15.)



**Figure 15**

21. Inspect each black wiring harness going to H98 and H99 for signs of chafing. (See Figure 16.)

- a. Any harness chafing that has not damaged the colored insulation should be rewrapped with Tesa tape 51006. After wrapping continue to the next step.
- b. If harness chafing has exposed bare wiring, stop and take a digital photo of the damaged area. Then contact Technical Assistance either by phone or by using Isuzu Connect. Explain the extent of the damage and provide the photo for review. Additional direction will be provided as quickly as possible.

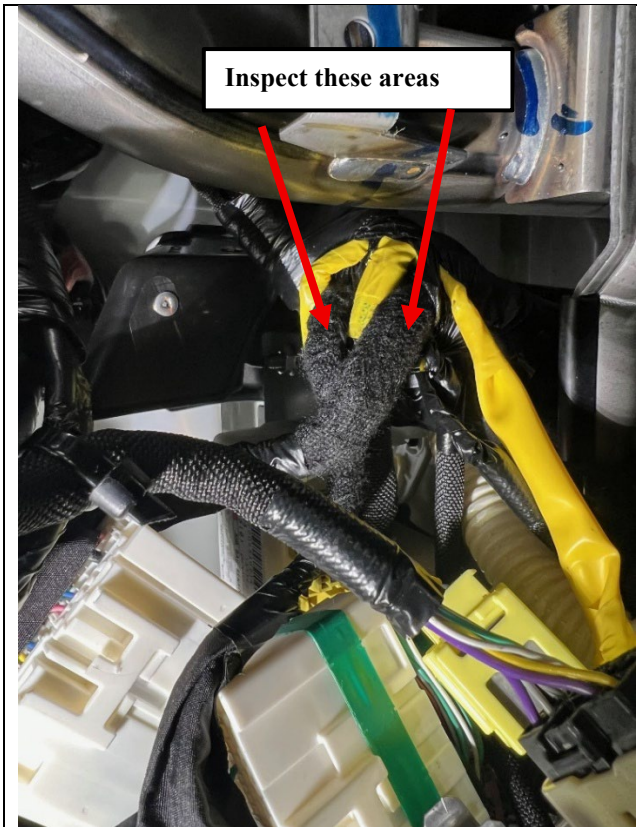


Figure 16

22. Prepare two strips of Tesa tape about 12" long.

23. Use a strip of Tesa tape to tape the black wiring harness going to H99 to the right-hand side of H99. (See Figures 17 and 18.)

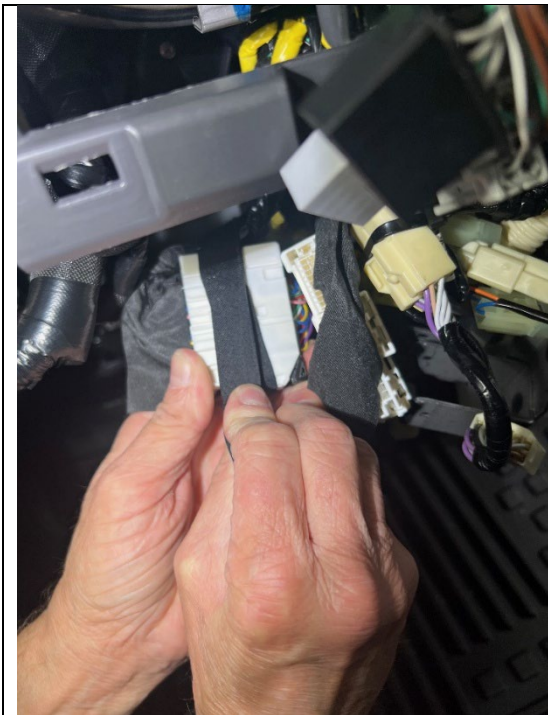


Figure 17

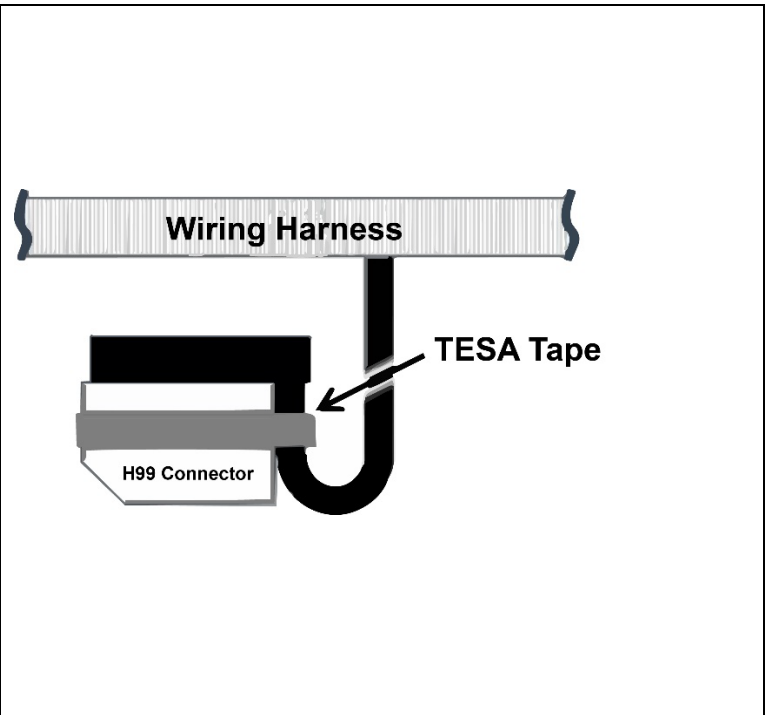


Figure 18

24. Use a strip of Tesa tape to tape the black wiring harness going to H98 to the right-hand side of H98. (See Figures 19 and 20.)



- 25. Slide the H98 and H99 connectors back onto the bracket.
- 26. Move the bracket back into its mounting area and onto the mounting studs.
- 27. Install both nuts on the mounting studs and tighten to 6.6 Nm (5 lb ft). Install the white harness clamp removed in Step 16 back onto the lower bracket stud over the nut.
- 28. Put the lower instrument panel under cover in place for installation and connect the 12V accessory port and the HVAC temperature sensor housing.
- 29. Install the lower instrument panel under cover and ensure all the clips are engaged. Install the screw and the plastic clip. (See Figure 21.)

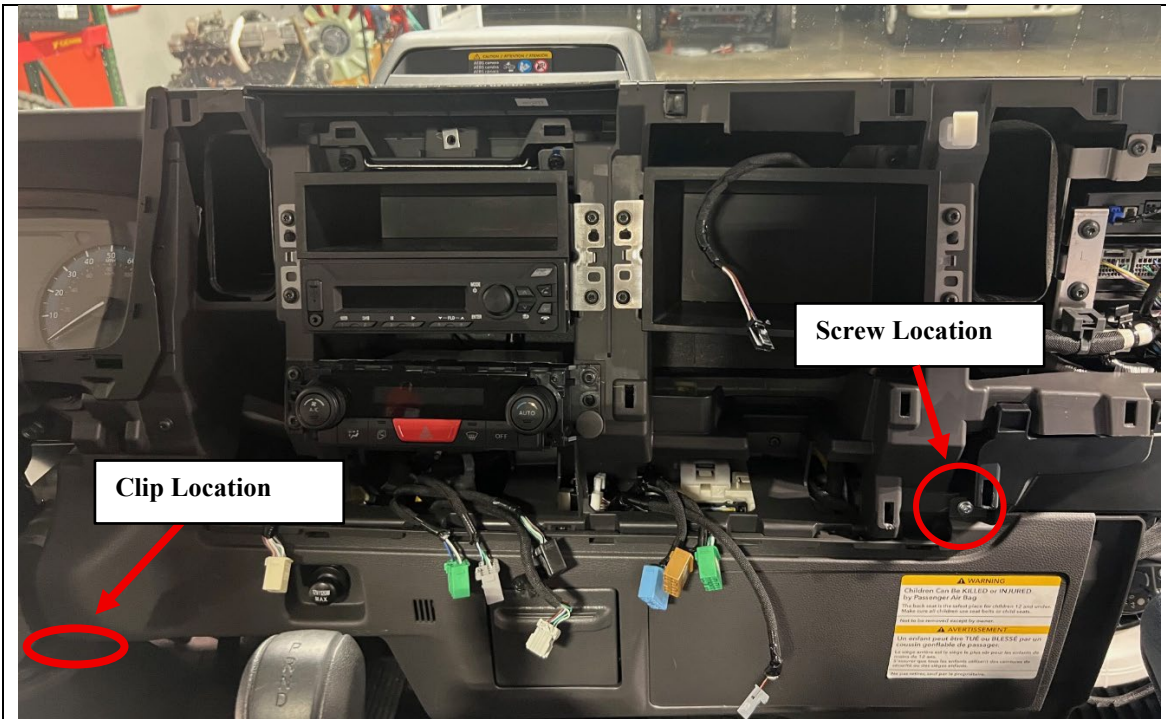


Figure 21

30. Connect the passenger airbag cut off switch connector and install the side under cover. (See Figure 22.)

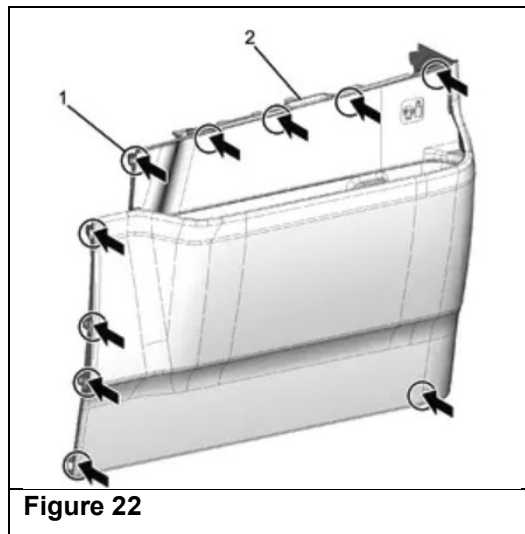


Figure 22

31. Hold the center cluster in place and connect all the connectors that were disconnected in Step 11. (See Figure 23.)

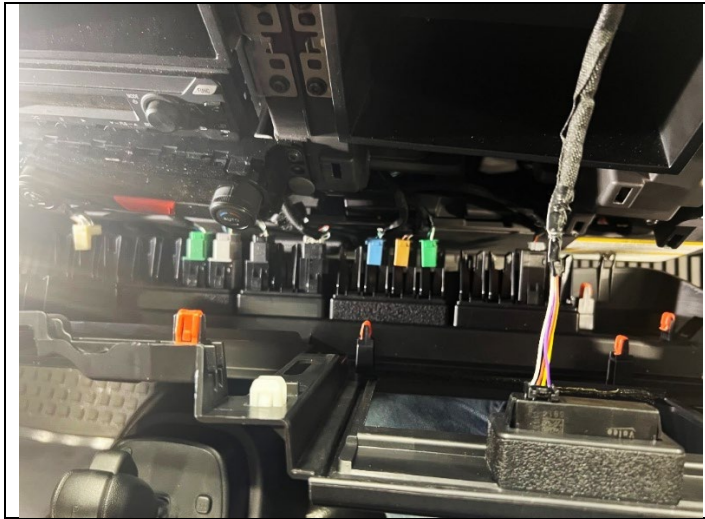


Figure 23

32. Install the center cluster. (See Figure 24.) Ensure that all clips are lined up properly before pushing the center cluster in place. Ensure that all clips engage properly.

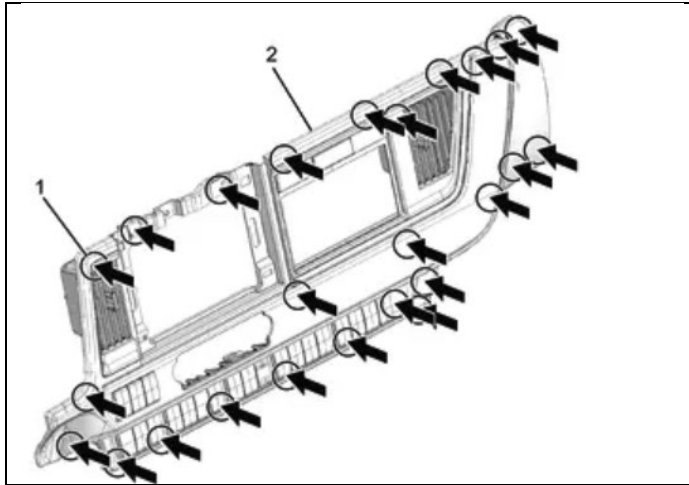


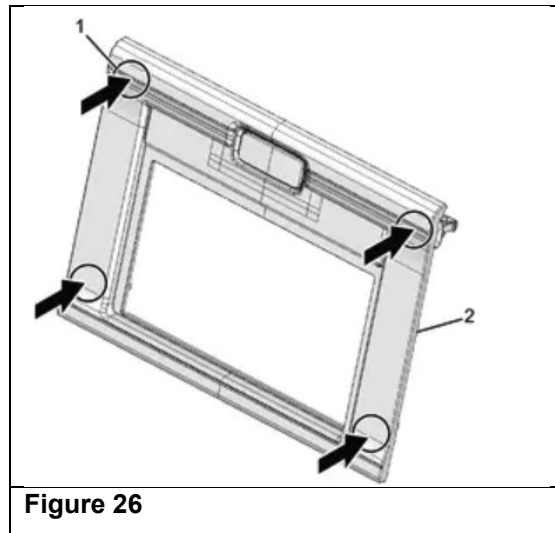
Figure 24

33. Install the screw into the center cluster. (See Figure 25.)



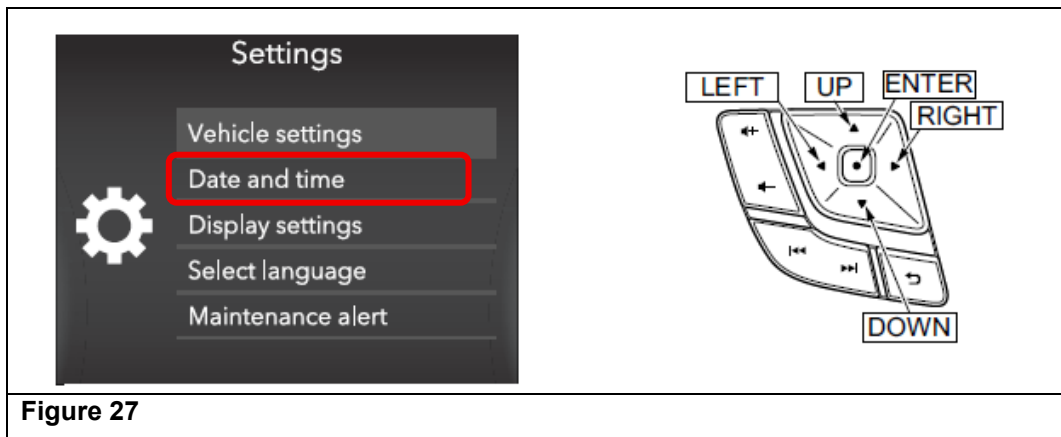
Figure 25

34. Install the bezel to the center cluster. (See Figure 26.)

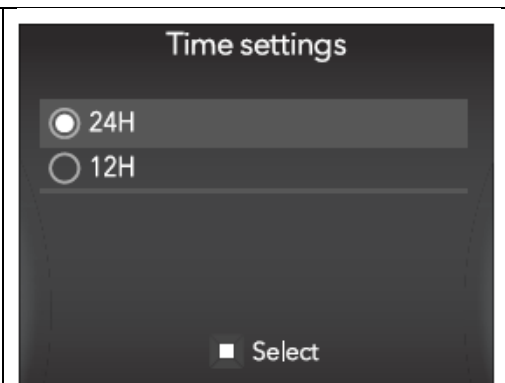
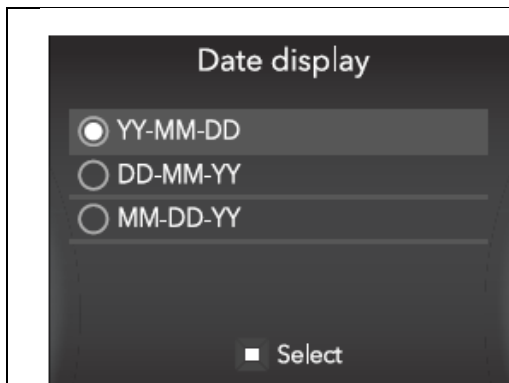


35. Connect both 12V negative battery terminals and tighten. Install the 12V battery cover.

36. Turn the start switch on and use the steering wheel switches on the left side of the steering wheel and navigate through the Multi Information Display (MID) to the “Settings” screen. Then select “Date and Time”. (See Figure 27.)



37. Follow the prompts to set the preferred date and time format. (See Figures 28 and 29.)



38. On the date/time settings screen, press the "UP" or "DOWN" switch to set year, month, day, and time respectively, and press the "ENTER" switch to confirm the selection. (See Figure 30.)



Figure 30

39. Proceed to **Applying the Campaign Label.**

### APPLYING THE CAMPAIGN LABEL

40. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2602EV, Isuzu dealer code, and repair date.

41. Affix the campaign label onto the driver's side B-pillar.



### 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 Allowance
V2602EV	NRR-EV Cab Harness Safety Recall	0.6*	\$2.00**

\*Includes 0.1 hours for administrative allowance.

\*\*Sublet allowance for 36" of Tesa tape.

NOTE: Dealers may submit an additional 0.3 hours of labor for the time necessary to take digital photographs and review with TAC if required per step 21b.

**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 will be added at a future bulletin update.