



**SB-10045719-5139**

# Campaign Service BULLETIN

**IMPORTANT SERVICE  
INFORMATION FOR:**

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

BULLETIN NUMBER:  
CB12-J-001B

ISSUE DATE:  
OCTOBER 2012

GROUP:  
ENGINE

**CV**

## **VOLUNTARY EMISSION RECALL TURBOCHARGER LOOSE HOUSING – #V1202**

### **AFFECTED VEHICLES**

- 2007-2010MY Isuzu N-Series
  - 2007-2010MY GMC/Chevrolet W-Series
- Equipped with Diesel Particulate Filter (DPF)

***This bulletin supersedes CB12-J-001A. This bulletin is being revised for updated Claim Information. Please discard campaign bulletin CB12-J-001A.***

### **INFORMATION**

#### **CONDITION**

Isuzu Motors Limited has identified the potential failure of turbochargers produced from March 2009 through November 2011, at the turbocharger supplier. During that production period, improper process control occurred during the assembly of the turbocharger. As a result, during engine operation, the turbocharger housing can become loose. The engine malfunction indicator lamp is illuminated and vehicle operation will revert to a limp home mode (reduced power mode).

The affected turbochargers were installed in 2009-2010MY vehicle produced from March 2009 through February 2010. In addition, the affected turbochargers were also shipped as service parts as late as November 2011. This turbocharger is also used in certain 2007-2009MY vehicles. Therefore, certain 2007-2009MY vehicles are also affected if they had the turbocharger replaced with one in that production period.

#### **CORRECTION**

Dealers are to inspect the serial number of the turbocharger and determine if the turbocharger will need to be replaced, based upon the serial number's production range. This service will be performed for the customer at **no charge**.

***NOTE: California dealers must issue a "Proof of Correction Certificate" to owners of the affected vehicles after completing the work specified below. Instruct the Isuzu owner to keep the certificate as the California Department of Motor Vehicles (DMV) may ask for proof of completion of this campaign before permitting renewal of the of the registration.***

**IMPORTANT: Dealers must fill out every field of the Proof of Correction Certificate.**

## VEHICLES INVOLVED

Involved are 2007-2010 model year Isuzu N-Series and 2007-2010 model year GMC/Chevrolet W-Series vehicles equipped with Diesel Particulate Filter (DPF).

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

For dealers with involved vehicles, a listing 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.

## INSPECTION PROCEDURE

1. Lift the cab of the truck.
2. Locate the turbocharger on the passenger side of the engine.
3. Locate the turbocharger's serial number located on the top of the turbocharger compressor housing. Write the serial number on the Repair Order as it will be required for warranty submission.



Figure 1 – Location of Serial Number Plate



Figure 2 – Serial Number – 110106470E

1. Top Row: Year, Month (ex: 2011, January)
2. Middle Row: Day, Sequence (6<sup>th</sup> day, #470 built on that day)

4. Is the serial number within the production range of this emissions recall? Refer to the Turbocharger Serial Number Production Range provided below.

<b>Turbocharger Serial Number Production Range</b>
<b>090304183E through 11109240E</b>

VIFH 0903  
RHF55V 04 183E  
898027-7735

through

VIFH 1111  
RHF55V 09 240E  
898027-7735

- If the turbocharger is **NOT** within the production range above, the turbocharger is not affected by the condition described in this campaign bulletin. Apply the campaign label and return the vehicle to the customer.
- If the turbocharger **is** within the production range of this emissions recall, continue with the service procedure provided in this campaign bulletin.

## SERVICE PROCEDURE

### TURBOCHARGER REMOVAL

1. Disconnect the battery.
2. Drain engine coolant.
3. Remove the front exhaust pipe/exhaust brake assembly (see Figure 3).
  - Remove the three clamping nuts from the front exhaust pipe at the turbocharger.
  - Remove the four clamping nuts from the front exhaust pipe at the exhaust brake assembly.
  - Remove the two bolts from the front exhaust pipe bracket at the right side of the transmission.
  - Disconnect the vacuum line from the exhaust brake valve.
4. Remove the oil return pipe (see Figure 4).



Figure 3 – Front Exhaust Pipe/Exhaust Brake Assembly

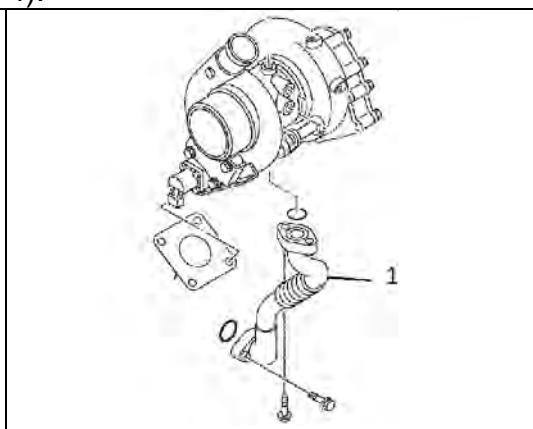


Figure 4  
1. Oil Return Pipe

5. Disconnect the water feed pipe (see Figure 5).
  - Remove the bolt from the pipe mounting clip.
  - Remove the eye bolt at the cylinder block.
6. Remove the two turbocharger clamping nuts (4) (see Figure 6).

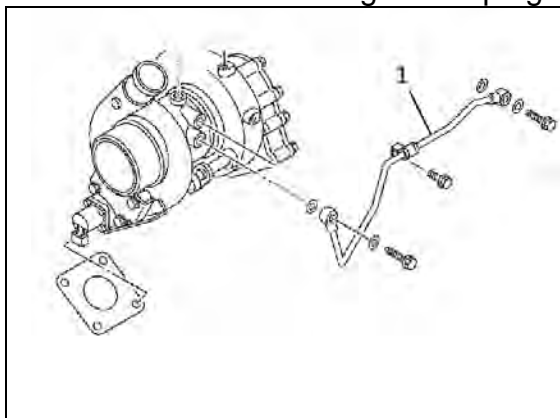


Figure 5  
1. Water Feed Pipe

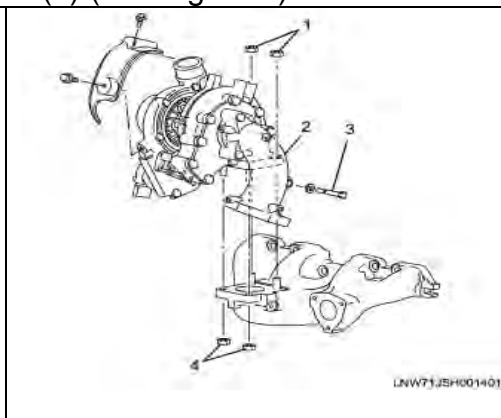


Figure 6  
1. Turbocharger Clamping Nuts  
2. Exhaust Adapter  
3. Exhaust Adapter Mounting Bolt

7. Disconnect the connector from the turbocharger actuator.
8. Disconnect the air intake duct from the turbocharger (see Figure 7).  
**NOTICE: Do not remove the tamper proof bolts that clamp the PCV hose from the intake duct.**
9. Remove the charge air hose from the turbocharger and the charge air cooler (see Figure 7).
10. Disconnect the water return pipe and bracket from the turbocharger and the cylinder head (see Figure 8).
  - Remove the eye bolt from the turbocharger.
  - Remove the bolts from the pipe mounting clips.
  - Remove the fan guide bracket nuts.
  - Disconnect the “U”-shaped rubber hose from the water return pipe.

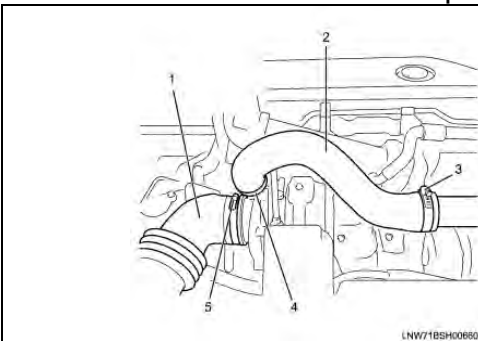


Figure 7

1. Air Intake Duct
2. Charge Air Hose
3. Clamp
4. Clamp
5. Clamp

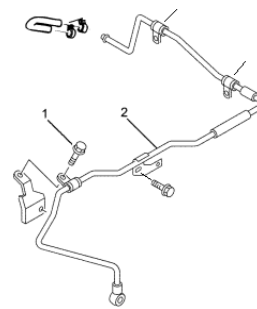


Figure 8

1. Mounting Bolt
2. Water Return Pipe & Bracket

11. Remove the oil feed pipe (see Figure 9).
  - Remove the eye bolt from the turbocharger.
  - Remove the bolts from the pipe mounting clips.
12. Remove the turbocharger with the exhaust adapter (see Figures 6 and 10).
  - Remove the turbocharger clamping nuts (1).
  - Remove the exhaust adapter heat protector.
  - Remove the exhaust adapter mounting bolts (3).

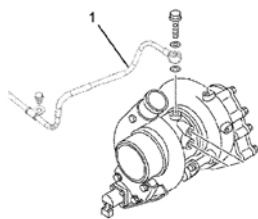


Figure 9

1. Oil Feed Pipe

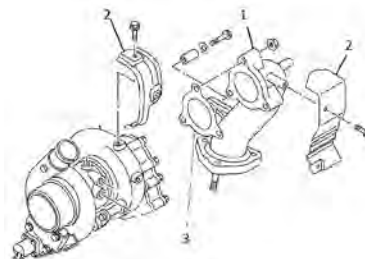


Figure 10

1. Exhaust Adapter
2. Heat Protector
3. Exhaust Adapter Gaskets

## TURBOCHARGER INSTALLATION

**NOTE: All necessary new gaskets and mounting hardware are provided in the service kit.**

1. Install the exhaust adapter.
  - Install the three **new exhaust adapter studs** into the new turbocharger.
  - Install the **new gasket** and the exhaust adapter to the exhaust manifold. Tighten the **new nuts** to the specified torque.  
**Tightening Torque:** 32 Nm (24 lb ft)
  - Install the exhaust adapter heat protector. Tighten the bolts to the specified torque.  
**Tightening Torque:** 8 Nm (69 lb ft)
  - Install the turbocharger heat protector. Tighten the bolts to the specified torque.  
**Tightening Torque:** 8 Nm (69 lb ft)
2. Install the two **new studs** onto the turbocharger mounting flange for the exhaust manifold.
3. Install the **new turbo gasket** and the turbocharger to the exhaust manifold. Tighten the **new nuts** and the exhaust adapter **new bolt** to the specified torque.  
**Turbocharger to Exhaust Manifold nuts:** 52 Nm (38 lb ft)  
**Exhaust Adapter to Exhaust Manifold bolt:** 24 Nm (17 lb ft)
4. Install the water feed pipe with **new packing**.
  - Install the pipe mounting clip bolt and tighten to the specified torques.  
**Tightening Torque:**
    - Eye bolt to the cylinder block: 41 Nm (30 lb ft)
    - Eye bolt to the turbocharger: 27 Nm (20 lb ft)
5. Install the oil feed pipe with **new packing** to the turbocharger. Tighten the eye bolt to the specified torque.  
**Tightening Torque:** 17 Nm (12 lb ft)
6. Install the water return pipe and bracket.
  - Install the “U”-shaped rubber hose between the water return pipe and the thermostat housing.
  - Install the fan guide bracket bolt.
  - Install the pipe mounting clip bolts.
  - Tighten the eye bolt with **new packing** to the specified torque.  
**Tightening Torque:** 27 Nm (20 lb ft)
7. Connect the connector to the turbocharger actuator.
8. Connect the air intake duct to the turbocharger and tighten the clamp to the specified torque.  
**Tightening Torque:** 8 Nm (69 lb in)
9. Install the charge air hose and tighten the clamps to the specified torque.  
**Tightening Torque:** 6 Nm (52 lb in)
10. Install the oil return pipe.
  - Install the **new O-rings** and the oil return pipe.
  - Tighten the bolts to the specified torque.

**Tightening Torque:**

- Bolt to the turbocharger: 9 Nm (78 lb in)
- Bolt to the cylinder block: 22 Nm (16 lb ft)

11. Install the front exhaust pipe/exhaust brake assembly.

- Install a **new gasket** at the exhaust manifold.
- Install two **new gaskets** at the exhaust brake.
- Connect the vacuum line to the exhaust brake valve.
- Tighten the nuts and bolts.

**Tightening Torque:**

- Nut (turbocharger side): 67 Nm (49 lb ft)
- Bolt (exhaust pipe bracket): 18 Nm (13 lb ft)
- Nut (exhaust brake side): 27 Nm (20 lb ft)

12. Reconnect the battery.

13. Replenish the engine coolant. Refer to the “Coolant Refill Procedure” in the “Engine Cooling System” section of the service manual.

14. Check to make sure the engine oil level is OK, start the engine and let idle for 30 seconds. After 30 seconds, fully accelerate the engine while in Park several times to get oil flowing to the turbocharger bushings. Check the installation for any leaks and clear any DTC that may have been present as a result of this condition.

15. Apply the campaign label.

**APPLYING THE CAMPAIGN LABEL**

1. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V1202, Isuzu dealer code and repair date.
2. Affix the campaign label onto the driver's side B-pillar.

<b>ISUZU</b>
<b>CAMPAIGN NUMBER</b>
_____
<b>DEALER CODE:</b> _____
<b>REPAIR DATE:</b> _____
<small>P/N 2-90028-700-0</small>

**California Vehicles Only**

When a California emissions campaign is completed by an Isuzu dealer, the dealers must provide the vehicle owner a “Proof of Correction Certificate”, which the owner may need to present to the California Department of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration. As set forth in the sample owner notification letter below, the owner will need to submit the correction certificate to the DMV only if the DMV requests it. Otherwise, we recommend that owners keep the certificate for their records.

✂ CUT OUT AND COMPLETE – FOR CALIFORNIA VEHICLES ONLY

<b>ISUZU</b>				<b>Vehicle Emission Recall - Proof of Correction</b>											
License Number	Make	Model Year	Body Type	Vehicle Identification Number											
Manufacturer				Recall Number											
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.															
Dealer's Name				Address, City, State and Zip											
Date				Dealership's Authorized Signature											
x															
This certificate must be returned to the DMV with your billing notice															

**Proof of Correction Certificate**

CUT OUT AND COMPLETE – FOR CALIFORNIA VEHICLES ONLY ✂

### PARTS INFORMATION

Parts required to complete this campaign are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Please confirm the serial number from the suspect turbocharger is within the affected serial number production range before ordering replacement parts. Normal orders should be placed on a Daily Order.

PART NUMBER	DESCRIPTION	QTY	Comments
8-98209-652-0	Turbocharger Assembly	1	May substitute with part number 8-98027-773-5 if the serial number is outside of the affected production range
8-98222-115-0	Service Kit	1	

**NOTE:** Dealer inventory of part number 8-98027-773-5 should be inspected for affected serial numbers. Turbochargers outside of the affected serial number range may be used to complete this recall. Turbochargers found to be within the affected serial number range can be returned to AIPDN for full credit.

### CLAIM INFORMATION

Submit only **one** Campaign Claim with the applicable Labor Code as indicated below:

LABOR CODE	REPAIR PERFORMED	LABOR TIME
V1202	Emission Recall V1202 – Inspection Only Tilt Cab	0.3
	ADD: for Crew Cab	0.1
V1203	Emission Recall V1202 – Inspect and Replace Tilt Cab	2.5
	ADD: for Crew Cab	1.3

**IMPORTANT:** Dealers must include the turbocharger serial number in the customer complaint comment field. Failure to provide this information may result in a delay in claim reimbursement and possible denial.

Refer to the Isuzu Claims Processing Manual for details on Campaign Claim Submission.

## **OWNER NOTIFICATION**

Notification letters will be sent to owners of affected vehicles already retailed in the United States of America and Canada. (See enclosed copies).

## **DEALER RESPONSIBILITY**

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership.

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 owners. Program follow-up cards should not be used for this purpose, since the owner may not as yet have received the notification letter.

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



## VOLUNTARY EMISSION RECALL CAMPAIGN #V1202

Dear Customer:

This notice is sent to inform you that Isuzu Motors Limited is conducting a voluntary emission recall that includes your vehicle VIN <VIN>.

### Reason For This Recall?

Your <model year> model year <make> <series> vehicle may have been manufactured with a turbo charger that may, over time, develop a loose compressor housing. If this condition were to occur, it could result in the illumination for the Check Engine Malfunction Indicator Light (MIL) with DTC P003A and reduced engine power.

### What Will Be Done?

The turbocharger assembly will be inspected for the suspect turbocharger serial number. If the turbocharger on your vehicle is found to be within the affected range, it will be replaced. This service will be performed for you at **no charge**.

### What You Should Do?

We recommend that you contact your local Isuzu dealer as soon as possible to schedule an appointment. Instructions for replacing the turbocharger have been sent to your dealer. Isuzu estimates that the inspection and, if required, repair will take approximately three hours 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) and click on the dealer locator icon and enter your zip code or state. Should you not have access to the internet please contact our Customer Relations department by calling 1-866-441-9638.

### Emission Warranty Information:

In order to ensure your full protection under the emission warranty made applicable to your vehicle by State and Federal Law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. In addition, in some states participation in an emission recall may be necessary to renew the vehicle registration.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Sincerely,

Isuzu Commercial Truck of America

*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.*

OWNER LETTER – UNITED STATES (May have received an affected turbocharger)

## VOLUNTARY EMISSION RECALL CAMPAIGN #V1202

Dear Customer:

This notice is sent to inform you that Isuzu Motors Limited is conducting a voluntary emission recall that includes your vehicle VIN <VIN>.

### Reason For This Recall?

Your <model year> model year <make> <series> vehicle, during a warranty repair, may have received a turbocharger assembly which, over time, may develop a loose compressor housing. If this condition were to occur, it could result in the illumination for the Check Engine Malfunction Indicator Light (MIL) with DTC P003A and reduced engine power.

### What Will Be Done?

The turbocharger assembly will be inspected for the suspect turbocharger serial number. If the turbocharger on your vehicle is found to be within the affected range, it will be replaced. This service will be performed for you at **no charge**.

### What You Should Do?

We recommend that you contact your local Isuzu dealer as soon as possible to schedule an appointment. Instructions for replacing the turbocharger have been sent to your dealer. Isuzu estimates that the inspection and, if required, repair will take approximately three hours 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) and click on the dealer locator icon and enter your zip code or state. Should you not have access to the internet please contact our Customer Relations department by calling 1-866-441-9638.

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Dear Customer,

This notice is sent to inform you that Isuzu Motors Limited is conducting a voluntary emission recall that includes your vehicle VIN <VIN>.

### Reason For This Recall?

Your <model Year> model year <make> <series> vehicle may have been manufactured with a turbo charger that may, over time, develop a loose compressor housing. If this condition were to occur, it could result in the illumination for the Check Engine Malfunction Indicator Light (MIL) with DTC P003A and reduced engine power.

### What Will Be Done?

The turbocharger assembly will be inspected for the suspect turbocharger serial number. If the turbocharger on your vehicle is found to be within the affected range, it will be replaced. This service will be performed for you at **no charge**.

### What You Should Do?

We recommend that you contact your local Isuzu dealer as soon as possible to schedule an appointment. Instructions for replacing the turbocharger have been sent to your dealer. Isuzu estimates that the inspection and, if required, repair will take approximately three hours 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) and click on the dealer locator icon and enter your province. Should you not have access to the internet please contact our Customer Relations department by calling 1-866-441-9638.

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Sincerely,

Isuzu Commercial Truck of Canada

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OWNER LETTER – CANADA (May have received an affected turbocharger)

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This notice is sent to inform you that Isuzu Motors Limited is conducting a voluntary emission recall that includes your vehicle VIN <VIN>.

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